Program Review

FOLSOM
LAKE
COLLEGE

ADP/Program Review - Business Technology

2020 - 2021

1. Department Goals - Current Progress: GOAL: Continue the ongoing development and approval of the Business Information Worker (BIW) II Certificate. There are many career options in Business Technology and the Business Information Worker Pathway/Certificate can lead to immediate employment or career advancement. Ensure BUSTEC courses that prepare students for Microsoft Office Certification are clearly identified in the FLC catalog.
PROGRESS: BIW II Certificate should be approved in Fall 2020.
RESOURCES: Technology Testing Center Development Resource Request.

GOAL: Work with local high schools to update expiring articulation agreements and create new agreements for the new BUSTEC classes being added. We would also like to see how to work on a pathway or strategy to move students who have taken articulated class to a BIW certificate completion. We also want to promote the BIW II certificate to highschool students who are looking for CE programs for employment.
PROGRESS: CT Outreach Services has been working with his to develop more articulation agreements with new high schools and for courses we had not previously articulated, in addition to the new BUSTEC classes that were previously CISA.
RESOURCES: Funded through Career Education Outreach.

GOAL: Continue to increase enrollment in BUSTEC classes and persistence to complete the BUSTEC BIW I Certificate.
PROGRESS: The BUSTEC Department needs to continue to educate the counselors and students about the new certificate. High schools who have articulation agreements with FLC need to be aware of the certificates and the additional courses (outside of articulation) that needed to be completed at FLC to obtain the certificate. Additionally, we need to ensure current BUSTEC courses that prepare students for Microsoft Office Certification are clearly identified in the FLC catalog.
RESOURCES: No funding requested.

GOAL: Provide the local public service employers with a pool of entry level employees immediately ready to enter the workforce. This will be accomplished through the Innovative Pathways to Public Service (IPPS) Regional Project.
PROGRESS: This focused project will start investigation and set up in Fall 2019, with the majority of the work being accomplished in Spring 2020 and Spring 2021.
RESOURCES: Funding has been approved regionally as a Strong Work Force project.

2. Department Goals - Future: GOAL: Certify all the courses in the BIW II Certificate with the California Virtual Campus (CVC) this is also known as the Online Educational Initiative (OEI.)
Progress: There are 8 classes in the BIW II Certificate, of which 6 are in the BUSTEC department. The in Spring 2021, BUSTEC department will start working on getting all the courses approved but is currently limited by the needed human resources . The difficulty with getting courses OEI approved is that each course needs to be certified per each instructor. This means adjunct instructors need to have the motivation to put in the work to get courses approved. Currently there is a stipend for this but it still takes the instructor willing to do the work. Also- as a single full time faculty person department, it means that the one faculty member who may be teaching the courses needs to get each course approved.
RESOURCES: FTEF for reassign time.

GOAL: Marketing and outreach. Continue to market and publicize the new BIW I and future BIW II certificate.
STATUS: With the help of Strong Workforce funding the CT Area is working jointly to use funds for joint marketing. An opportunity was identified at the 2019 Spotlight Night; marketing material should be available for the parents of incoming traditional students' parents who could benefit from the BIW I certificate (as opposed to marketing material just for traditional students.) Many parents were interested in the BIW Certificate for themselves.
RESOURCES: No additional resources requested outside of Career Education Outreach.

3. Special or Long Term Projects: GOAL: The BUSTEC department needs to work with the Business and Computer Information

Science department to develop one certificate or program that fulfills the MIS need identified at the Advisory Board meetings. This would be some type of BUS or BUSTEC program/degree for students who what to be heavily involved with IT in a business industry and not in the computer science field.

GOAL: Establish a Microsoft Certified Testing Center.
PROGRESS: BUSTEC has aligned and revised curriculum to Microsoft Office testing requirements. Quotes have been request via Certiport for testing software and for test center requirements. This has been an ongoing project for BUSTEC but we are now looking into online options for testing due to the current world COVID-19 pandemic.
RESOURCES: Technology Testing Center Development Resources Request.

4. Department/Discipline Plans - Curriculum and Course Sequencing: Currently, all of the BUSTEC courses are able to be offered on ground, hybrid, or online. Most of the introductory classes are offered online or on grounds. We continue to have problems with low enrollment in hybrid and on grounds classes. Progress has been made in improving course sequencing but the higher level/Capstone class continues to have low enrollment.

BUSTEC reviews course offering to ensure that BIW I Certificate can be completed in two semesters. Most courses have online sections to ensure that students attending any of the three campuses can complete the program.
5. Program Development & Revision: No courses are due for reviews.

Two new courses: BUSTEC 366: Electronic Presentations and BUSTEC 367: Database and Records Management will be offered in Spring 2021. Based on Advisory Board feedback we are looking into creating classes for Microsoft Publisher.

Additionally, we have been contacted by the ESL department. They have a need for an introductory BUSTEC ESL course to help ESL students work with computers and computer applications. The current entry level BUSTEC courses do not fulfill their need. Additionally, ESL students enroll in the entry level BUSTEC courses but still struggle. Some ESL students need an even more basic computer application course. We have tried this type of offering in the past but enrollment was low, regardless of the large student need. The BUSTEC department agreed to help ESL by writing the course curriculum and teaching the course if they included the course as some type of advisory or prerequisite for their lower level courses. We will need to look to student equity for FTE funds for FTE. There is a resource request for FTEf to support the new course. The course is no longer in the college catalog, but the information that was in Socrates has been saved.
6. Percent of SLOs assessed: 100% of SLOs will be assessed by the end of Fall 2020.
7. Course SLOs - Synopsis: The BUSTEC department is working to increase student learning outcome achievement in online classes. Those students who complete the class do well in learning the outcomes, however, many students do not complete online classes. Students who do not successfully complete the learning objectives are not completing the coursework/class-- as opposed to remaining in the online class and not understanding or testing well.
8. Course SLOs - Strategies for Improvement/Maintenance: To help with the improvement of student success in reaching the SLO goals the BUSTEC department has met (and will continue to meet) to develop the CANVAS course information. A vast majority of the BUSTEC courses, whether taught online, hybrid, or on grounds, have a component in Canvas. We feel that having a strong support structure in the LMS will improve student success. Additionally, obtaining OEI certification for the BUSTEC courses should help course SLO achievement.

Many students who take online courses do not come to campus for office hours. To reach out to students who need additional online support, being able to offer more help and resources through the LMS would be beneficial. If students having difficulty navigating the course could benefit from more audio and visual resources available on the LMS.
9. Program SLOs - Synopsis: The BIW I Certificate and upcoming BIW II Certificate is aligned with the a California state recognized career pathway. Students completing this certificate will obtain entry level skills to get a job, with a solid foundation in Microsoft Windows and Office as well as strong digital and web literacy skills, the Business Information Worker brings efficiency and productivity to the workplace. The BUSTEC department is working on the best way the monitor the new BIW Certificate. The data will be slow to come it first needs to be cataloged. After completing the certificate students will:
1) demonstrate proficiency in business technology applications.
2) demonstrate proficiency in business administration skills.
3) demonstrate proficiency in business communication skills.
4) apply customer service skills in a business environment and provide a positive customer service experience.
10. Program SLOs - Strategies for Improvement/Maintenance: Work in progress. Since the new certificate has recently been cataloged we do not have student data to work on program SLOs.
11. Improving Course and Program Success Rates - Data Analysis: During office hours, I work with students and they mention the lack of access to tutoring, This has improved in the past year. Improvement has been made with the tutoring center. Fewer students are requesting resources in the tutoring center. I am not sure if this is because required resources are available or

because fewer students are seeking help in the tutoring center.   Students request that adjunct faculty be available on campus when they have problems in their online classes.

12. Improving Course and Program Success Rates - Strategies and Resources Needed: For all offered BUSTEC courses from 2018-2019 to 2019-2020, success rate, retention and productivity rates declined, however, the 2019-2020 rates are still higher than the 2017-2018 rates. Enrollments also dropped from 2018-2019 to 2019-2020, but the 2017-2018 and 2019-2020 enrollments differ by 12 students.   While student success is definitely on the rise since 2015-2016 there was a decline from the last academic year.

All the BUSTEC courses are offered online because the on grounds courses do not fill.   Many online BUSTEC classes have orientation sessions but not all students are able to attend. The orientation is not mandatory. The BUSTEC department is looking into creating a more robust online video orientation that all students would be able to view at the convenience at the start of the course.

Student success rates are the highest with Pacific Islander, Asian, and Filipino students. The students with the lowest with Native Americans and African Americans.

Hispanic/Latino student success rate trends with the overall student population. However, Hispanic/Latino is lower than then overall student average- staying within approximately 3%.

African American student success rate trends with the overall student population. However, Hispanic/Latino is much lower than then overall student average- within approximately 30%. Work needs to be done to increase student success with this student population. This student population has the least student success rate in BUSTEC courses.

The student success rate for students 24 years old and younger is 89.9%, however for students older than 36 the student success rate drops to 65%. With that said, the student success rate for students older than 36 years old has been trending upward from the start of data collection.

The BUSTEC courses that have been OEI approved are more through and the BUSTEC Department expects student success and retention to increase because of the new OEI format. To help with course and program success rates the BUSTEC department wants to have all BUSTEC course OEI certified.

BUSTEC 102
From 2018-2019 to 2019-2020, there have been improvements in student success, retention, and fill rate.

BUSTEC 110
From 2018-2019 to 2019-2020, there have been improvements in student success and fill rate. The retention percentage has decreased about 5%.

BUSTEC 126
From 2018-2019 to 2019-2020, there have been improvements in student success and fill rate. The retention percentage has decreased about 5%. Enrollment has more than doubled.

BUSTEC 307
From 2018-2019 to 2019-2020, there was an decrease in student success, retention, and fill rate. This is most likely due to the unit increase from 2 to 3 units.

BUSTEC 308
From 2018-2019 to 2019-2020, there was an increase in student success, retention, and fill rate.

BUSTEC 309
This is a new course to BUSTEC. There is no data for 2018-2019. In
2019-2020, success rate was 88.2% and retention was 100%. Fill rate was at 52.5% but as stated this is a new course to BUSTEC.

BUSTEC 331
From 2018-2019 to
2019-2020, success rate, retention, and fill rate declined. However, the number of enrolled students declined from 295 to 50. This is due to less sections being offered.

BUSTEC 333

From 2018-2019 to

2019-2020, success rate, retention, and fill rate declined. However, the number of enrolled students declined from 295 to 50. This is due to less sections being offered. This course is no longer being offered at FLC because of changes in curriculum at Sac State.

BUSTEC 360

From 2018-2019 to

2019-2020, success rate increased. Retention and fill rate declined. The decrease in retention could be due to the next course in the sequence BUSTEC 361 is not part of the BIW I certificate.

BUSTEC 363

From 2018-2019 to

2019-2020, success rate increased. Retention and fill rate decline, but the number fo enrolled students declined from 619 to 189 because fewer sections were offered.

13. Suggestions for Improving the ADP/PR process: None.

14. Is your ADP complete and ready for review by the Dean and Vice President?: Yes

Program Review Questions (skip if not completing program review)

15. Mission Statement: The Business Technology program is designed to provide students with information technology skills used in today's business environment. Students also receive an education in the major areas of business that are aligned with respective technology skills. Students in the program learn critical thinking, problem solving, how to use business software, the procedures utilized in electronic workspaces and have the opportunity to earn credits for real world experience and internships. The Business Technology program enables students to:

- Complete the transfer requirements for lower division courses to a two or four-year institution.
- Gain employable and marketable computer skills to work independently in a business or home office setting.
- Provide job enhancement opportunities for non-degree seeking students.
- Maintain Business Technology proficiency as it evolves and advances.
- Become independent learners through the use of learning resources and critical thinking

Integrate their Business Technology Skills with other academic disciplines and the broad application of business.

16. Pre-Requisite and Co-Requisite Validation: The BUSTEC department is always review pre-requisite and co-requisite validation. Courses in each software taught are sequenced based on skill level from beginner to advanced. There are 14 BUSTEC courses and 11 have no prerequisites. The 3 courses that have pre-requisites are part of a two course sequences. For example, beginning keyboarding and advanced keyboarding, beginning work processing and advanced word processing, and beginning excel and advanced excel. Occasionally, we have students request pre-requisite waivers for the three advanced courses. Most frequently they have industry experience and want to take the advanced course for professional development without taking the introductory course.

17. Maintaining Program Currency: Technology is always changing and the BUSTEC department reviews course and program currency annually. The BUSTEC department maintains program currency by meeting at least once (usually twice) a year with an Advisory Board. The curriculum taught is current with industry standards. Every year the BUSTEC department evaluates the program, certificate(s), textbooks, and software to ensure that course curriculum is current and relevant. This was last completed in Spring 2020.

We use Teaching Modalities to help process information to memory by visual (learning by seeing), auditory (learning by hearing), and kinesthetic (learning by doing). Many courses use software to allow students to visually learn and learn by hands on practice and review. Any student may see the instructor for a lecture, to help review the course work, or receive any additional supplemental exercises.

To keep the faculty updated we:
- Participate in professional development opportunities with industry and local organizations.
- Maintain currency of business technology faculty through training and continuing education.
- Encourage Business Technology faculty to maintain certifications and software training as required.
- Collaborate with employers through interaction with the Business Technology Advisory Committee.

18. Evidence of Program Relevancy: At the last Advisory Board meeting the courses in the BUSTEC program were all current and met industry standards. All the BUSTEC courses except for one, which is currently in the review process, was updated in 2019-2020.

The Business Technology courses enhance lifelong learning and prepare students for the needs and demands of everyday life

and work in a business environment. The BUSTEC department reviews the program annually to ensure we:
- Offer curriculum designed to prepare students for employment in office occupations ranging from entry level to supervisor/management positions
- Provide in-service courses for currently employed office workers for the purpose of upgrading skills, job advancement, and higher pay.
- Provide courses which fulfill the basic requirements of students in higher education
- Provide support courses for accounting, automotive technology, digital media, e-commerce, food service, supervisory management, information and computer science, television production and liberal arts majors.
- Offer non-majors opportunities to acquire and develop business technology skills

To be able to provide courses that are applicable in the ever evolving business environment, BUSTEC will continue to add new classes and certificates as required by industry standards.

19. Is your PR ready for review by Dean/VP?: Yes