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COMPLETE

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Email: pat.newman@gcccd.edu
IP Address: 72.192.167.104

Page 1: I. Program Overview and Update

Q1 Department(s) Reviewed:

Business Office Technology

Q2 Lead Author and Participants: Please list any person who participated in the preparation of this report.

Pat Newman, Diane Woods, Hadar Ikzir, Marisela Cobian, Annie Zuckerman, Angham Yousif, Layla Shaba, Diane Jacobs

Q3 Dean/Manager:

Larry McLemore

Q4 Program Update: Please summarize the changes, additions, and achievements that have occurred in your program since your last program review was submitted. To access your 2019 program review, visit the Program Review webpage.

Recently hired an English/Spanish bi-lingual adjunct instructor to teach several classes and also to serve as a mentor to LatinX students who have had lower success rates in our program.

Page 2: II. Assessment and Student Achievement

Q5 1. Do you have a course Student Learning Outcome (SLO) assessment plan on file with the Student Learning Outcome and Assessment Committee (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 OPTIONAL: You may upload a copy of your SLO assessment plan for SLOAC here. If you have an Excel sheet, please convert to one of the supported files listed below before submission. **Respondent skipped this question**

Q7 2. Please provide an analysis of your Student Learning Outcomes (SLO) findings and what changes, if any, were made as a result.

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

Q8 3. Does your department or discipline offer any degrees and/or certificates? **Yes**

Page 3: II. Assessment and Student Achievement

Q9 4. How are you currently assessing your PLOs?

Through the SLO assessments.

Q10 5. Are your PLOs in the catalog an accurate reflection of the department or discipline's current learning objectives? To access the College Catalog Associate Degree Programs and Certificates section, [click here](#). **Yes**

Q11 6. Are the PLOs mapped onto the course SLOs? If you require assistance, please contact Madison Harding in the IESE Office at madison.harding@gcccd.edu **Yes**

Page 4: II. Assessment and Student Achievement

Q12 Referencing the last 5 years of data, discuss the changes in course success rate since the last program review (annual or comprehensive) report.

Overall success rates for the past five years is 79%. In the last annual review, success rates for men had dropped and men had 10% lower success rates than women. Last year success rate for men increased and is now even with women.

Q13 Considering the college's 2024 goal of increasing course success rates to 77%, discuss how your department/discipline will help meet that goal.

The five-year average success rate for women is 83% and for men is 73%; however, in 18-19 the success rates were almost equal at 81 and 80 percent respectively.

Q14 Please describe any equity gaps, in which specific groups (e.g., by gender and ethnicity) have success rates lower than that of the department or discipline overall.

Two ethnic groups, Hispanics and African-Americans, have 60% success rates which is significantly lower than the overall 79% success rate.

Q15 What department/discipline (or institutional) factors may be contributing to these lower success rates for these groups of students?

This is difficult to say. We recently hired a Spanish/English bi-lingual instructor to support and mentor LatinX students. Success data does not cover the semesters since this instructor was hired.

Q16 What specific steps will the department of discipline take to address these equity gaps in the 2020/21 academic year?

We plan to continue the use of tutors. Three of the five BOT instructors are participating in the Strong Workforce Faculty Institute to study classroom data and formulate a plan for improvement. Three instructors are participating in online equity training at the end of this semester.

Q17 How do these steps inform the long-term department or discipline goals that you are setting in this annual program review?

Long-term data shows that tutor support has increased student success in BOT, many of whom are English as a second language learners.

Q18 In what way does your department/discipline work across instruction and student services to advance the college's student success & equity goals?

BOT uses tutors both embedded in the face-to-face classes and in the BOT lab for walk-in help.

Q19 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.

Respondent skipped this question

Page 5: II. Assessment and Student Achievement

Q20 Do you offer distance education (online) courses?

Yes

Page 6: II. Assessment and Student Achievement

Q21 Are there differences in success rates for distance education (online) versus in-person sections?

Respondent skipped this question

Q22 If there are differences in success rates for distance education (online) versus in-person sections, what will the discipline or department do to address these disparities?

Success rates for online vs. in-person vary only 3 percent.

Q23 What mechanisms are in place to ensure regular and effective contact within online courses across the discipline or department?

Instructors use the following methods to provide regular and effective contact: Canvas discussions, Canvas announcements, Canvas InBox, synchronous office hours via Zoom, Skype or on-campus to interact with students. When students fall behind, contact is first made by Canvas InBox, and followed up with phone calls.

Page 7: III. Previous Goals: Update (If Applicable)

Q24 Would you like to provide an update for your previous program review goal(s)? **Yes**

Page 8: III. Previous Goals: Update (If Applicable) continued

Q25 Previous Goal 1:

Bi-lingual embedded tutors with special emphasis on Hispanic populations

Q26 Which College Strategic Goal does this department goal most directly support? **Student Validation and Engagement**

Q27 Please describe how this goal advances the college strategic goal identified above.

Providing tutoring support to students keeps them engaged and increases success rates.

Q28 Goal Status **In Progress - will carry this goal forward into next year**

Page 9: III. Previous Goals: Update (If Applicable) continued

Q29 Please describe the results or explain the reason for deletion/completion of the goal: **Respondent skipped this question**

Q30 Do you have another goal to update? **Respondent skipped this question**

Page 10: III. Previous Goals: Update (If Applicable) continued

Q31 Please describe action steps for the year:

We recently hired a bi-lingual (English/Spanish) instructor, but have not found such a bi-lingual tutor yet.

Q32 How will this goal be evaluated?

Monitor success rate of this group over several years to see if it improves

Q33 Do you have another goal to update?

No

Page 11: III. Previous Goals: Update (If Applicable) continued

Q34 Previous Goal 2:

Respondent skipped this question

Q35 Which College Strategic Goal does this department goal most directly support?

Respondent skipped this question

Q36 Please describe how this goal advances the college strategic goal identified above.

Respondent skipped this question

Q37 Goal Status

Respondent skipped this question

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

Q38 Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Q39 Do you have another goal to update?

Respondent skipped this question

Page 13: III. Previous Goals: Update (If Applicable) continued

Q40 Please describe action steps for the year:

Respondent skipped this question

Q41 How will this goal be evaluated?

Respondent skipped this question

Q42 Do you have another goal to update?

Respondent skipped this question

Page 14: III. Previous Goals: Update (If Applicable) continued

Q43 Previous Goal 3:

Respondent skipped this question

Q44 Which College Strategic Goal does this department goal most directly support? **Respondent skipped this question**

Q45 Please describe how this goal advances the college strategic goal identified above. **Respondent skipped this question**

Q46 Goal Status **Respondent skipped this question**

Page 15: III. Previous Goals: Update (If Applicable) continued

Q47 Please describe the results or explain the reason for deletion/completion of the goal: **Respondent skipped this question**

Q48 Do you have another goal to update? **Respondent skipped this question**

Page 16: III. Previous Goals: Update (If Applicable) continued

Q49 Please describe action steps for the year: **Respondent skipped this question**

Q50 How will this goal be evaluated? **Respondent skipped this question**

Q51 Do you have another goal to update? **Respondent skipped this question**

Page 17: III. Previous Goals: Update (If Applicable) continued

Q52 Previous Goal 4: **Respondent skipped this question**

Q53 Which College Strategic Goal does this department goal most directly support? **Respondent skipped this question**

Q54 Please describe how this goal advances the college strategic goal identified above. **Respondent skipped this question**

Q55 Goal Status **Respondent skipped this question**

Page 18: III. Previous Goals: Update (If Applicable) continued

Q56 Please describe the results or explain the reason for deletion/completion of the goal: **Respondent skipped this question**

Q57 Do you have another goal to update? **Respondent skipped this question**

Page 19: III. Previous Goals: Update (If Applicable) continued

Q58 Please describe action steps for the year: **Respondent skipped this question**

Q59 How will this goal be evaluated? **Respondent skipped this question**

Q60 Do you have another goal to update? **Respondent skipped this question**

Page 20: III. Previous Goals: Update (If Applicable) continued

Q61 Previous Goal 5: **Respondent skipped this question**

Q62 Which College Strategic Goal does this department goal most directly support? **Respondent skipped this question**

Q63 Please describe how this goal advances the college strategic goal identified above. **Respondent skipped this question**

Q64 Goal Status **Respondent skipped this question**

Page 21: Copy of page: III. Previous Goals: Update (If Applicable) continued

Q65 Please describe the results or explain the reason for deletion/completion of the goal: **Respondent skipped this question**

Page 22: Copy of page: III. Previous Goals: Update (If Applicable) continued

Q66 Please describe action steps for the year: **Respondent skipped this question**

Q67 How will this goal be evaluated? **Respondent skipped this question**

Page 23: IV. New Goals (If Applicable)

Q68 Would you like to propose any new goal(s)? **No**

Page 24: IV. New Goals (If Applicable) continued

Q69 New Goal 1: **Respondent skipped this question**

Q70 Which College Strategic Goal does this department goal most directly support? **Respondent skipped this question**

Q71 Please describe how this goal advances the college strategic goal(s) identified above. **Respondent skipped this question**

Q72 Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other data: **Respondent skipped this question**

Q73 Action steps for this year: **Respondent skipped this question**

Q74 How will this goal be evaluated? **Respondent skipped this question**

Q75 Do you have another new goal? **Respondent skipped this question**

Page 25: IV. New Goals (If Applicable) continued

Q76 New Goal 2: **Respondent skipped this question**

Q77 Which College Strategic Goal does this department goal most directly support? **Respondent skipped this question**

Q78 Please describe how this goal advances the college strategic goal(s) identified above. **Respondent skipped this question**

Q79 Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other data: **Respondent skipped this question**

Q80 Action steps for this year: **Respondent skipped this question**

Q81 How will this goal be evaluated? **Respondent skipped this question**

Q82 Do you have another new goal? **Respondent skipped this question**

Page 26: IV. New Goals (If Applicable) continued

Q83 New Goal 3: Respondent skipped this question

Q84 Which College Strategic Goal does this department goal most directly support? Respondent skipped this question

Q85 Please describe how this goal advances the college strategic goal(s) identified above. Respondent skipped this question

Q86 Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other data: Respondent skipped this question

Q87 Action steps for this year: Respondent skipped this question

Q88 How will this goal be evaluated? Respondent skipped this question

Q89 Do you have another new goal? Respondent skipped this question

Page 27: IV. New Goals (If Applicable) continued

Q90 New Goal 4: Respondent skipped this question

Q91 Which College Strategic Goal does this department goal most directly support? Respondent skipped this question

Q92 Please describe how this goal advances the college strategic goal(s) identified above. Respondent skipped this question

Q93 Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other data: Respondent skipped this question

Q94 Action steps for this year: Respondent skipped this question

Q95 How will this goal be evaluated? Respondent skipped this question

Page 28: V. Resources Needed to Fully Achieve Goal(s)

Q96 Is the program requesting resources this year to achieve this program goal(s)? (Faculty Resource Needs, Classified Staff Resource Needs, Technology Resource Needs, Supplies/Equipment Resource Needs, Facilities Resource Needs or Other Resource Needs) **No**

Page 29: VI. Faculty Resource Needs

Q97 Are you requesting one or more Faculty Positions to achieve this program goal(s)? **Respondent skipped this question**

Page 31: VIII. Classified Staff Resource Needs

Q98 Are you requesting one or more Classified Positions to achieve this goal? **Respondent skipped this question**

Page 33: X. Technology Resource Needs

Q99 Are you requesting technology resources to achieve this goal? **Respondent skipped this question**

Page 35: XIV. Supplies/Equipment Resource Needs

Q100 Are you requesting supplies and/or equipment resources to achieve this goal? **Respondent skipped this question**

Page 37: XVI. Facilities Resource Needs

Q101 Are you requesting facilities resources to achieve this goal(s)? **Respondent skipped this question**

Page 39: Final Check

Q102 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**
