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COMPLETE

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Page 1: I. Program Overview and Update

Q1

I.1. Department(s) Reviewed:

Business

Q2

I.2. Lead Author:

Michael Aubry

Q3

I.3. Collaborator(s) - list of any person that participated in the preparation of this report:

Pat Newman, Julie Ducharme, Dana Fitch, and Jennifer Newman

Q4

I.4. Dean/Manager(s):

Larry McLemore

Q5   **Respondent skipped this question**

Initial Collaboration Date with Manager/Dean:

Q6

I.5. Program Update (Required): Please summarize the changes, additions, and achievements that have occurred in your program since your last program review was submitted. To access your Spring 2021 program review, visit the Program Review webpage.

The Business & Professional Studies department developed an articulation agreement with Point Loma Nazarene University in February 2021 for students who may want to pursue a Bachelor's in Business Administration (BBA) degree.

There is a new transfer 2.0 degree that has been formally approved (Business Administration for Transfer: AS-T). This program is designed to provide students with the common core of lower division courses required to transfer and pursue a baccalaureate degree in Business Administration. This includes business degrees with options such as accounting, finance, human resources management, international business, management, operations management, and marketing. This major aligns with the California State University (CSU) Bachelor of Science in Business Administration.

Because of the current pandemic, many of the current classes have been offered in a 100% online modality. This will change during the Spring as classes start to resume on campus. There has been a continued focus on equity and social justice: All programs encourage instructors to allow the use of English language dictionaries for all students. Students in Business, Management, and Entrepreneurship courses continue to study the effects of diversity, equity, and inclusion and how it impacts HR practices (including hiring, promotions, and retention).

Page 2: II. Assessment and Student Achievement

Q7

II.A.1. Describe the progress your program has made in your 4-year assessment cycle. Include any assessment results your department has found and changes you have made as a result. If your assessment plan has changed, please upload this new plan as well.

Fall 2021 starts the new 4-year assessment cycle for Business. Course SLO's are updated regularly on the five-year curriculum update cycle, and sometimes more frequently than that. The Business & Professional Studies ACP wrote new PLO's this semester. Forms are being prepared to update PLO's through the curriculum process. All SLO's will be mapped to the new PLO's once they are approved and entered in TracDat.

Q8

Respondent skipped this question

OPTIONAL: You may upload a copy of your SLO assessment plan here. If you have an Excel sheet, please convert it to one of the supported files listed below before submission.

Page 3: II. Assessment and Student Achievement

Q9

II.B.1. What progress has been made in your program to address the institutional goals set around student success and equity? {2019 Equity Plan} If qualitative or quantitative data is available, please summarize any findings.

Equity gaps exist in the program but they can be handled with new strategies to be employed by faculty. Many adjunct instructors have also completed the @One or Strong Workforce Institute on Equity teaching.

Q10

II.B.2. In light of the goals set in your program review, what are your plans to improve equitable student outcomes (success, retention, persistence, graduation, etc.) in the coming year?

It is advisable that to address any equity gaps (in terms of success, retention, persistence, and graduation), the department and discipline should incorporate more of the on-campus resources (tutoring, counseling, and writing) to bolster success rates for these students. It is advisable that a mentoring and educational plan be established for all students within the program. It is also advisable that faculty attend Strong Workforce Institute and Equity teaching (for professional development in the future).

Q11

II.B.3. What did your program learn from the transition to remote teaching and operations over the past year? How can this be used to improve the student experience in the future?

We learned how to collaborate and work together. We learned how to staff classes. We learned how to use new tools to optimize the learning experience (Zoom, Skype, Chat, Text Messaging). It is likely that classes could be offered using Zoom in the future (and it could improve accessibility for students who have a difficult time attending on campus.

Q12   **Yes**

II.B.4. Is your program a career education program (e.g., does it prepare students to directly enter the workforce)?

Page 4: II. Assessment and Student Achievement continued

Q13

II.B.5. Please share your observations about the employment rate for your program over the past several years.

We are very optimistic regarding the outlook for business, entrepreneurship, and management in the future. The pandemic has created a stronger need for entrants into the workforce (that are prepared for the current and post-pandemic challenges). Please see below for the latest information from the BLS:

"Employment in business and financial operations occupations is projected to grow 8 percent from 2020 to 2030, about as fast as the average for all occupations, adding about 750,800 new jobs"

https://www.bls.gov/ooh/business-and-financial/home.htm#:~:text=Business%20and%20Financial%20Occupations,adding%20about%20476%2C200%20new%20jobs.

As for fields that grant employment with an associate degree or some college, it is also expected to have an opportunistic outlook from the BLS:

"Employment in associate's and postsecondary nondegree-level occupations is projected to grow 11 percent from 2016 to 2026, faster than the 7-percent average projected for all occupations. In occupations typically requiring some college but no degree, employment is projected to grow 4 percent."

https://www.bls.gov/careeroutlook/2018/article/postsecondary-outlook.htm#:~:text=Employment%20in%20associate's%20and%20postsecondary,projected%20to%20grow%204%20percent

Q14

II.B.6. What is the institution-set standard for your program's employment rate? The institution set standard is what you would consider the lowest acceptable employment rate for your program (or "floor").

Please see employment rate for each program listed below (2020/2021):

Business Administration – 87%. The eight-year rate is 74%.
Business and Commerce – 69%. The eight-year rate is 63%.
Business and Management – 67%. The eight-year rate is 67%.
Small Business and Entrepreneurship – 75%. The eight-year rate is 54%.

The lowest acceptable employment rate would be 60%. We are above this in 2020/2021. Small Business and Entrepreneurship is not achieving this goal (and that could be due to the challenges of starting a new business).

Q15

II.B.7. What would you like your program's employment rate to be, ideally (stretch goal)?

Ideally, our stretch goal would be 74% (employment rate).

Page 5: II. Assessment and Student Achievement continued

Q16   **Yes**

Does your department offer classes that are approved distance education courses excluding emergency remote teaching in 2020-21 (classes that would have been taught in person if not for the pandemic)?

Page 6: II. Assessment and Student Achievement

Q17

II.C.1. If there were differences in success rates for distance education (online) versus in-person sections of program courses in your last comprehensive program review, what has the department done to address these disparities? If online and in-person sections had comparable success rates, please describe what the program did to achieve that.

For the Fall semesters (2015-2019) – the success rate was 66% (on campus). For online classes, it was 68%.
For the Spring semesters (2016-2020) – the success rate was 73% (on campus). For online classes, it was 79%.
No changes need to be made for the Spring semester. The business department will need to focus on improving success rates for online and on-campus classes (for the Fall semester). This could see improvement by hiring another full-time instructor in the department, and integrating more on campus resources such as Tutoring, Counseling, and the Writing Center. Training could be conducted to show instructors how to embed links (with these services) in their syllabus. It could also include presentation from each of these on campus resources, so that instructors are more familiar with the services that they offer.

Page 7: III. Previous Goals: Update

Q18

1. Previous Goal 1:

Business instructor to revise Entrepreneurship, advocate for the new Craft Industries certificate, and create Gig Economy Self-Employed Pathway Certificate

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Q19

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Student Validation and Engagement

Q20

3. Goal Status

Completed

Page 8: III. Previous Goals: Update continued

Q21

Please describe the results or explain the reason for deletion/completion of the goal:

This curriculum has been created, reviewed, and included within the list of courses offered by the Business Department.

Q22

Do you have another goal to update?

Yes

Page 9: III. Previous Goals: Update continued

Q23

Action Steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g., submit technology request for new laptop computers).

Respondent skipped this question

Q24

Do you have another goal to update?

Respondent skipped this question

Page 10: III. Previous Goals: Update continued

Q25

1. Previous Goal 2:

Promote business department within the community.

Q26

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Organizational Health

Q27

3. Goal Status

In Progress-will carry this goal forward into next year

Page 11: III. Previous Goals: Update continued

Q28

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Q29

Do you have another goal to update?

Respondent skipped this question

Page 12: III. Previous Goals: Update (If Applicable) continued

Q30

Action Steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g., submit technology request for new laptop computers).

This will be pursued over the next year (networking and interacting has been dependent upon the pandemic).

Q31

Do you have another goal to update?

Yes

Page 13: III. Previous Goals: Update continued

Q32

1. Previous Goal 3:

Review course scheduling.

Q33

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Organizational Health

Q34

3. Goal Status

In Progress-will carry this goal forward into next year

Page 14: III. Previous Goals: Update continued

Q35

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Q36

Do you have another goal to update?

Respondent skipped this question

Page 15: III. Previous Goals: Update continued

Q37

Action Steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g., submit technology request for new laptop computers).

With declining enrollment, this will carry even more importance over the next year. This will be reviewed at the departmental level (each semester over the coming year).

Q38

Do you have another goal to update?

Yes

Page 16: III. Previous Goals: Update continued

Q39

1. Previous Goal 4:

Create entrepreneurship club/week.

Q40

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Student Validation and Engagement

Q41

3. Goal Status

Not Started

Page 17: III. Previous Goals: Update continued

Q42

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Page 18: III. Previous Goals: Update continued

Q43

Action Steps for the Next Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g., submit technology request for new laptop computers).

This will be discussed during professional development to see if this is viable over the coming year.

Page 19: IV. New Goals

Q44

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

Yes

Page 20: IV. New Goals continued

Q45

1. New Goal 1:

Encourage instructors to take professional development/courses related to equity.

Q46

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Organizational Health

Q47

3. Please describe how this goal advances the college strategic goal(s) identified above.

This will advance the goals of student validation and Engagement/Organizational Health.

Q48

4. Please indicate how this goal was informed by SLO (student learning outcomes) assessment results, PLO (program learning outcomes) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

N/A

Q49

5. Action Steps for this Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g., submit technology request for new computer hardware).

Discuss this during professional development week and send out reminders throughout the semester. This has already been discussed with faculty within the department.

Q50

6. How will this goal be evaluated?

Follow-up will be conducted at the end of each semester to see if instructors have taken any courses or professional development that is focused on equity.

Q51   **Yes**

Do you have another New Goal?

Page 21: IV. New Goals continued

Q52

1. New Goal 2:

Promote business department within the community.

Q53   **Organizational Health**

2. Which College Strategic Goal does this department goal
most directly support? (Check only one)

Q54

3. Please describe how this goal advances the college strategic goal(s) identified above.

This will advance the goals of student validation and Engagement/Organizational Health.

Q55

4. Please indicate how this goal was informed by SLO (student learning outcomes) assessment results, PLO (program learning outcomes) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

N/A

Q56

5. Action Steps for this Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g., submit technology request for new computer hardware).

Start networking with on and off campus resources (SBA, SCORE, Rotary Club, etc.)

Q57

6. How will this goal be evaluated?

Faculty input will be reviewed throughout the year to see what new contacts have been created.

Q58

Do you have another New Goal?

No

Page 22: IV. New Goals continued

Q59

1. New Goal 3:

Respondent skipped this question

Q60

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q61

3. Please describe how this goal advances the college strategic goal(s) identified above.

Respondent skipped this question

Q62

4. Please indicate how this goal was informed by SLO (student learning outcomes) assessment results, PLO (program learning outcomes) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Respondent skipped this question

Q63

5. Action Steps for this Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g., submit technology request for new computer hardware).

Respondent skipped this question

Q64

6. How will this goal be evaluated?

Respondent skipped this question

Q65

Do you have another New Goal?

Respondent skipped this question

Page 23: IV. New Goals continued

Q66

1. New Goal 4:

Respondent skipped this question

Q67

2. Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q68

3. Please describe how this goal advances the college strategic goal(s) identified above.

Respondent skipped this question

Q69

4. Please indicate how this goal was informed by SLO (student learning outcomes) assessment results, PLO (program learning outcomes) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Respondent skipped this question

Q70

5. Action Steps for this Year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g., submit technology request for new computer hardware).

Respondent skipped this question

Q71

6. How will this goal be evaluated?

Respondent skipped this question

Page 24: Resources Needed to Achieve Program Goal(s)

Q72

What resources is your program requesting this year to achieve the program's goals? (Check all that apply)

Faculty Resource Needs

Page 26: Final Check

Q73

Are you ready to submit your program review?If you would like to go back and review a section, select a section a click "Next."

I am ready to submit my program review