

2018-19 Business Computer Systems Management Annual Program Plan

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 transforms a global community of learners". 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 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 BCM faculty 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.
2. BCM will develop new collaborations with the Adult Schools and with high schools.
3. BCM will move towards a fully OER (Open Educational Resources) model

Associated Objectives

[924-Professional Development](#)

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

All courses in Business Computer Systems & Management (BCM) are offered online. LOAD in the Department has increased to 531 in Spring 2019. Outreach efforts and efficiency in scheduling has helped to increase the Load.

The Office Assistant Certificate of Achievement is in the redesign process to make way for a new stackable certificate model that will also include the Office Manager Certificate of Achievement.

Associated Objectives

[924-Professional Development](#)

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 completed all course assessments for all courses in Spring 2019. They were entered into TracDat.

The annual success rates from 2016-2017 to 2017-2018 went up from 58.9% to 62.8% for online BCM. courses. The Retention rates from 2016-2017 to 2017-2018 went down from 81.1% to 78.8%. The withdrawal rates from 2016-2017 to 2017-2018 went up from 18.9% to 21.2%. These statistics are in drastic need of improvement. The department needs to analyze the data and come up with strategies so we do not continue with these trends.

Goals for the BCM Department include: all online instructors to have their online sites reviewed by the CTTL adhering to the OEI rubric, continued participation in professional development activities with the CTTL to learn strategies to strengthen online learning, facilitate alternate assessments and updated pedagogies. We are also interested in exploring 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 redesigning the Office Assistant Certificate that is connected to current industry skills and standards for office workers. The Office Manager Certificate is being created as a stackable certificate.

Outdated courses have been deleted and current courses are being updated to meet the changing technical environment.

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 2016-2017 to 2017-201 was up from 58.9% to 62.8%, a 1.0% 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 BCM. online courses from 2016-2017 to 2017-201 (most recent available data) has decreased from 444 to 305 or 31%. This enrollment drop was due to not offering as many sections and working on efficiency. The department has offered only four courses as the curriculum is being restructured. Load improved steadily from a low in Spring 2018 (337) to increases in LOAD in Fall 2018 (579) and in Spring 2019 to 531. Working on efficiency in scheduling of classes has worked.

Withdrawal rates in online courses from 2016-2017 to 2017-2018 were higher from 18.9% to 21.2% a small increase. The withdrawal rates in online courses is still too high. Adjunct faculty who teach the BCM. courses will be encouraged to attend workshops on learning best practices and updated pedagogy to increase engagement and success in online courses.

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 and Office Manager 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.
- Developing an online orientation for online courses.
- Moving towards a OER (Open Educational Resources) model.

Associated Objectives

[924-Professional Development](#)

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. Need help? Contact the PRIE Office for further instructions.

Narrative

See planning modules

Associated Objectives

[897-BCM OER Model](#)

[924-Professional Development](#)

Enhanced Budget with Objectives and Tasks

[Enhanced Budget with Objectives of Business Computer Systems and Management unit](#)