

#22

COMPLETE

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Page 1: I. Program Overview and Update

Q1 Department(s) Reviewed:

Business Office Technology

Q2 Lead Author and Collaborators:

Pat Newman, Diane Woods, Hadar Ikzir, Keith Parkman, Annie Zuckerman, Angham Yousif, Layla Shaba, Diane Jacobs

Q3 Dean:

Larry McLemore

Q4 Program Update (Required): Please summarize the changes, additions, and achievements have occurred in your program since the last program review. To access last year's program review, visit the IPRPC Intranet Page, accessible here.

We are offering two new classes, "Google Applications for Business" and "Computer Concepts and Applications". BOT is partnering with ESL to link the BOT 100 Basic Keyboarding class with the new ESL 26 Computer Skills and Vocabulary Introduction class.

Page 2: IIB. Student and Program Learning Outcomes

Q5 Do you have an assessment plan on file with SLOAC? If you have not already done so, you can submit your program's assessment plan to SLO Coordinator, Tania Jabour, at tania.jabour@gcccd.edu. **Yes**

Q6 Please provide an analysis of your student learning outcomes (SLO) findings and what changes, if any, were made as a result.

TracDat results are only posted through Spring 2018. All of those outcomes are above the baseline 70% set by the department. Several new classes have been added to the curriculum. They will be taught face-to-face or hybrid for the first few offerings, and then may be moved to online.

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Q7 Review your PLOs. Are the listed PLOs an accurate reflection of the program's current learning objectives? **Yes**

Q8 Are the PLOs mapped onto the course SLOs? **Yes**

Q9 Discuss your assessment plan for the PLOs.

All BOT course SLOs have been assessed, and are all mapped to the BOT PLOs. Previous SLO assessment plans were not as informative as they could be because we were so in the weeds of assessing SLOs that we didn't see the big picture or have enough meaningful discussions. Plans are to produce a new SLO/PLO assessment plan to do a deep dive on each course once or twice in a three-year period for continuous improvement, with the fourth year to analyze all data for the comprehensive program review. This schedule will be based on the new comprehensive Program Review schedule.

Page 3: IIB. Student Achievement

Q10 How has the program's success rate changed over the past year?

The overall success rate for this program is about 5 points higher in the spring than the fall. Fall success rates have been holding fairly steady, but there was a drop from Spring 2017 (83%) to Spring 2018 (75%). There were four courses in Spring 2018 that had much lower success rates than the previous year, as well as a much lower retention rate. A more detailed look at these classes will be taken after Spring 2019 to see if the trend continues.

Q11 The College has set a 2024 goal of reaching a 77% course success rate (students passing with a grade of A, B, C, or P out of those enrolled at census) for the College as a whole. Consider how your will program help the College reach its long-term goal of increasing the course success rate to 77%. This is intended to provide a goal for improvement only; programs will not be penalized for not meeting the goal. What is your program's one-year goal for success rate across all courses in the program?

The goal will be to raise success rates by at least 2 points for Spring to bring us back up to the college goal of 77%. The program instructors will analyze the lower rates in some of the classes to strategize ways to bring these courses up to the levels of the others in the program.

Q12 Which specific groups (by gender and ethnicity) have success rates lower than that of the program overall?

Women averaged 79% success which is slightly more than men at 69.5%. Women comprise 80% of the students in the program, which is typical in this field. The one group that showed a significant drop in success rate from the previous year was Hispanics. The spring semester showed a drop of 19 points from Spring 17 (70%) to Spring 18 (51%). The drop in success for Hispanics in fall was less, but still significant, from Fall 16 (68%) to Fall 17 (59%). Success rates also dropped for men in spring from Spring 17 (78%) to Spring 18 (70%).

Q13 What program (or institutional) factors may be contributing to these lower rates of success for these groups of students?

There were 53 students who identified as Hispanic, which is 13% of the students in the program. We hire bi-lingual tutors to help students in all classes, but do not currently have any who speak Spanish.

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Q14 What specific steps will the program take to address these equity gaps in the 2019/20 academic year?

BOT will seek to hire an instructor and/or tutors who are bi-lingual in Spanish to help the Hispanic students.

Q15 How do these activities align with the goals set forth in your last comprehensive program review? **Respondent skipped this question**

Q16 OPTIONAL: If you would like to attach any charts or additional documentation (aside from the program review report prepared by the IESE Office), please upload it using the button below. You can upload PDF, Word, and image files. **Respondent skipped this question**

Page 4: Distance Education

Q17 Does your program offer any courses via distance education (online)? **Yes**

Page 5: Distance Education Course Success

Q18 Are there differences in success rates for distance education (online) versus in-person sections? **Yes**

Q19 If there are differences in success rates for distance education (online) versus in person sections, what will the program do to address these disparities?

Online success in Fall 17 was 78%, and Spring 18 was 73%, while on-campus success rates were slightly higher for Fall 17 was 84% and Spring 18 was 82%. This drop in spring mirrors the success rate drops in spring for men and Hispanics. All BOT success rates were above the college averages for the same dates.

Page 6: IV. Previous Goals: Update (If Applicable)

Q20 Would you like to provide an update for your previous program review goal(s)? **No**

Page 7: Previous Goal 1

Q21 Previous Goal 1: **Respondent skipped this question**

Q22 Link to College Strategic Goal(s): **Respondent skipped this question**

Q23 Goal Status **Respondent skipped this question**

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Q24 How was the goal evaluated? If the goal is "in progress," how will it be evaluated? **Respondent skipped this question**

Q25 Please provide the rationale for this goal: **Respondent skipped this question**

Q26 Please provide the goal action steps for the year (previously "Activities"):
Respondent skipped this question

Q27 Do you have another goal to update? **Respondent skipped this question**

Page 8: Previous Goal 2

Q28 Previous Goal 2: **Respondent skipped this question**

Q29 Link to College Strategic Goal(s): **Respondent skipped this question**

Q30 Goal Status **Respondent skipped this question**

Q31 How was the goal evaluated? If the goal is "in progress," how will it be evaluated? **Respondent skipped this question**

Q32 Please provide the rationale for this goal: **Respondent skipped this question**

Q33 Please provide the goal action steps for the year (previously "Activities"):
Respondent skipped this question

Q34 Do you have another goal to update? **Respondent skipped this question**

Page 9: Previous Goal 3

Q35 Previous Goal 3: **Respondent skipped this question**

Q36 Link to College Strategic Goal(s): **Respondent skipped this question**

Q37 Goal Status **Respondent skipped this question**

Q38 How was the goal evaluated? If the goal is "in progress," how will it be evaluated? **Respondent skipped this question**

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Q39 Please provide the rationale for this goal: **Respondent skipped this question**

Q40 Please provide the goal action steps for the year (previously "Activities"): **Respondent skipped this question**

Q41 Do you have another goal to update? **Respondent skipped this question**

Page 10: Previous Goal 4

Q42 Previous Goal 4: **Respondent skipped this question**

Q43 Link to College Strategic Goal(s): **Respondent skipped this question**

Q44 Goal Status **Respondent skipped this question**

Q45 How was the goal evaluated? If the goal is "in progress," how will it be evaluated? **Respondent skipped this question**

Q46 Please provide the rationale for this goal: **Respondent skipped this question**

Q47 Please provide the goal action steps for the year (previously "Activities"): **Respondent skipped this question**

Page 11: V. New Goals (If Applicable)

Q48 Would you like to propose any new goal(s)? **Yes**

Page 12: New Goal 1

Q49 New Goal 1:

Bi-lingual embedded tutors with special emphasis on Hispanic populations

Q50 Link to College Strategic Goal(s): **Guided Student Pathways**, **Student Validation and Engagement**

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Q51 Please provide the rationale for this goal:

Success rates for Hispanic students is significantly lower than other populations. Our embedded tutor program has shown a correlation in increased success rates with other populations.

Q52 Please provide the goal action steps for the year (previously "Activities"):

Recruit embedded tutor who is bi-lingual in Spanish

Q53 How will the goal be evaluated?

Look at success rates for this population next year.

Q54 Do you have another new goal?

Yes

Page 13: New Goal 2

Q55 New Goal 2:

Increase student/industry engagement and employment opportunities

Q56 Link to College Strategic Goal(s):

Guided Student Pathways ,
Student Validation and Engagement

Q57 Please provide the rationale for this goal:

Provide opportunities for students and industry to meet and engage with potential employers.

Q58 Please provide the goal action steps for the year (previously "Activities"):

Organize a series of events, such as special seminars, mentorships, and industry panels.

Q59 How will the goal be evaluated?

Surveys conducted after each event.

Q60 Do you have another new goal?

No

Page 14: New Goal 3

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Q61 New Goal 3: Respondent skipped this question

Q62 Link to College Strategic Goal(s): Respondent skipped this question

Q63 Please provide the rationale for this goal: Respondent skipped this question

Q64 Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

Q65 How will the goal be evaluated? Respondent skipped this question

Q66 Do you have another new goal? Respondent skipped this question

Page 15: New Goal 4

Q67 New Goal 4: Respondent skipped this question

Q68 Link to College Strategic Goal(s): Respondent skipped this question

Q69 Please provide the rationale for this goal: Respondent skipped this question

Q70 Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

Q71 How will the goal be evaluated? Respondent skipped this question

Page 16: VI. Resources Needed to Fully Achieve Goal(s)

Q72 Is the program requesting resources this year to achieve this goal? **Yes**

Page 17: V. Faculty Resource Needs

Q73 Are you requesting one or more faculty positions to achieve this goal? **No**

Page 18: Faculty Position Request(s)

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Q74 Please remember to complete the Faculty Position Request Form (accessible here, under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located here (under Staffing Request Information). Brief Description of the Position Requested:

Respondent skipped this question

Q75 Faculty Position Request 1 - Related Program Goal(s):

Respondent skipped this question

Q76 Faculty Position Request Upload 1: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form here (under Staffing Request Information).

Respondent skipped this question

Q77 Faculty Position Request 2 (if applicable): Please remember to complete the Faculty Position Request Form (accessible here, under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located here (under Staffing Request Information). Brief Description of Position Requested:

Respondent skipped this question

Q78 Faculty Position Request 2 - Related Program Goal(s):

Respondent skipped this question

Q79 Faculty Position Request Upload 2: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form here.

Respondent skipped this question

Page 19: VI. Classified Staff Resource Needs

Q80 Are you requesting one or more classified positions to achieve this goal?

No

Page 20: Classified Staff Position Request(s)

Q81 Classified Staff Position Request 1: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for this position you are requesting. Brief Description of Position Requested:

Respondent skipped this question

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Q82 Classified Staff Position 1 Related Program Goal(s): Respondent skipped this question

Q83 Classified Staff Position 1 Request Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here. Respondent skipped this question

Q84 ***OPTIONAL*** Please use the button below to upload the position classification description (obtained from HR). Respondent skipped this question

Q85 Classified Staff Position Request 2: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for each position you are requesting. Brief Description of Position Requested: Respondent skipped this question

Q86 Classified Staff Position 2 Related Program Goal(s): Respondent skipped this question

Q87 Classified Staff Position Request 2 Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here (under Staffing Request Information). Respondent skipped this question

Q88 ***OPTIONAL*** Please use the button below to upload the position classification description (obtained from HR). Respondent skipped this question

Page 21: VII. Technology Resource Needs

Q89 Are you requesting technology resources to achieve this goal? No

Page 22: Technology Request(s)

Q90 Technology Request 1: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: Technology Request Form Respondent skipped this question

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Q91 Technology Request 2: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: Technology Request Form

Respondent skipped this question

Page 23: VIII. Perkins and Strong Workforce Resource Needs

Q92 Are you requesting Perkins and/or Strong Workforce resources to achieve this goal?

Yes

Page 24: Perkins Request and Strong Workforce

Q93 Perkins Request and Strong Workforce 1: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.

Description:

Embedded tutors

Amount Requested \$:

\$27,000

Related Program Review Goal(s):

1

Q94 Perkins Request and Strong Workforce 2: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.

Description:

BPS Program Liaison

Amount Requested \$:

\$10,000

Related Program Review Goal(s):

2

Page 25: IX. Supplies/Equipment Resource Needs

Q95 Are you requesting supplies and/or equipment resources to achieve this goal?

No

Page 26: Supplies/Equipment Request(s)

Q96 Supplies/Equipment Request 1: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis.

Respondent skipped this question

Q97 Supplies/Equipment Documentation 1: Please upload any supplies/equipment quotes or additional documentation for this request.

Respondent skipped this question

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Q98 Supplies/Equipment Request 2: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis. **Respondent skipped this question**

Q99 Supplies/Equipment Documentation 2 : Please upload any supplies/equipment quotes or additional documentation for this request. **Respondent skipped this question**

Page 27: X. Facilities Resource Needs

Q100 Are you requesting facilities resources to achieve this goal? **Yes**

Page 28: Facilities Request

Q101 Facilities Request 1: Please provide the information below and remember to complete a Facilities Request Form accessible here: [Facilities Request Form](#)

Description:	Install VRS GNSS Antennae on campus for Surveying classes
Amount Requested \$:	0
Related Program Review Goal(s):	Surveying request

Q102 Facilities Request 2: Please provide the information below and remember to complete a Facilities Request Form, accessible here:[Facilities Request Form](#) **Respondent skipped this question**

Page 29: XI. Professional Development Resource Needs

Q103 Are you requesting professional development resources to achieve this goal? **No**

Page 30: Professional Development Request

Q104 Professional Development Request 1: Please provide the information identified below and follow the process for requesting professional development funds, outlined here. **Respondent skipped this question**

Q105 Professional Development Request 2: Please provide the information identified below and follow the process for requesting professional development funds, outlined here. **Respondent skipped this question**

Page 31: XII. Other Resource Needs

Q106 Are you requesting any other resources to achieve this goal? **No**

Page 32: Other Resource Requests

Q107 Other Resource Requests 1: Other resource requests will be considered on a one-time funding basis. Please fill in the information below. **Respondent skipped this question**

Q108 Other Resource Requests 2: Other resource requests will be considered on a one-time funding basis. Please fill in the information below. **Respondent skipped this question**

Page 33

Q109 Are you ready to submit your program review? If you click "No," you will be redirected to the start of the program review module. **Respondent skipped this question**
