

## 2018 Business Computer Systems Management Annual Program Plan BCSM Business Computer Systems Management

### I.A. Program Profile: Purpose

Describe the program(s) to be reviewed. What is the purpose of the program and how does it contribute to the mission of Skyline College?

#### **Narrative**

Business Computer Systems & Management (BCM) focuses on developing office skills and applications needed to succeed in the workforce, and in higher education. The program echoes the college's Mission-Vision-Values and goals by providing students with open access; transfer opportunities and workforce development through certificates; and introducing emerging areas of study. This helps to fulfill Skyline College's mission "Skyline College inspires a global and diverse community of learners to achieve intellectual, cultural, social, economic and personal fulfillment". This also helps to fulfill the College's Vision statement of student success and academic success by allowing students to Get In, Get Through and Get Out on time.

The main goals of the program are to:

- (a) Provide excellent instruction by highly qualified faculty to prepare students for transfer, success in business careers, and personal growth;
- (b) Encourage faculty research, collaboration, faculty-student interaction, and professional activities that enhance faculty skills and student learning;
- (c) Continue to build strong partnerships with industry and the community by strengthening outreach programs;
- (d) Provide support to enhance distance-learning opportunities for staff and students by implementing latest learning tools and technology;
- (e) Provide new areas of study and certificates that align with "California's Doing What Matters initiative" along with the Career Technical Education focus.

**I.B. Program Planning Team**

Annual program planning is intended to be a collaborative process which promotes dialogue and reflection. Please identify all individuals who contributed to or shaped the narrative. Include names and the title or role of each person.

**Narrative**

Christine Roumbanis, Dean, Business, Education & Professional Programs.  
Assisting Soledad McCarthy with narrative and SPOL entry.

Soledad McCarthy, Business Coordinator/Professor. Soledad teaches business, management and entrepreneurship courses for the Business Department.

## **II.A. Analysis: Progress on Prior Program Objectives (Goals) and Activities**

Describe the progress made on previously established program objectives (goals) including identification of achievements or areas in which further effort is needed. New programs which have not yet established CPR/APP objectives should discuss progress on program implementation or activities.

### **Narrative**

The program objectives are continuing:

1. Faculty will continue to use Early Warning Notices and other methods to contact students who are not successfully fulfilling course requirements. At Division meetings representatives of student support services will discuss the support services offered at the College so faculty and staff are aware of student services offered.
2. Faculty will continue to attend CTTL workshops/seminars to learn new pedagogical approaches to teaching and learning and learn best practices to implement in the classroom. Faculty are committed to increasing success rates for students to fulfill the Skyline Promise goals.
3. All full-time and adjunct faculty in the BEPP Division who teach online courses or were interested in teaching online courses have completed Canvas online training and are certified. Additional Canvas online training will continue for faculty in the Division who want to expand to teaching online courses or using Canvas to post resources and materials for students. The goal is to continue training and workshops and be fully implemented by June 2019.

A new program objective has been added:

1. Re-design of BCM. Curriculum. Faculty will research other schools models and labor market information to determine the need. Work on course modifications/new course development. Develop stackable certificates, two tiered Business Information Worker Certificates. Determine if BCM. should be under the Business Department changing the course prefix from BCM. to BUS.

**II.B. Analysis: Program Environment**

Describe any recent external or internal changes impacting the program or which are expected to impact the program in the next year. Please include when the specified changes occurred or are expected to occur.

**Narrative**

Professor Motipara, retired in Fall 2017. She was the only full-time faculty member teaching in BCM. Adjunct faculty are teaching the BCM. classes.

Another significant change is that the CAA Grant has ended, which impacts the number of BCM. sections offered which could impact LOAD.

## **II.C. Analysis: Student Learning Outcomes (SLOs and PSLOs)**

(1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.

(2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable.

### **Narrative**

Using various instruments for measuring the SLO's, we learned that students are achieving the set course SLO's for the current year and met learning outcomes. Although, learning outcomes were met, new assessment measures should be used for continuous improvement. The Department is working on completing all course assessments for all courses by the end of Spring 2018. They will be entered into TracDat.

The annual success rates from 2015-2016 to 2016-2017 went up from 55.0% to 57.7% for online BCM. courses. The withdrawal rates from 2015-2016 to 2016-2017 went down from 27.2% to 21.0%. Both of the statistics are in drastic need of improvement. The department needs to analyze the data and come up with strategies so we don't continue with these trends.

A goal for the BCM. Department will be for all online instructors to have their online sites reviewed by the CTTL adhering to the OEI rubric. Continue to participate in professional development activities through the CTTL to learn strategies to strengthen online learning, facilitate alternate assessments and updated pedagogies for professional development. Also, the Dean will bring in speakers to explore the cohort structure and collaborative learning environments as a model.

There were curricular changes in the BCM. Dept. The changes include deletion of the Office Management AS Degree. Faculty are researching and will develop two Business Information Worker Certificate that is connected to current industry skills and standards for office workers.

Critical thinking assignments have been embedded into all BCM courses.

### III.A. Reflection: Considering Key Findings

Consider the previous analysis of progress achieved, program environment, and course-level SLOs or PSLOs (if applicable). What are the key findings and/or conclusions drawn? Discuss how what was learned can be used to improve the program's effectiveness.

#### **Narrative**

Implementing Interactive Learning Systems significantly enhances student engagement, and understanding of the course material and the achievement of the SLOs. These systems, better meet the needs of learning styles of diverse student populations. Instant feedback provides better student assessment of their own work. Conclusion: Continue using Interactive Learning System as it enhances student learning and improves retention and success rates.

Analysis is based on online courses because most of the courses are offered online. We are not offering CAA courses in the 18-19 Academic year. The success rates in BCM. online courses from 2015-2016 to 2016-2017 was up from 50.0% to 57.7%, a 7.7% increase. This may be attributed to the intentional professional development activities during BEPP division meetings, the encouragement of the dean for all faculty to attend professional development relating to alternate assessments and updated pedagogies and the variety of CTTL workshops offered at Skyline College.

Enrollment in online courses from 2015-2016 to 2016-2017 (most recent available data) has decreased from 567 to 376 or 33%. This enrollment drop was due to not offering as many sections and working on efficiency. The department offered very few courses as the curriculum is being restructured. Load improved to 472 in Spring 2018 from Fall 2017 load of 352.

Withdrawal rates in online courses from 2015-2016 to 2016-2017 were lower from 27.2% to 21.0%, a 6.2% decrease. The withdrawal rates in online courses is still too high. Adjunct faculty who teach the BCM. courses will be encouraged to attend workshops on best practices.

**III.B. Reflection: ISLOs**

If your program participated in assessment of ISLOs this year:

- (1) What are the findings and/or conclusions drawn?
- (2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do.

**Narrative**

N/A

**IV.A. Strategy for Program Enhancement: Continuation/Modification**

Indicate whether the program is continuing implementation of the last CPR strategy or revising the strategy. Please describe the modifications if revisions are intended.

Note: Any new strategies should be linked to Institutional Goals through creation of objectives in the next section. If the program has not yet participated in comprehensive program review, an annual or multi-year strategy can be defined in this item.

**Narrative**

The program is working on continuous modifications/improvements:

- Offer BCM. dual enrollment courses at high schools that lead to guided pathways/ certificate.
- Improve online course delivery by applying the most current teaching strategies and pedagogy. Encourage professional development for faculty to continue excellence in teaching, learning, and student support. Provide faculty opportunities to attend CTTL workshops to gain essential training to enhance and support student learning and student success.
- Revise the curriculum and expand certificates offered in the program, such as Business Information Worker certificates.
- Evaluate and modify BCM. courses for relevance. Get feedback from Advisory Committee members.
- Faculty research the benefits of moving the BCM. program to Business.
- Developed an online orientation for online courses.
- Deleted the Office Management AS Degree due to few degree earners and industry relevance.

<b>Associated Objectives</b>
 <a href="#">469-BCM Program Re-Design</a>

#### **IV.B. Strategy for Program Enhancement: Action Plan and Resource Requests**

Based on the most recent CPR and any desired modifications, develop an annual action plan with related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the APP report under this item.

(1) To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.

(2) IMPORTANT! Make sure to associate each objective to this standard in the APP. Need help? Contact the PRIE Office for further instructions. Institutional Goals.

#### **Narrative**

See planning modules

<b>Associated Objectives</b>
 <a href="#">469-BCM Program Re-Design</a>
 <a href="#">Budget and Objectives of Business Computer Systems Management Department</a>

# Objectives of Business Computer Systems Management Department

Planning Year: 2018-2019

Planning Year: 2018-2019

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Unit Code	Planning Unit	Unit Manager
2411BCSM00	Business Computer Systems Management	Roumbanis, Christine

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## Objective Status: New/In Progress

469 BCM Program Re-Design

The BCM Program needs to be redesigned. The dept. is offering limited sections of classes due to low enrollment. Work on course modification/new course development The current courses/certificates need to be updated with clear definitive pathways for student success. Providing clear definitive pathways can lead to increased enrollment and entry-level jobs.

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