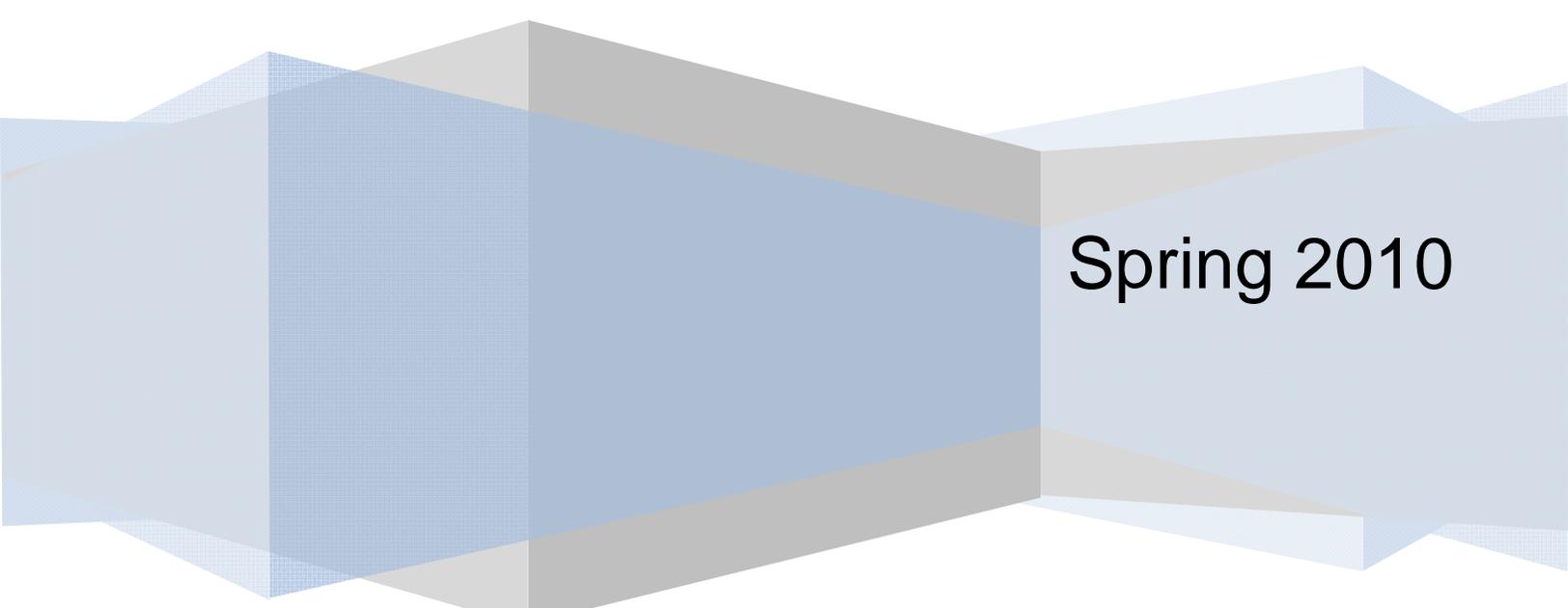**Department of Business and Information Technology**

Program Review
Business Office Technology
Compiled by: Karen O'Connor, BSOT Faculty and Chair

Spring 2010

PROGRAM REVIEW

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BUSINESS OFFICE TECHNOLOGY PROGRAM REVIEW

Part 1—Relevance

1. Program Mission:

Department Mission: The Department of Business and Information Technology mission is to provide computer information systems, business office technology, paralegal studies, as well as business administration and computer science transfer preparation; vocational business and computer technology education; employment retraining and computer literacy skills. We support lifelong learning and participation in a technological world. We respond to the business training and information technology needs of the community and empower students with the skills they need to be successful in the modern business environment.

Program Mission: The Business Office Technology Program mission is to provide an environment and curriculum designed to equip learners with the skills necessary to compete for employment in an entry-level administrative assistant position while encouraging a desire for life-long learning.

2. Statement of the Program's Student Achievement Outcomes:

Business Office Technology Program Outcomes have been determined through observation and analysis of business and industry standards for office managers, administrative assistants, and clerks, with the goal of ensuring appropriate levels of competency in a range of strengths necessary to perform professionally and effectively in today's workplace. Each of the courses required to complete the degree is an integral part of a carefully chosen selection of elements representing competencies desired by employers and required for individuals to begin or maintain a career in today's dynamic business office.

The program provides a solid environment for learners to engage with mastery performance of relevent business office skills, as well as problem solving, criticial thinking, and demonstration of work ethic to the standard of what is appropriate to be successful in the field. Program rigor and scope is consistent with similar programs in the state, nationally, and internationally. Course outcomes are created and observed to guide teaching and learning activities with a goal to ensure that achievement is measured by appropriate mastery of the topics listed in the current course outlines of record. Course outlines of record are updated within appropriate timelines, including when changes in the workplace precipitate addition or removal of study topics, or an evolution of available teaching resources provides opportunity for a significant shift in delivery that is deemed to be beneficial to the learning process.

The graduate of this program has reliably demonstrated the ability to:

A. Achieve business standards for efficiency, time management, and quality of work while projecting a professional image including ethical standards with respect to privacy, confidentiality, and personal behavior both independently and in group situations. This will be assessed by rubrics associated with assignments in select courses in the program.

B. Apply fundamental principles of spelling, grammar, and punctuation to a wide variety of business communication messages, documents, and reports appropriate for the intended audience. This will be assessed by various assignments and evaluated by rubrics in select courses in the program.

C. Select, apply, and adapt computer software tools such as word processing, spreadsheet, data base, accounting, presentation, and desktop publishing, to business related tasks and assess the logic of the results. This will be assessed by rubrics associated with assignments in select courses in the program.

D. Analyze and record a variety of business financial transactions such as petty cash, bank deposits, accounts receivable, and accounts payable. This will be assessed by final comprehensive project.

E. Apply standard records management procedures when establishing and maintaining systems to classify, organize, store, and retrieve hard copy and electronic files. This will be assessed by rubrics associated with assignments in select courses in the program.

F. Demonstrate active listening skills to accurately condense and record verbal information, instructions, and ideas. This will be assessed by rubrics in select courses in the program.

Courses	Program Learning Outcomes Assessed					
	A.	B.	C.	D.	E.	F.
BSAD C070	X		X			
BSAD C072				X		
BSAD C100	X					
BSAD C145	X	X				X
BSOT C133			X			
BSOT C154	X	X			X	X
CSCI C070			X		X	
CSCI C121		X	X		X	
CSCI C151		X	X		X	
CSCI C161		X	X		X	
CSCI C123			X	X	X	
CSCI C153			X	X	X	
CSCI C125			X		X	
CSCI C155			X		X	
CSCI C127			X			
CSCI C171			X			
Electives	X	X	X	X	X	

3. Catalog Description:

BUSINESS OFFICE TECHNLOGY ASSOCIATE OF SCIENCE DEGREE (60 Units Total, 30 in the major) This program prepares learners for employment in challenging positions as administrative assistants and office managers through courses in communication, industry standard computer applications, business, and bookkeeping in order to meet the needs of the technologically dynamic office.

BUSINESS OFFICE TECHNOLOGY CERTIFICATE (30 Units) Any learner completing the courses required for the major qualifies for a certificate in Business Office Technology.

OFFICE ASSISTANT CERTIFICATE: (18 Units) This certificate represents that the learner is equipped with the range of skills necessary to perform the duties of an entry level administrative assistant in today's technological office. Learners master skills in communication, bookkeeping, and an essential selection of intermediate computer applications for business. The Office Assistant Certificate is earned after completion of the following courses. (This is currently a local award but forms are going to the state Fall 2010 for state approval.)

OFFICE CLERK AWARD (CERTIFICATE OF PROFICIENCY*) (12 Units) represents that the learner is prepared to perform basic competencies as an entry level office clerk whether or not the individual has previous office experience. The Office Clerk Award is earned after completion of the following courses. (This is currently a local certificate of proficiency, but forms are going to the state Fall 2010 for state approval.)

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*Application in progress for proposed updates to program descriptions as follows:

BUSINESS OFFICE TECHNOLOGY ASSOCIATE OF SCIENCE DEGREE: (60 units total, 30 units in the major) This program prepares learners for employment in challenging positions as administrative assistants and office managers through courses in communication, industry standard computer applications, business, and bookkeeping in order to meet the needs of the technologically dynamic business office.   Attention to detail, a professional work ethic, and an ability to communicate effectively with others is fostered throughout.

ADMINISTRATIVE OFFICE ASSISTANT CERTIFICATE OF ACHIEVEMENT: (18 Units) This certificate represents that the learner is equipped with the range of skills necessary to perform the duties of an entry level administrative assistant in today's technological office. Learners master skills in communication, bookkeeping, and an essential selection of intermediate computer applications for business. The Office Assistant Certificate is earned after completion of the following courses. This certificate is also appropriate for individuals who are re-training in current uses of intermediate level computer applications for the business office.

OFFICE CLERK CERTIFICATE OF PROFICIENCY: (12 Units) represents that the learner is prepared to perform basic competencies as an entry level office clerk whether or not the individual has previous office experience. This certificate of achievement is designed to provide a foundation of introductory but essential office skills for individuals who are considering a career in office administration or for those who require computer, communication, and business orientation skills to increase employability in a variety of fields.

Reference: College Catalog

4. Program Requirements:

BUSINESS OFFICE TECHNLOGY ASSOCIATE OF SCIENCE DEGREE (60 Units Total, 30 in the major) This **program** prepares learners for employment in challenging positions as administrative assistants and office managers through courses in communication, industry standard computer applications, business, and bookkeeping in order to meet the needs of the technologically dynamic office.

Complete all of the following courses:

Course Number	Course Name	Units
BSAD C070	Business Mathematics	3
BSAD C072	Introduction to Accounting	3
BSAD C100	Introduction to Business	3
BSAD C145	Business Communication	3
BSOT C154	Office Personnel Seminar	3
BSOT C133	Advanced Keyboarding	1
CSCI C070	Computer Literacy	1
CSCI C121	Beginning Word	1
CSCI C151	Intermediate Word	1
CSCI C161	Advanced Word	1
CSCI C123	Beginning Excel	1
CSCI C153	Intermediate Excel	1
CSCI C125	Beginning Access	1
CSCI C155	Intermediate Access	1
CSCI C127	MS PowerPoint	1
CSCI C171	Introduction to Internet	1
		___
		26

Select at least 4 units from the following courses:

Course Number	Course Name	Units
CSCI C129	Microsoft Outlook	1
CSCI C135	Beginning Adobe Acrobat	1
CSCI C163	Advanced Excel	1
CSCI C165	Advanced Access	1
WEXP C101	Introduction to Work Experience	1
WEXP C102	Occupational Career Work Experience	1-3

Complete courses required for the major (30) plus general education requirements and electives for a minimum of 60 total units.

BUSINESS OFFICE TECHNOLOGY CERTIFICATE (30 Units) Any learner completing the courses required for the major qualifies for a certificate in Business Office Technology.

OFFICE ASSISTANT CERTIFICATE: (18 Units) This certificate represents that the learner is equipped with the range of skills necessary to perform the duties of an entry level administrative assistant in today's technological office. Learners master skills in

communication, bookkeeping, and an essential selection of intermediate computer applications for business. The Office Assistant Certificate is earned after completion of the following courses.

BSAD C070	Business Mathematics	3
BSOT C132	Intermediate Keyboarding	1
BSAD C145	Business Communication	3
BSAD C154	Office Personnel Seminar	3
BSAD C072	Introduction to Accounting	3
CSCI C151	Intermediate Word	1
CSCI C153	Intermediate Excel	1
CSCI C155	Intermediate Access	1
CSCI C171	Introduction to Internet	1
CSCI C129	Beginning MS Outlook	1
Or CSCI C135	Beginning Adobe Acrobat	1

OFFICE CLERK AWARD (12 Units) (Certificate of Achievement) represents that the learner is prepared to perform basic competencies as an entry level office clerk whether or not the individual has previous office experience. The Office Clerk Award is earned after completion of the following courses.

BSOT C131	Basic Computer Keyboarding	1
BSOT C154	Office Personnel Seminar	3
CSCI C070	Computer Literacy	1
CSCI C121	Beginning Word	1
CSCI C123	Beginning Excel	1
CSCI C125	Beginning Access	1
CSCI C127	PowerPoint	1
BSAD C070	Business Mathematics	3

The program has been designed with steps defined by the 12, 18, and 30 unit progressions to allow learners to reach levels of achievement for the wide range of work preparadness required in the field in a logical manner. The range of positions available for business office workers/assistants/managers is very diverse and requires multi-leveled range of skills, competencies, and experience.

For this reason, the program has been designed for all learners who aspire to a career in business office work at any level. Many of the courses are offered in one unit blocks allowing learners time to achieve mastery before proceeding to the next level. The three unit courses provide the time necessary to master broad topic areas such as are required for meaningful understanding and practice of business communication in the workplace, business mathematics, and introduction to accounting. The Office Personnel Seminar course consists of modules covering essential topics that are not otherwise covered in the program, plus a focus on job search and employablity skills.

From the very beginning entry level clerk with no supervisory experience and a narrow range of duties, to the assistant with a mid-level intermediate responsibility, to the administrative office manager at the higher end of the scale, the program provides achievement levels for all. This design also facilitates acheiveable levels of progress for the learner who discovers along the way if this is the right field for their aptitude and

abilities. The BSOT program stepped design also ensures a solid base of skills are achieved, for the learner who continues in this field or and also for those who switch to a Business, Paralegal Studies, or Computer Information Systems degree or vice versa. This design accomodates the currently employed office worker who wants to upgrade and achieve new skills, as well as many who are in a situation where re-training is required because of injuries in other fields such as nursing.

The first level (12 units) allows the learner to achieve a base of competencies for initial entry level positions in office work. The next level (18 units) allows the student to reach an intermediate level of preparedness for both entry to the field as well as re-training, and the final level (30 units) allows a rounded and comprehensive preparadness for administrative assistant/office manager positions. Each level builds on the prior level, with the degree level providing fullfillment of all required program outcomes to a professional level.

Certain basic BSOT program courses are now essential elements of the Industrial Arts program core, as employers in that field are requesting common computer skills along with Word and Excel (base components of BSOT) for their employees.

Reference: College Catalog

Part 2—Appropriateness

1. Student Demand Data:

Information presented here represents the department's best attempt at working with existing data supplied by the KCCD database. The department has made the needed corrections to the SAM and TOP codes on the course outlines of record (CORs) so that program data will align correctly and these changes have been approved and submitted to the district. Because a number of courses are currently common to many separate degree programs, there is an overlap across several disciplines (BOT, BSAD, CSCI) in each of our seven degrees.

Historicaly, a true represenation of enrollment data for Business Office Technology, as a separate entity from Business or Computer Information Systems has been impossible to obtain.   However, the first ever list of just BSOT course offerings including Fall 2008, Spring 2009, Summer 2009, Fall 2009, and Spring 2010 is now available and is attached as an appendix to this document.   The data prior to this time frame is still coded with the incorrect TOP codes, so it is impossible to go back any further and maintain degree integrity with the data.

Enrollments have been growing and sections in this area never need to be cancelled. With the added benefit of wait listing information, additional classes are sometimes requied, particularly in the areas of computer literacy and the software applications used by business.

Completions and of certificates and degrees are increasing. Improvements to the program offerings over the past few years due to the attention of one full time faculty member in this area are showing results gained by increased accessability online, revised configuration of the degree and certificates, and outreach such as that to the Owens Valley Career Development Center in Bishop.

There was no full time BSOT faculty for the year 2003-2004, so there were no completions in 2004, 2005, but 2006 saw one degree and two certificates.

Six degrees and three certificates were earned in 2007 and five degrees have been completed in 2008-2009.

Associate in Science	BOTC	14-Dec-07	M
Cert. of Completion >1 <2 yr	BOTC	18-May-07	F
Associate in Science	BOTC	16-May-08	F
Associate in Science	BOTC	14-May-10	F
Associate in Science	BOTC	14-Dec-07	F
Cert. of Completion >1 <2 yr	BOTC	18-May-07	F
Cert of Achievement >1 <2 yr	BOTC	18-May-07	F
Associate in Science	BOTC	12-May-06	F
Associate in Science	BOTC	14-Aug-09	F
Associate in Science	BOTC	18-May-07	F
Cert of Achievement >1 <2 yr	BOTC	15-Dec-06	F
Associate in Science	BOTC	2-Aug-07	F
Associate in Science	BOTC	18-May-07	F
Associate in Science	BOTC	2-Aug-07	F
Associate in Science	BOTC	16-May-08	M
Associate in Science	BOTC	14-May-10	F

With 64 declared majors in the fall 2009 population (compared to 23 in fall 2006) completions are expected to continue to increase.

Resource: ODS

2. Place of Program in Curriculum/Similar Programs:

There are no similar programs at Cerro Coso. However, some of the courses are used in other programs, so there is no overlap or competition between classes.

- CSCI C070 Computer Literacy is a beginning level computer class that includes and exceeds basic computer competencies for any student. In addition to being a core

class for the Business Office Technology program, this class is also a core requirement for the Industrial Technology program.

- CSCI C121 Beginning Word is a beginning level word processing class that is also a core requirement for the Industrial Technology certificate and degree.
- CSCI C123 Beginning Excel is a beginning level spreadsheet class that is also a core requirement for the Industrial Technology certificate and degree.
- CSCI C161 Advanced Word is also an elective for the Computer Information Systems certificate and degree.
- CSCI C163 Advanced Excel is also an elective for the Computer Information Systems certificate and degree.
- CSCI C165 Advanced Access is also an elective for the Computer Information Systems certificate and degree
- BSAD C100 Introduction to Business is a shared requirement with several Business degrees plus Computer Information Systems degree and certificate.
- WEXP C101 and WEXP C102 are Career Work Experience classes that are shared with many CTE degrees and certificates.

This program provides training for office assistants and clerks at many levels. Business Office Technology can provide a jumping off point for students in Business , Paralegal Studies, or Computer Information Systems and vice versa. This program is also designed for access by someone in the field that is retraining or upgrading skills.

Resource: College Catalog

3. Curriculum Currency:

Course outlines of record are all up to date and current with advisory input and employer needs. The full time faculty of this area attends state and national professional organizations for discussion and input to currency of all subject areas.   This includes the California Business Education Association and the standards for business education compiled by the National Business Education Association.   NBEA level four standards are for colleges. Lower levels show elementary, middle school, and high school outcomes.

Course content is also discussed with advisory members and members of businesses in Cerro Coso communities. Areas of computer application emphasis are upgraded and revised as industry standard applications are developed and adopted by business. All courses are available in online delivery format.

Detailed course outcomes are identified for all courses and are mapped with program outcomes to ensure topics are covered appropriately.   Textbooks are all current. The department expects to update the Word, Excel, Access, Powerpoint, and Outlook components for fall 2011 at the earliest.   BSOT C131, BSOT C132, and BSOT C133, Basic, Intermediate, and Advanced Computer Keyboarding use Word 2007 for document production appropriate for the office in addition to regular lessons and drills. Elements

that are significant to success in an office environment are reinforced throughout the curriculum in courses that build upon each other so that learned skills may be practiced in ways that simulate what the learner may experience in the workplace.

Please see Appendix A for course outlines of record.

Reference: Course Outlines of Record

4. Transfer Documentation:

BSOT courses transfer to CSU. BSAD C100 and BSAD C145 transfer to CSU. BSAD C100 also transfers to UC.
All the CSCI application and computer courses that are part of the Business Office Technology degree and top code 0514 and are numbered 100 and over transfer to CSU.

See appendix J

Reference: www.assist.org.
Resource: University catalog

5. Course Scheduling:

The courses are taught in the following semesters and sequences from year to year, as a base of offerings. The wait list system implemented in fall 2009 has led to occasional increased sections in appropriate circumstances.

Fall Offerings (online/onsite*)	Spring Offerings (online/onsite*)	Summer Offerings (online/onsite*)
CSCI C070 Computer Literacy	CSCI C070 Computer Literacy	
BSOT C131 Basic Keyboarding	BSOT C131 Basic Keyboarding	BSOT C131 Basic Keyboarding
BSOT C132 Int Keyboarding*	BSOT C132 Int Keyboarding*	BSOT C132 Int Keyboarding*
BSOT C133 Adv Keyboarding*	BSOT C133 Adv Keyboarding*	BSOT C133 Adv Keyboarding*
CSCI C121 Beginning Word	CSCI C121 Beginning Word	CSCI C121 Beginning Word
CSCI C151 Intermediate Word*	CSCI C151 Intermediate Word*	
CSCI C161 Advanced Word*	CSCI C161 Advanced Word*	
CSCI C123 Beginning Excel	CSCI C123 Beginning Excel	CSCI C123 Beginning Excel
CSCI C153 Intermediate Excel*	CSCI C153 Intermediate Excel*	
CSCI C163 Advanced Excel*	CSCI C163 Advanced Excel*	
CSCI C125 Beginning Access	CSCI C125 Beginning Access	CSCI C125 Beginning Access
CSCI C155 Intermediate Access*	CSCI C155 Intermediate Access*	CSCI C155 Intermediate Access*
CSCI C165 Advanced Access*	CSCI C165 Advanced Access*	CSCI C165 Advanced Access*
	CSCI C129 Beginning MS Outlook	
CSCI C127 Powerpoint	CSCI C127 MS Powerpoint	
	CSCI C135 Adobe Acrobat	
CSCI C171 Internet		
BSAD C070 Business Mathematics		
	BSAD C072 Intro to Accounting	
	BSAD C145 Business Communication	BSAD C145 Business Communication (alternating years)

	BSOT C154 Office Personnel Seminar (aternating years)	BSOT C154 Office Personnel Seminar (alternating years)
* **Stacked or sometimes stacked when required to make a class**		

Please see Appendix B for BSOT long term schedule.

Resource: Schedule of Classes; Long-Term Schedule

6. Methods of Delivery:

Overview: This program is offered fully online, though many (but not all) courses are also offered on campus at Indian Wells Valley, Bishop's Owens Valley Career Development Center, and the Kern River Valley campus. The program has grownsubstantially in the past six years since the entire slate of offerings has been developed to include online delivery. At this time there are at least 64 declared majors of the Business Office Technology program and we know that not all students in the program have necessarily declared a major. (We are working to advise students of the importance of keeping their current educational goals up to date in the Banner system.)

Online: All courses in this program are offered in a repeating and predicable pattern through online delivery so that it is possible to complete the 30 unit certificate in a logical progressive manner blended with general education requirements over two years. Scheduling has also been designed to provide the opportunity to complete the 18 unit certificate in one year (fall, spring, and summer).   One unit classes are strategically placed in either the first eight weeks of the semester or the last eight weeks of the semester, according to a pattern that best serves the student body. For example, Computer Literacy is offered (when possible) before Keyboarding, beginning applications before intermediate or advanced and so forth. Business Mathematics is offered in the fall with the hope that students will take this course before they take Introduction to Accounting in the spring.   Office Personnel Seminar is offered online in the summer to allow maximum enrollment from the variety of program option levels.

The three unit classes that are only offered online are always full, and the wait list is almost always accomodated in full in the end.

Indian Wells Valley, Ridgecrest: There is a specific reason, beyond just when rooms are available, that the BSOT program course offerings are scheduled when they are. This reason is to accommodate the needs of the variety of learners who desire to engage with the program offerings.

- The CSCI C070 Computer Literacy (1.0 unit) course is offered during the mornings and also on Thursday evenings, to ensure that both day-time and evening students have a scheduling option for this essential class.

- The daytime class is offered over eight weeks to allow students to quickly gain skills and allow the student to take an additonal late start class.

- The evening class is offered one night a week (Thursdays), to allow students who are working to gradually integrate newly learned skills over a longer period of time and therefore have support the entire semester for computer related learning opportunities stimulated by classwork outside CSCI C070 which provides reinforcement of skills and confidence building at this foundational level.

- BSOT C131, 132, 133 Beginning, Intermediate, and Advanced Keyboarding classes are offered on campus one hour twice a week in a block (5:10-6:15) that suits both evening and daytime students.   This class meets 32 times for a one unit class, but keyboarding is effective when practiced in short blocks on a very regular basis, so the schedule is designed to promote this pattern. This also gives even low skilled learners a complete semester to build skills to meet the outcomes.

- Beginning, intermediate, and advanced applications, Microsoft Word, Excel, and Access are offered regularly on Monday and Wednesday evenings to accommodate learners who are on-the-job upgrading and/or pursuing BSOT certificates or degree. The three levels are "stacked" to ensure that these courses can always be offered and to create a learning cohort group for each application. These are all one unit lecture/lab courses as are all of BSOT one unit classes. The students learn from the various levels of learning in the classroom providing both a refresher and a peek into what is more advanced while working at ones own level. Mentorships develop among students, promoting shared focus on criticial thinking and also good teamwork and intra-personal skills as much desired by employers in the field. This also ensures that the thirty seats in the computer lab are as full as possible. (Advanced courses might never have enough students at one time to efficiently offer a section stand alone.)

At times, elements have been offered through Interactive Television, but this has primarily been where courses overlap with needs of other programs (Business Communication as part of Entrepreneurship program), (Introduction to Business as part of six degrees). Introduction to Accounting (fall offering), and Business Mathematics (as a summer offering), courses that are only part of the Business Office Technology program have been offered by ITV. Because these two are only credits for BSOT program, it is more effective to offer these courses once a year each online (serving a greater population), rather than by ITV, at least for the regular schedule.

Bishop: For the past two years, the BSOT 12 unit award grown to include the 18 unit certificate program is offered on site at the Owens Valley Career Development Center in Bishop. The Owens Valley Career Development Center (OVCDC) is a Tribal Organization providing career education, family literacy, language, and temporary assistance services in the five California Counties of Fresno, Inyo, Kern, Kings, and Tulare. *(The OVCDC is governed by the seven member Owens Valley Board of Trustees (OVBT) consisting of the five member Bishop Piaute Tribal Council, one elected trusee*

representing the Big Pine Paiute Tribe and one elected trustee representing the Lone Pine Paiute tribe.)

KRV: CSCI C070 Computer Literacy, CSCI C121, 151, and 161 Beginning, Intermediate, and Advanced Word are offered when enrollments permit at KRV. Classes are scheduled on Saturdays or Thursday evenings, to allow people with daytime employment to have access to classes. CSCI C123 Beginning Excel, and CSCI C127 Powerpoint, are also considered when demand allows.

Please see Appendix C for advisory committee meeting minutes.

Resource: Course outlines of record; advisory committee meeting minutes

7. Teaching Methodologies:

Application classes consist of .5 unit of lecture and .5 unit of lab and are therefore 1.0 unit courses presented in levels, so that students may integrate learning computer applications at a reasonable pace and while taking other classes. Beginning level courses tend to be offered in the first half of the semester while intermediate and advanced courses tend to be offered in the second half of the semester, both on campus at IWV and online. Faculty teaching the same courses collaborate and work towards keeping similar rigor and expectations for students in similar levels of classes so that students may take a class online or onsite or at any campus and be able to move to the next level however and where ever it is convenient and be prepared. The lecture and lab combination allows learners to perform hands-on mastery of incremental levels of learning. Many of the on campus classes are supported by faculty designed moodle courses, so that learners have support in between on campus classes.

The Computer Literacy, and Word classes are sometimes offered over 16 weeks instead of eight, to allow learners to have feedback and support their entire semester of learning basic computer skills. This allows for gradual integration of learned skills with other course work throughout the semester. The keyboarding class is also sometimes offered twice a week over very short one hour blocks for an entire semester (16 weeks), promoting regular practice in order to increase speed and accuracy to the next level.

Where appropriate, the three unit classes are supplemented by publisher created content such as videos, presentations, quizzes, and other computer based study tools, therefore meeting the needs of a variety of learning styles.

Resource: Course outlines of record

8. Student Fees:

There are no fees required.

9. Explanation of Employer Relationship:

The Business Office Technology program and courses have been updated for currency and appropriateness for workforce training within the College service area. Employer input has been gathered at Advisory Committee meetings over the years.

10. Advisory Committee:

Over the past six years, advisory meetings have been usually held jointly with the Business and Computer Information Systems, Computer Science and Paralegal areas. Most recently, inputs specific to Business Office Technology have also included but are not limited to, the following business and individuals:

- Owens Valley Career Development Center, Bishop: Gina Jones, Director
- Alta One Federal Credit Union: Heather Sharey
- Jacobs Industries: Lorna Hall
- Toss Employment Agency: Scherrie Coffland
- Adjuncts currently with jobs in the field: Margaret Porter, Heather Freeman
- Matt Hightower (Business programs full-time faculty)
- Debby Kurti (Computer Information Systems full-time faculty)
- Valerie Karnes (Dean of Career Technical Education)
- Jennifer Schwerin (Job development specialist)

Please see Appendix C for advisory committee meeting minutes.

Resource: Advisory committee meeting minutes

Part 3—Achievement of Student Learning Outcomes

1. Student Performance Data:

Information presented here represents the department's best attempt at working with existing data supplied by the KCCD database. The department has made the needed corrections to the SAM and TOP codes on the course outlines of record (CORs) so that program data will align correctly and these changes have been approved and submitted to the district. However, district data reports do not yet reflect these corrections, resulting in many known problems that skew the information available. Because a number of courses are common to many degree programs, there is an overlap across several disciplines (BOT, BSAD, CSCI) that is not reflected in the data. Complete and accurate analysis of this data is dependent on the availability of an Institutional Researcher for in-depth interpretation. This program has been in existence since 1970 and has sections offered at three sites and also online and there are 60 known students who have claimed Business Office Technology as a major.

Fall 2008 to Spring 2010 retention and success results are now available and are based on the new TOP and SAM code structures.

Please see Appendix B for BSOT long term schedule

Please see Appendix C for Advisory meeting minutes.

Please see Appendix D for BSOT sections, enrollments, Fte, retention, and success.

Please seen Apendix I for TOP and SAM code revisions recently changed.

2. Achievement of Student Learning Outcomes:

The graduate of this program has reliably demonstrated the ability to:

A. Achieve business standards for efficiency, time management, and quality of work while projecting a professional image including ethical standards with respect to privacy, confidentiality, and personal behavior both independently and in group situations. This will be assessed by rubrics associated with assignments in select courses in the program.

   Assessment Results: This was assessed through projects in BSAD C154 Office Personnel Seminar, CSCI C121 Beginning Word, and CSCI C123 Beginning Excel, and scored with a rubric.

   i. Scores averaged 79% (475/600) over 15 administrative professional assignments designed to reflect this outcome.
   ii.   44 of 51 students (85%) achieved this outcome in document production exercises using both MS Word and MS Excel.

B. Apply fundamental principles of spelling, grammar, and punctuation to a wide variety of business communication messages, documents, and reports appropriate for the intended audience. This will be assessed by rubrics associated with assignments in select courses in the program.

   This will be assessed by writing assignments in BSAD C145 Business Communciation and BSOT C154 Office Personnel Seminar and will be scored with a rubric.
   i. Out of 30 students completing this task, (30 completing the course out of 34 in course) 29 were able to successfully rewrite a memo using proper fomatting skills and appropriate spelling and grammar for business writing to the level of at least a C according to a rubric. This is a 97% success rate of the students completing the course. This is an 85% success factor for all enrolled in Spring 09.
   ii. During summer 09 students scored an average of 109/150 or 72.6% on a selection of 15 Communication Power Exercises demonstrating correct spelling and grammar to business standards in business letters, memorandums, email, and reports. However, only 14 of 21 students achieved 70% or better in this area. Added emphasis in this area is planned for future classes.

Tuesday, July 24, 2012

C. Select, apply, and adapt computer software tools such as word processing, spreadsheet, data base, accounting, presentation, and desktop publishing, to business related tasks and assess the logic of the results. This will be assessed by rubrics associated with assignments in select courses in the program.

Sample: Projects including spreadsheets, database, word processing, and desktop publishing will be evaluated and scored by a rubric.

    i. 44 of 51 students met this outcome in a variety of computer applications courses including (Word, Excel, and Access)

D. Analyze and record a variety of business financial transactions such as petty cash, bank deposits, accounts receivable, and accounts payable. This will be assessed by final comprehensive project.

A project in BSAD C072 Introduction to Accounting, was assigned to identify success with recording and analyzing business financial transactions (petty cash, bank reconciliation, accounts receivable, and accounts payable, payroll, journalizing, year end adjustments, and creation of Balance Sheet, Income Statement, and Statement of Owners Equity.

    i. 18 of 28 students succeeded with meeting this outcome in a final comprehensive project during spring 2009. (64%) 14 of 16 students succeeded with meeting this outcome during Fall 2008 in the ITV class. (87.5%) Overall, 72% succeeded with meeting this outcome.

E. Apply standard records management procedures when establishing and maintaining systems to classify, organize, store, and retrieve hard copy and electronic files. This will be assessed by rubrics associated with assignments in select courses in the program.

Students will download a zipped file(s) and unzip to a folder and use the folder to find files and save files throughout all applications courses. The unzipped folder structure will be used for work throughout the courses and also as a place to find resources.

    i. 44 of 51 students met this outcome in a variety of computer applications courses including (Word, Excel, and Access)
    ii. All online students succeed with this outcome or they cannot complete and submit assignments.

F. Demonstrate active listening skills to accurately condense and record verbal information, instructions, and ideas. This will be assessed by rubrics associated with assignments in select courses in the program.

    i. 29 of 30 students completing the course BSOT C154 succeeded with this outcome in an assignment designed for this purpose.

<u>Resource</u>: Data Plan

3. Data Plan:

TRACKING OF PROGRAM OUTCOME A is done throughout elements of Office Personnel Seminar, Word Processing, and Excel, and assignments will continue to be designed to demonstrate business standards. Additionally, learners in the Business Communication course will also be measured to track assignments relevant to this outcome.

TRACKING OF PROGRAM OUTCOME B is also taken from results of BSAD C145 and BSOT C154. Some learners will have taken Business Communication prior to Office Personnel Seminar and others may not have taken the communication course, but it appears students are not entering Office Personnel Seminar with the advised Reading Level I and Writing Level I advisory levels.

Business English learning opportunities will continue to be integrated with all BSOT courses. It is possible a Business English class needs to be developed at the under 100 course level or advisories/prerequisites need to be addressed.

TRACKING OF PROGRAM OUTCOME C will continue in the following courses:

- Beginning, Intermediate, and Advanced Word Processing.
- Beginning, Intermediate, and Advanced Excel.
- Beginning, Intermediate, and Advanced Access.
- Business Mathematics (Solving Business Problems Using a Desktop Calculator)

TRACKING OF PROGRAM OUTCOME D. This BSAD C072 assignment will continue to serve as the final project for the Introduction to Accounting course. A shorter version is assigned after chapter six at the halfway point of the topics, to give students an idea of what is ahead and to identify problem areas. Students will be advised to take BSAD C070 Business Mathematics prior to BSAD C072 Introduction to Accounting. A higher percentage of students took Business Math ahead of the accounting class in the ITV group which had a higher rate of success.

TRACKING OF PROGRAM OUTCOME E Overall, success with this outcome is demonstrated as students advance in courses in this program, but more focus needs to be made in the CSCI 070 Computer Literacy course so that less time needs to be spent in the applications courses. File management is emphasize in all courses as all courses in this program are related to work on the computer in one way or another. For the future, a rubric could be created and distributed to all faculty teaching courses that are part of this program so that this outcome with widespread value may be more fully tracked and thus strategies can be further developed to enhance learning opportunities in this area.

TRACKING OF PROGRAM OUTCOME F As this is a key program outcome, important to success as an administrative assistant, and although success is recorded with the assessment to date, it would be beneficial to create additional learning opportunities in more courses throughout this program.

Part 4—Currency

1. Current Staffing Data:

Current department staffing includes three full-time faculty split between several disciplines (Computer Information Systems, Business Office Technology, Business) and a large number of part-time faculty. Two full time faculty are assigned to the Indian Wells valley (IWV) campus and the other is assigned to the Bishop and Mammoth campuses, leaving Kern River Valley and South Kern without full time faculty representation and support. There is a desire to build up programs in all college areas, but the ability to do so is limited by the availability of full time staffing in some areas.

Business Programs Staffing Summary 2006-2009				
	FTES	FTEF	Adjunct FTEF	FTES/FTEF
2005-2006	57.62	4.60	2.27	12.53
2006-2007	152.41	12.20	8.00	12.49
2007-2008	155.97	11.00	7.84	14.18
2008-2009	128.42	9.70	5.80	13.24
	494.41	37.49	23.91	13.19

Resource: (From Business Program Review: Hightower) Program Review Database, Staffing

2. Facilities Currency:

Overall, except for the use of interactive television room, the Business programs do not have unusual demands for resources. All full time faculty have offices and access to computers and adequate classrooms for instruction.

3. Equipment Currency:

The program relies heavily on working computer equipment, particularly in Rooms 709 and 710 at IWV campus and also at KRV's computer lab. From time to time, ITV equipment has been used, but at this time there are no plans to offer courses only found in the BSOT program by ITV. Most courses require a computer lab.

4. Cost of the Program:

Please seen Apendix E for BSOT VTEA plan.

Reference: College Budget

Part 5—Future Needs and Plans

1. Program Strengths:

The degree and certificate along with the two certificates of achievement that are included with this program serve a wide range of learner needs. The program also includes courses that are essential to some other program areas and there is an efficiency of focus for those courses.

The program is completely accessible online and is also suitable for IWV, Bishop, and KRV on-site offerings.

Program outcomes and assessments have been designed and implemented and long term schedules have been developed to provide students, counselors, and the department members with the ability to plan well into the future. Existing courses have been reviewed and are current and new courses have been added to enhance outcomes and to align with industry needs. The long term schedules include tracked offerings at all locations. Enrollments are strong and the program continues to be popular with students.

2. Improvements Needed:

The programs' degrees, certificates, and courses must be continuously reviewed and evaluated for currency and alignment with industry needs.   Program application is now being prepared to submit to the state to include the 18 and 12 unit certificates in state inventory.

Marketing of programs and long term schedules needs to be implemented across all college locations and relationships with industry and advisory committee members needs to be fostered. Student success and retention rates should be monitored and student preparedness should be evaluated and compared to success rates.

3. Five-Year Program Plan:

Currency with technological advancements, relevency to employer needs, articulation with transfer programs, and marketing of programs, are the drivers of the business programs' five year plan. The department's faculty intend to work closely with Advisory Committees and Counselors to align programs with employer and student needs. Conference, training, and staff development opportunities will be evaluated for appropriateness and funding opportunities for attendance will be used where available. Long term schedules and enrollment data will be monitored and adjusted to maximize enrollment.

4. Relation of the Five-Year Plan to the College Mission:

The Business Office Technology programs and certificates offered by the Department of Business and Information Technology provide life-long learning and support to students in their academic, technical, and vocational pursuits. The goal of the programs is to foster in students a lifelong desire to learn, a passion to excel, and a commitment to contribute actively to their local community.

5. Strategies for Achieving the Plan:

The faculty in the department of Business and Information Technology will be responsible for implementing the plan by working with Counselors and Advisory Committee members. Detailed analysis of student success and preparedness will rely on the College's retention of an Institutional Researcher. Implementation and evaluation of the plan will be ongoing.

Part 6—Supporting Documentation

Appendix A: Course outlines of record for core and elective courses (on file)
Appendix B: BSOT long term schedule
Appendix C: Advisory committee meeting minutes
Appendix D: Business Office Technology Student Performance (2008-2010)
Appendis E: BSOT VTEA plan
Appendix F: Existing Program document (CIC)
Appendix G: Articulation Agreements
Appendix H: Current staffing reports
Appendix I: Newly revised TOP and SAM code schedule
Appendix J: Transfer documentation

Business Office Technology AS Business Office Technology Cert.		Fall 2009	Spring 2010	Sum 2010	Fall 2010	Spring 2011	Sum 2011	Fall 2011	Spring 2012	Sum 2012	Fall 2012	Spring 2013
BSAD C100	Introduction To Business (3.0)	O, 8, IWV	O ITV/IWV ITV/KRV	O	O	O	O	O	O	O	O	O
CSCI C070	Computer Literacy (1.0)	O1, IWV, BIS, KRV	O, IWV, IWV1,BIS, KRV	KRV	O, IWV, IWV1,BIS, KRV	O, IWV, IWV1,BIS, KRV	KRV	O, IWV, IWV1,BIS, KRV	O, IWV, IWV1,BIS, KRV	KRV	O, IWV, IWV1,BIS, KRV	O, IWV, IWV1,BIS, KRV
BSAD C070	Business Mathematics (3.0)	O			O			O			O	
BSAD C072	Introduction to Accounting (3.0)	ITV	O			O			O			O
BSOT C131	Basic Keyboarding (1.0)	O2, IWV BIS	O2, IWV, BIS	O, IWV	O2, IWV, BIS	O2, IWV BIS	O	O2, IWV BIS	O2, IWV BIS	O	O2, IWV BIS	O2, IWV BIS
BSOT C132	Intermediate Keyboarding (1.0)	O2, IWV BIS	O2, IWV BIS	O, IWV	O2, IWV BIS	O2, IWV BIS	O	O2, IWV BIS	O2, IWV BIS	O	O2, IWV BIS	O2, IWV BIS
BSOT C133	Advanced Keyboarding (1.0)	O2, IWV	O2, IWV	O, IWV	O2, IWV BIS	O2, IWV BIS	O	O2, IWV BIS	O2, IWV BIS	O	O2, IWV BIS	O2, IWV BIS
CSCI C121	Beginning Word (1.0)	O1, IWV KRV	O1, IWV, KRV, BIS	O1, IWV KRV, BIS	O1, IWV KRV, BIS	O1, IWV, KRV, BIS	O	O1, IWV KRV, BIS	O1, IWV, KRV, BIS	O	O1, IWV KRV, BIS	O1, IWV, KRV, BIS
CSCI C151	Intermediate Word (1.0)	O2, IWV	O2, IWV, KRV	O, IWV	O2, IWV, KRV, BIS	O2, IWV, KRV, BIS	O	O2, IWV, KRV, BIS	O2, IWV, KRV, BIS	O	O2, IWV, KRV, BIS	O2, IWV, KRV
CSCI C161	Advanced Word (1.0)	O2, IWV	O2, IWV	O2, IWV	O2, IWV	O2, IWV KRV, BIS	O	O2, IWV, KRV, BIS	O2, IWV, KRV, BIS	O	O, IWV, KRV, BIS	O, IWV, KRV, BIS
CSCI C123	Beginning Excel (1.0)	O1, IWV1	O1, IWV1, BIS	O1, IWV1, BIS	O1, IWV1 BIS	O1, IWV1, BIS	O	O1, IWV1, BIS	O1, IWV1, BIS	O	O1, IWV1, BIS	O1, IWV1, BIS
CSCI C153	Intermediate Excel (1.0)	O2, IWV1	O2, IWV1	O2, IWV1	O2, IWV1	O2, IWV1	O	O2, IWV1	O2, IWV1	O	O2, IWV1	O2, IWV1
CSCI C163	Advanced Excel (1.0)	O2, IWV1	O2, IWV1	O2, IWV1	O2, IWV1	O2, IWV1	O	O2, IWV1	O2, IWV1	O	O2, IWV1	O2, IWV1
CSCI C125	Beginning Access (1.0)	O1, IWV2	O1, IWV2	O	O1, IWV2, BIS	O1, IWV2	O	O1, IWV2 BIS	O1, IWV2	O	O1, IWV2 BIS	O1, IWV2
CSCI C155	Intermediate Access (1.0)	O2, IWV2	O2, IWV2	O	O2, IWV2 BIS	O2, IWV2	O	O2, IWV2 BIS	O2, IWV2	O	O2, IWV2. BIS	O2, IWV2
CSCI C165	Advanced Access (1.0)	O2, IWV2	O2, IWV2	O	O2, IWV2	O2, IWV2	O	O2, IWV2 BIS	O2, IWV2	O	O2, IWV2 BIS	O2, IWV2
CSCI C127	PowerPoint (1.0)	O2	O1, BIS		O2	O1, BIS		O2	O1, BIS		O2	O1, BIS
CSCI C129	Outlook (1.0)		O			O			O			O
CSCI C135	Beginning Adobe Acrobat (1.0)		O			O			O			O
CSCI C171	Internet (1.0)	O		BIS	O		BIS	O		BIS	O	
BSOT C154	Office Personnel Seminar (3.0)				O		O		O			
BSAD C145	Business Communication (3.0)	ITV	O			O			O			O
WEXP C101	Work Experience	X	X		X	X		X	X		X	X
WEXP C102	Work Experience	X	X		X	X		X	X		X	X

O – Online full semester, O1-Online first 8 weeks, O2-Online second 8 weeks
IWV – IWV full semester, IWV1-on campus first 8 weeks, IWV2-on campus second 8 weeks

BIS – Owens Valley Career Development Center