

2021-2022 Comprehensive Instructional Program Review - BCOT Latest

Version

2021-2022 Comprehensive Instructional Program Review

Program Overview and Goals

Mission and Alignment : Version by Hu, Jianli on 09/20/2021 19:41

The primary mission of the Business Communications Office Technology Department (BCOT) is to prepare students in both the business communications and the office technology fields regardless of their majors. Business communication courses are designed to teach students oral communication skills and writing using diverse writing tools/styles in business environments both nationally and internationally. The primary function of the office technology courses is to prepare students for employment, job advancement, or personal/academic skill attainment in the fields of Secretary/Administrative Assistant, General Office, and Legal Secretary.

Explain how your program supports the College's Mission.

The mission of the Business Computerized Office Technology Department supports the College's mission by providing open access in an academically diverse environment for students seeking training, retraining, skills attainment, and academic transfer. The curricula are designed to provide students with the necessary skills to achieve academic, professional, and/or personal growth and to meet and exceed the requirements necessary in communication, current office technologies, and administrative/secretarial skills regardless of their major code of study. The department's programs clearly integrate and support not only the mission of the division but also that of other academic divisions and the college at large.

Degrees and Certificates : Version by Hu, Jianli on 09/20/2021 19:41

List the degrees and certificates the program offers as well as the number of units or courses required to complete the program.

The BCOT Department program offers three AA and three Certificates of Achievement in **General Office**, **Legal Secretary**, and **Secretary/Administrative Assistant**. All three degree/certificate programs can be completed in two to three semesters. The department also offers department certificates for **Microsoft Office** and for **Business Communications**. The courses for each certificate are AA/Certificate applicable and can be completed in one to two semesters; each has 5 courses/11.5-15 units.

General Office AA/Certificate: prepares students for employment as a general office clerk, file clerk, general office assistant, general office receptionist, front desk, and clerical or office support. The program can be completed in two semesters--23.5 units/10 courses.

Legal Secretary AA/Certificate: prepares students for employment as a legal secretary, legal office manager, legal filing clerk, legal secretary paralegal, legal assistant, or for a legal secretary specialty in litigation, transactional, Worker Compensation, real estate, etc.

The program can be completed in three semesters--36 units/14 courses.

Secretary/Administrative Assistant AA/Certificate: prepares students for employment as an administrative assistant, executive secretary, general secretary, office secretary, executive assistant, virtual assistant, school secretary, senior executive assistant, or office manager in any business sector, education, government, or medical/dental/hospital office environment. The program can be completed in two to three semesters--30 units/12 courses.

Six-Year Program Goals : Version by Hu, Jianli on 11/23/2021 07:04

During the next six years, the BCOT program will continue to equip and prepare office and administrative employees to excel in the modern day work environment. The office environment has drastically changed over the years with the addition of the impact of the pandemic we expect the office environment to transform significantly over the next six years. This would include changes such as an increase in remote workers, fast development of technology, and an increase in demand for administrative office employees. Below are the departmental goals and action plans for the next six years:

Program Goal	College's Goals Supported (Goal A - Goal F)	Status (not started; in progress; on hold; cancelled; completed; continued)	Action Plans/Timelines/Resource Needs
Create program sustainability and continued operation of the BCOT department in order to complete goals listed below.	A	In progress	Hire a full time faculty member: fill out paperwork to the FHP committee fall of 2021.
Update SLOs for BCOT 96, 97, 114, 118, 131 and 150.	A	In Progress	Currently working with curriculum to update to match new textbooks. No resources needed. December 2021.
Collaborate with Educational Partnerships and Programs to re-establish relationships within local school districts and work with interested schools re-establish articulation agreements.	B	Not started	Work closely with Educational Partnership Coordinator to contact local high schools. Distribute current department brochures and pull sheets to the high schools and contact the four feeder High Schools: Garr, Bellflower, Downey, and El Camino. Fall 2023.
Write CTE Certificates for Microsoft Office, Business Communications, and General Office Certificates.	A	Not started	Currently these certificates are in house department certificates. By rewriting these certificates to college issued, certificates will appear on student transcripts and show more completions for the department. No resources needed. Spring 2024.

Program Goal	College's Goals Supported (Goal A - Goal F)	Status (not started; in progress; on hold; cancelled; completed; continued)	Action Plans/Timelines/Resource Needs
Explore the advantages and possibilities of revising/reestablishing the Department's Work Experience program.	A	Not started	Determine current needs in the office technology industry. Follow through with contacts to create job placement partnerships. Partner with industry to create internship positions and work closely with the Business Information Worker Program to build stronger relationship with businesses. Fall 2023.
Rewrite course BCOT 81, Legal Office Procedures	A	Continued	Contact publisher in Spring 22 and make changes in Fall 22 for curriculum. No resources needed. Spring 2024.
Create a new course to replace Principles of Filing with new course called Records Management	A	Continued	Contact publishers in Spring 22 and make changes in Fall 22 for curriculum. No resources needed. Spring 2024.
Create a Medical Front Office Assistance certificate working closely with the Health Occupation Division.	B	Not started	Coordinate with Health Occupations to arrange an Advisory Committee meeting to discuss feasibility of new certificate. Fall 2023.

Assessment Report and Data Analysis

Assessment Report (Part 1: Assessment Table) : Version by Hu, Jianli on 11/23/2021 07:04

Due to a glitch in the eLumen program, duplications were generated. The department was told that there was a glitch in eLumen and corrections could not be made. Once SLOs are updated in December 2021, this issue will be resolved. Several courses that had been deactivated reappeared when eLumen was updated.

Because MS Software classes and a few other course SLO changes were made after Professor Mageya Sharp presented a new course and curriculum updates, we plan to conduct a periodic SLO workflow starting October 2021. It will be completed by December 2021 to affect the Spring 2022 courses. Professor Barbara Soden will work with Jasmin Sanchez to have this completed and ready for the Spring 2022 assessment.

Course by SLO	Expected Performance	Performance
BCOT46 - Business Communications		
Demonstrate how to form and use the possessive case of nouns. (Active from 2013 FA)	100.00%	66.67%
Demonstrate how to form the plurals of regular and irregular nouns, proper nouns, surnames, compound nouns, foreign nouns, numerals, letters, symbols, and abbreviations. (Active from 2013 FA)	100.00%	68.85%
The student will demonstrate how to use the comparative and superlative forms of adjectives/adverbs with 70+ percent accuracy. (Active from 2013 FA)	100.00%	83.33%
Use personal pronouns in all three cases—nominative, objective, and possessive. (Active from 2013 FA)	100.00%	68.75%
Demonstrate how to form and use the comparative and superlative degrees of adjectives and adverbs. (Active from 2013 FA)	100.00%	62.90%
Apply the rules of subject/verb agreement. (Active from 2013 FA)	100.00%	58.62%
Apply the rules of commas, capitalization, and other punctuation to write with clarity, consistency, and accuracy. (Active from 2013 FA)	100.00%	77.78%
(Active from 2013 FA)	100.00%	0.00%
(Active from 2013 FA)	100.00%	0.00%
Students demonstrate how to form and use the comparative and superlative degrees of adjectives and adverbs. (Active from 2013 FA)	100.00%	0.00%

Course by SLO	Expected Performance	Performance
Students apply the rules of commas, capitalization, and other punctuation to write with clarity, consistency, and accuracy. (Active from 2013 FA)	100.00%	0.00%
BCOT46 - Business Communications		
Apply the rules of commas, capitalization, numbers, and other punctuation to write with clarity, consistency, and accuracy. (Active from 2021 SP)	100.00%	75.00%
BCOT60 - Customer Serv/Telephone Tech		
Explain the customer service environment. (Active from 2013 FA)	100.00%	80.88%
Define what is entailed in serving a diverse population of customers. (Active from 2013 FA)	100.00%	80.88%
Explain customer behavior, loyalty, and exceptional service. (Active from 2013 FA)	100.00%	82.09%
Give examples on how to deal with attitude, angry customers, and relationship building. (Active from 2013 FA)	100.00%	73.53%
Determine how best to resolve customer problems and complaints. (Active from 2013 FA)	100.00%	73.53%
Use problem-solving, time, and stress management skills. (Active from 2013 FA)	100.00%	80.60%
BCOT62 - Computer Keyboarding		
Students demonstrate general knowledge of keyboarding theory and practice. (Active from 2017 SP)	100.00%	77.87%
Students develop keyboarding skills using the alpha keys by touch. (Active from 2017 SP)	100.00%	93.28%
Students develop keyboarding skills using the numeric and symbol keys by touch. (Active from 2017 SP)	100.00%	92.78%
Students demonstrate keyboarding speed and proficiency in a five-minute timed writing exercise. (Active from 2017 SP)	100.00%	78.38%
BCOT63 - Keyboarding Speed/Control Building		
Demonstrate improvement in keyboarding speed from entry-level keyboarding test score. (Active from 2013 FA)	100.00%	82.21%
Demonstrate improvement in keyboarding accuracy from entry-level keyboarding test score. (Active from 2013 FA)	100.00%	82.69%
BCOT81 - Legal Office Procedures		
Discuss the court structures and its influence on the legal environment. (Active from 2013 FA)	100.00%	66.67%
Identify specific areas of law and recognize the basic legal documents required for each of these areas. (Active from 2013 FA)	100.00%	58.82%
Prepare legal documents. (Active from 2013 FA)	100.00%	58.82%
Define the procedures involved in the litigation process. (Active from 2013 FA)	100.00%	58.82%
Explain the U. S. legal system and sources for doing legal research. (Active from 2013 FA)	100.00%	64.71%
Use knowledge of family wills, trusts, and probate; business organizations; real estate; and criminal law to perform office procedures. (Active from 2013 FA)	100.00%	52.94%
BCOT96 - Microsoft PowerPoint		
Create an Electronic Design presentation. (Active from 2013 FA)	100.00%	91.53%
Create, format, and modify a Benefits presentation. (Active from 2013 FA)	100.00%	93.86%
Format and add enhancements to a Travel presentation. (Active from 2013 FA)	100.00%	93.64%
Create and format tables and SmartArt in a restaurant presentation. (Active from 2013 FA)	100.00%	91.82%
Format a presentation in Slide Master View and save the presentation as a template. (Active from 2013 FA)	100.00%	88.68%

Course by SLO	Expected Performance	Performance
Apply animation effects to a Travel presentation. (Active from 2013 FA)	100.00%	89.72%
Copy Word and Excel data in a Sales Conference presentation. (Active from 2013 FA)	100.00%	90.91%
BCOT112 - Microsoft Word		
Create and format a document. (Active from 2013 FA)	100.00%	93.75%
Format a report. (Active from 2013 FA)	100.00%	91.00%
Create and format a table. (Active from 2013 FA)	100.00%	90.95%
Create a flyer. (Active from 2013 FA)	100.00%	93.40%
Create an envelope and labels. (Active from 2013 FA)	100.00%	92.86%
Create a SmartArt diagram. (Active from 2013 FA)	100.00%	91.84%
Create a form letter, source, and merge letters and envelopes. (Active from 2013 FA)	100.00%	92.06%
BCOT114 - Introduction to Microsoft Office		
Create and edit a document; format characters and paragraphs; and format and enhance a document (Active from 2018 FA)	100.00%	77.97%
Analyze data; edit and format worksheets; and use functions, set print options, and add visual elements (Active from 2018 FA)	100.00%	81.20%
Maintain data in Access tables; create tables and relationships; and create queries, forms, and reports (Active from 2018 FA)	100.00%	75.42%
Prepare a presentation and edit and enhance slides (Active from 2018 FA)	100.00%	88.03%
BCOT118 - Microsoft Access for Office Technology		
Create forms using the Form Wizard. (Active from 2017 SP)	100.00%	84.21%
Create labels using the Label Wizard. (Active from 2017 SP)	100.00%	81.82%
Create relationships between tables. (Active from 2017 SP)	100.00%	92.31%
Create tables in a database. (Active from 2017 SP)	100.00%	97.37%
Design a Query with a calculated field entry. (Active from 2017 SP)	100.00%	77.78%
Filter records in tables. (Active from 2017 SP)	100.00%	83.33%
Modify tables. (Active from 2017 SP)	100.00%	97.37%
Relate tables and create forms in a database. (Active from 2017 SP)	100.00%	89.47%
BCOT118 - Microsoft Access for Office Technology		
Create tables in database. (Active from 2013 FA)	100.00%	70.59%
Create relationships between tables. (Active from 2013 FA)	100.00%	58.82%
Modify tables. (Active from 2013 FA)	100.00%	93.75%
Design a Query with a calculated field entry. (Active from 2013 FA)	100.00%	56.25%
Relate tables and create forms in a database. (Active from 2013 FA)	100.00%	93.33%
Create forms using the Form Wizard. (Active from 2013 FA)	100.00%	78.57%
Create labels using the Label Wizard. (Active from 2013 FA)	100.00%	100.00%
Filter records in tables. (Active from 2013 FA)	100.00%	100.00%
BCOT131 - Beginning College Keyboarding and Document Processing		
Develop keyboarding skills using the alpha, numeric, and symbol keys. (Active from 2013 FA)	100.00%	50.00%
Demonstrate keyboarding speed and proficiency in a five-minute timed writing exercise. (Active from 2013 FA)	100.00%	39.47%
Key and format a business letter, distinguishing between block, modified-block, and personal styles. (Active from 2013 FA)	100.00%	70.73%
Key and format tables in boxed, open, and ruled styles. (Active from 2013 FA)	100.00%	70.73%

Course by SLO	Expected Performance	Performance
Key and format an academic report. (Active from 2013 FA)	100.00%	70.73%
Key and format a memo with/without an attachment. (Active from 2013 FA)	100.00%	71.05%
Key and format employment documents—letter of application, resume, and follow-up letter. (Active from 2013 FA)	100.00%	100.00%
Key and format business reports—one-page, multi-page, and bound reports with/without footnotes, side headings, paragraph headings, and preliminary report pages. (Active from 2013 FA)	100.00%	68.42%
(Active from 2013 FA)	100.00%	0.00%
BCOT147 - Business Communications		
Explain the four basic communication skills and how they are interconnected in everyday life and in the business environment. (Active from 2013 FA)	100.00%	76.67%
Explain the basics of nonverbal communication and the process of listening. (Active from 2013 FA)	100.00%	76.67%
Describe differences/similarities between domestic communication and international communication. (Active from 2013 FA)	100.00%	73.33%
Develop presentation skills to deliver a formal business presentation. (Active from 2013 FA)	100.00%	100.00%
Apply communication skills to write a business letter/memo. (Active from 2013 FA)	100.00%	92.86%
Apply communication skills to write employment documents—application letter, résumé, and follow-up letter. (Active from 2013 FA)	100.00%	100.00%
Apply communication skills to write a short business report. (Active from 2013 FA)	100.00%	87.50%
(Active from 2013 FA)	100.00%	0.00%
(Active from 2013 FA)	100.00%	0.00%
BCOT148 - Effective Business Presentatio		
Identify the basic principles that underlie all types of presentation speaking. (Active from 2015 SP)	100.00%	50.00%
Describe the steps necessary in analyzing the audience. (Active from 2015 SP)	100.00%	46.15%
Identify the intent of the business message. (Active from 2015 SP)	100.00%	28.57%
Explain how to structure the content of the presentation and design the visuals. (Active from 2015 SP)	100.00%	57.14%
Explain how to refine nonverbal delivery. (Active from 2015 SP)	100.00%	42.86%
Prepare and deliver a business presentation using MS PowerPoint. (Active from 2015 SP)	100.00%	50.00%
BCOT148 - Effective Business Presentations		
A. Identify the basic principles that underlie all types of presentation speaking. (Active from 2017 SP)	100.00%	75.00%
B. Describe the steps necessary in analyzing the audience. (Active from 2017 SP)	100.00%	84.91%
C. Identify the intent of the business message. (Active from 2017 SP)	100.00%	83.33%
D. Explain how to structure the content of the presentation and design the visuals. (Active from 2017 SP)	100.00%	77.08%
E. Explain how to refine nonverbal delivery. (Active from 2017 SP)	100.00%	84.78%
F. Prepare and deliver a business presentation using MS PowerPoint. (Active from 2017 SP)	100.00%	60.00%
BCOT150 - International Business Communication		

Course by SLO	Expected Performance	Performance
Develop an understanding of cultures and subcultures and the role they play in communicating and negotiating effectively in a global business environment. (Active from 2013 FA)	100.00%	88.00%
Examine contrasting cultural values and their impact on the international communication and negotiation process. (Active from 2013 FA)	100.00%	96.00%
Evaluate verbal thought patterns and nonverbal cues as they relate to conducting business abroad or in a multicultural domestic environment. (Active from 2013 FA)	100.00%	92.00%
Increase communication and negotiation effectiveness across cultures by examining language diversities, verbal dueling, high and low content language, and conversation taboos. (Active from 2013 FA)	100.00%	92.00%
(Active from 2013 FA)	100.00%	0.00%
Study international law, as well as home country and host country laws, that relate to conducting business in multicultural environments. (Active from 2013 FA)	100.00%	96.00%
Write a report about a specific country addressing location; cultural values; language; verbal thought patterns and nonverbal cues; written communication patterns; etiquette; business and social customs; intercultural negotiation processes; country-specific dress, behavior, and taboos; and laws as they relate to conducting business. (Active from 2013 FA)	100.00%	78.26%
BCOT152 - Job Search in the Business Field		
Identify and focus on job strengths and match them to the best possible job and career targets. (Active from 2013 FA)	100.00%	63.79%
Organize job search and identify the best potential employers. (Active from 2013 FA)	100.00%	54.24%
Use the Internet to increase career knowledge and employment potential. (Active from 2013 FA)	100.00%	64.41%
Prepare employment documents—letter of application, résumé, and follow-up letter. (Active from 2013 FA)	100.00%	64.41%
(Active from 2013 FA)	100.00%	0.00%
(Active from 2013 FA)	100.00%	0.00%
BCOT152 - Job Search in the Business Field		
Students will be able to assemble a strong career network with a ninety percent (90%) success rate. (Active from 2019 FA)	100.00%	0.00%
Students will be able to prepare a career portfolio that demonstrates job readiness with a ninety percent (90%) success rate. (Active from 2019 FA)	100.00%	0.00%
BCOT155 - Admin Secretarial Procedures		
Describe how an effective administrative professional sets goals and makes decisions. (Active from 2013 FA)	100.00%	75.00%
Develop an understanding of effective team behavior and workplace team composition. (Active from 2013 FA)	100.00%	70.00%
Define the personal and work characteristics that contribute to a positive professional image. (Active from 2013 FA)	100.00%	65.00%
Explain the convention of business etiquette. (Active from 2013 FA)	100.00%	75.00%
Explain the signs and effects of stress in the workplace. (Active from 2013 FA)	100.00%	75.00%
Define the importance of effective written and verbal communication in the office. (Active from 2013 FA)	100.00%	73.75%
Explain the importance of effective customer service and the use of proper telephone etiquette. (Active from 2013 FA)	100.00%	76.25%
Define the importance of records management. (Active from 2013 FA)	100.00%	71.79%

Course by SLO	Expected Performance	Performance
BCOT161 - Principles of Filing		
Define the importance of recorded information. (Active from 2013 FA)	100.00%	58.62%
Explain how records are identified and stored. (Active from 2013 FA)	100.00%	58.62%
Use alphabetic filing rules for personal and business filing systems. (Active from 2013 FA)	100.00%	56.32%
Use consecutive numeric or terminal-digit numeric filing rules for business filing systems. (Active from 2013 FA)	100.00%	56.32%
Use subject filing rules for business filing systems. (Active from 2013 FA)	100.00%	56.32%
Use geographic filing rules for business filing systems. (Active from 2013 FA)	100.00%	56.32%
BCOT162 - Bus Spell & Proofread Skls		
Proofread for keyboarding and spelling errors. (Active from 2013 FA)	100.00%	75.61%
Proofread for correct capitalization, plurals, possessives, and word division. (Active from 2013 FA)	100.00%	75.61%
Proofread for correct punctuation. (Active from 2013 FA)	100.00%	75.61%
Proofread for correct grammar, sentence structure, and number style. (Active from 2013 FA)	100.00%	75.61%
Proofread for correct formatting, accuracy, and consistency. (Active from 2013 FA)	100.00%	75.61%
Recognize and use proofreader's marks. (Active from 2013 FA)	100.00%	75.61%
BCOT247 - Managerial Business Communications		
Select, write, prepare, and present a business-related topic using MS PowerPoint. (Active from 2015 SP)	100.00%	87.56%
Apply principles of deductive, persuasive, or inductive organization for business letters and memos to compose a business letter of request, claims/adjustments, sales, public relations, credit approval/denial and apply the appropriate format. (Active from 2015 SP)	100.00%	87.89%
Solve a problem in a group situation. (Active from 2015 SP)	100.00%	87.95%
Compose a personal résumé, letter of application, and follow-up letter and demonstrate how to respond to a business ad and a job interview situation. (Active from 2015 SP)	100.00%	80.46%
(Active from 2015 SP)	100.00%	0.00%
(Active from 2015 SP)	100.00%	0.00%
BCOT - 62 - Computer Keyboarding		
(Active from 2013 FA)	100.00%	0.00%
Demonstrate general knowledge of keyboarding theory and practice. (Active from 2013 FA)	100.00%	79.75%
Develop keyboarding skills using the alpha, numeric and symbol keys. (Active from 2013 FA)	100.00%	82.28%
Demonstrate keyboarding speed and proficiency in a five-minute timed writing exercise. (Active from 2013 FA)	100.00%	70.89%
S (Active from 2013 FA)	100.00%	0.00%
BCOT - 97 - Microsoft Outlook (Distance Education)		
Compose, send, and respond to e-mail messages including attachments (Active from 2013 FA)	100.00%	87.80%
Find, arrange, organize, manage, and archive e-mail messages. (Active from 2013 FA)	100.00%	87.70%
Schedule meetings and appointments and maintain monthly calendars. (Active from 2013 FA)	100.00%	93.97%
Manage contacts information and coordinate the data with e-mail and scheduling functions. (Active from 2013 FA)	100.00%	91.07%

Course by SLO	Expected Performance	Performance
Use Outlook's Task feature to track information about jobs or to assign tasks to others. (Active from 2013 FA)	100.00%	89.38%
Customize Outlook features or tools to meet individual information management needs. (Active from 2013 FA)	100.00%	85.25%
BCOT - 113 - Microsoft Excel (Distance Education)		
Create a workbook using IF statements. (Active from 2013 FA)	100.00%	82.20%
Format a worksheet inserting PMT formulas. (Active from 2013 FA)	100.00%	82.98%
Format a worksheet using the DATE function. (Active from 2013 FA)	100.00%	80.91%
Format and filter a worksheet. (Active from 2013 FA)	100.00%	77.82%
Copy and paste data and insert WordArt in a workbook. (Active from 2013 FA)	100.00%	81.45%
Create and format a line chart and a pie chart. (Active from 2013 FA)	100.00%	77.45%
Insert a Text Box and Hyperlinks in a workbook. (Active from 2013 FA)	100.00%	81.42%
BCOT - 114 - Intro Microsoft Office		
Create, edit, save, and print a document using Word. (Active from 2013 FA)	100.00%	93.02%
Prepare a fax using Word. (Active from 2013 FA)	100.00%	81.37%
Create a workbook using contract price calculated formulas that show projected revenue and total sum—format for appearance sort using Excel. (Active from 2013 FA)	100.00%	82.93%
Create labels, values, and formulas using Excel. (Active from 2013 FA)	100.00%	82.69%
Sort, preview, change page orientation, and filter and hide columns using Access. (Active from 2013 FA)	100.00%	85.71%
Find, sort, filter, and delete records using Access. (Active from 2013 FA)	100.00%	74.36%
Create a presentation using PowerPoint. (Active from 2013 FA)	100.00%	100.00%
Prepare a presentation with user-selected design, type text, add transition, duration and sound using PowerPoint. (Active from 2013 FA)	100.00%	90.79%

Assessment Report (Part 2: Assessment Responses) : Version by Hu, Jianli on 09/20/2021 19:41

Explain the frequency (i.e., when and how often) and content of assessment process (e.g., planning, data collection, and results) for the program (e.g., department meetings, advisory boards, etc.). Also, describe the process for reviewing and discussing outcomes data.

The BCOT Department annually assesses course SLO's by all full-time and part-time faculty who have taught the course(s) during the semester and update them at a department meeting as necessary.

Every year all classes taught are assessed and evaluated for improvement. SLOs are reviewed at department meetings to see if they are current or need to be updated. MS Office books are needed to be updated because of a new text and SIMnet system being used.

Describe the process for development of plan for improvement and summarize the changes that discipline faculty plan to implement based on the analysis of the student learning and program effectiveness. Provide specific examples.

At the end of every semester, all faculty assess each student for all course SLOs and present an action plan for each course taught. Upon completion by individual faculty, a department meeting is held in which the results are discussed and action plans agreed upon. Any changes in SLO's are submitted to Curriculum annually, usually during the summer months.

After individual faculty assess students' performances based on course SLO's, each submits an action/improvement plan based on the analysis made. If the average aggregate percentage for a course is 80 percent and above, the performance is considered successful and the action plan is to focus on individual students who fall below that mark to analyze why. If the average aggregate percentage for a course falls below 80 percent, the findings are discussed at a department meeting and an action plan is agreed upon by all faculty who teach that course. Improvement plans generally address software issues, student absences, or student lack of participation.

Data Analysis of Program Data : Version by Hu, Jianli on 11/23/2021 07:04

The major impact for the BCOT program's function was lack of teaching faculty. Currently there are no full-time faculty members in the department. Adjunct faculty are limited in the units that they could teach. Due to sudden changes in full time faculty and the inability to quickly hire replacements, at times some courses had to be cancelled, and students had to be given course substitution forms in order to meet the major requirements.

Describe your student demographics (race/ethnicity, gender, age, and others that might be relevant). Consider the following questions when writing your response:

- How do the demographics of your program and its related courses compare with the college as a whole?
- Have they changed over time?

Demographics have not changed significantly over the past seven years. The primary demographic remains Hispanic/Latino. BCOT program demographics are consistent with those represented by the college community as a whole (see Figures 1 & 2 below). No course in the program is disproportionate.

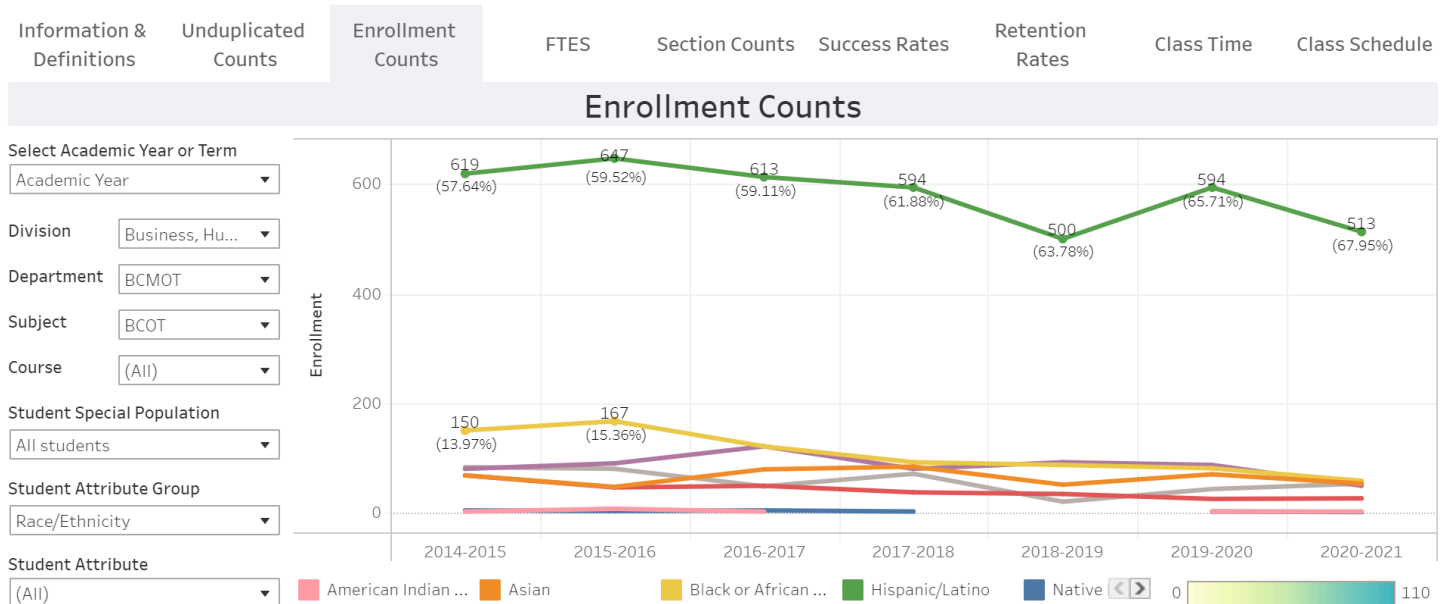


Figure 1. BCOT Department Student Race/Ethnicity Data (2014-2021).

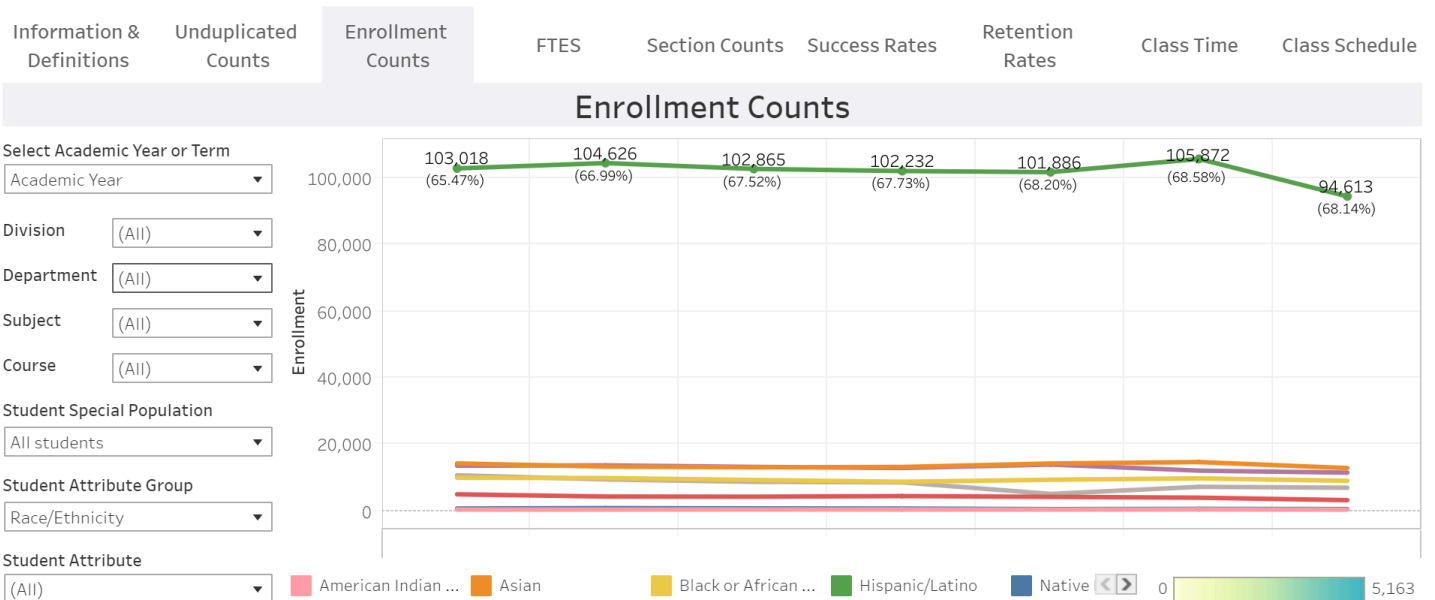


Figure 2. Cerritos College Student Race/Ethnicity Data (2014-2021).

Headcount (unduplicated) and enrollment (duplicated) in the program. Consider the following questions when writing your response:

- Identify enrollment trends.
- Have there been an increase or decrease in enrollment in the last year?
- Are there differences in trends when you disaggregate the data (e.g., online versus face-to-face, demographics, special populations, etc.)?
- How will enrollment trends affect staffing decisions?

In the past six years, enrollment numbers in the program have been inconsistent (see Figures 3 & 4). The program had a total enrollment of 1,074 and a unduplicated enrollment of 688 in the 2014-2015 academic year. In the years between 2014 and 2018, enrollment figures indicate a steady decline with the lowest counts in 2018-2019 with a total enrollment size of 784

students-- showing a 34.5% decline. After a department analysis of enrollment statistics, programs within the department were realigned--some courses were temporarily inactivated for a semester or two and some courses were offered with more frequency depending on the demand.

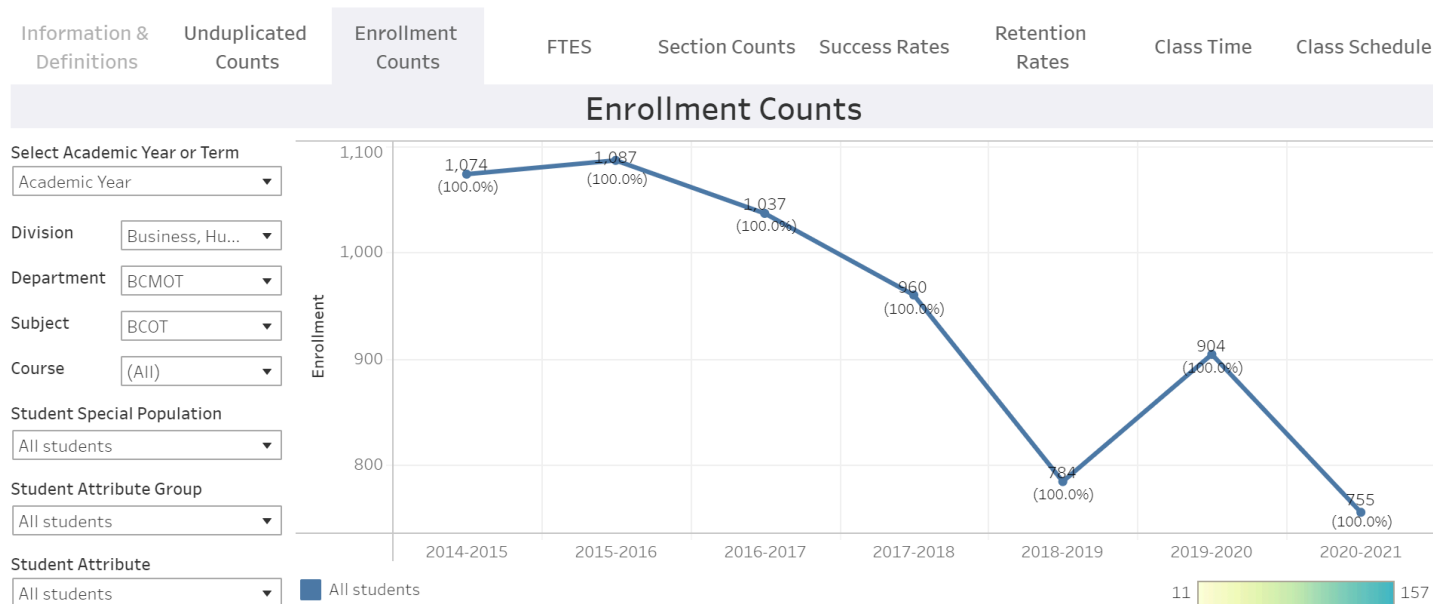


Figure 3. BCOT Department Enrollment Counts (2014-2021).

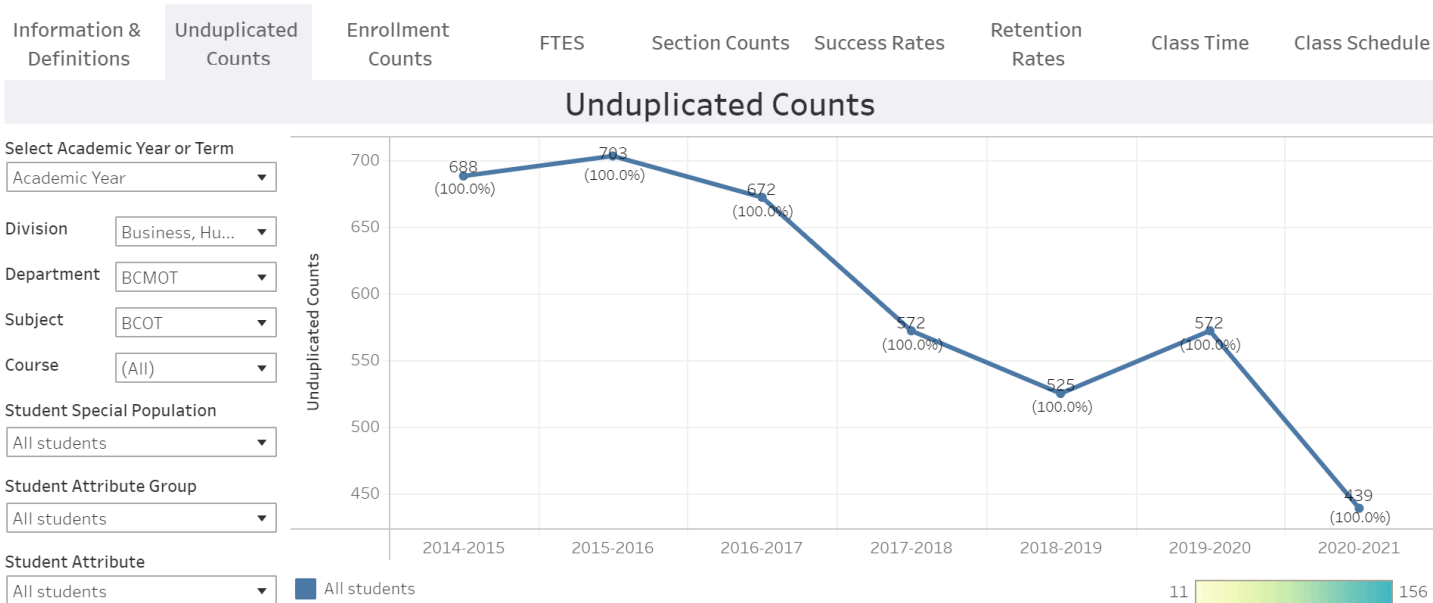


Figure 4. BCOT Department Unduplicated Enrollment Counts (2014-2021).

As a result of course/program realignment, duplicated enrollment numbers in 2019-2020 increased to an enrollment size of 904 students, indicating a 15.3% increase. The unduplicated enrollment figures are consistent with the duplicated enrollment figures and show an 9.0% increase in 2019-2020. In 2020-2021, both enrollment counts have dropped, possibly due to the impact of the pandemic.

Enrollment statistics indicate that online vs. face-to-face classes fair much better (see Figure 5). Students prefer online classes, and those classes are the first to fill. When the same course is offered during the day, the class often does not make or the enrollment figures/fill-rates are low; the same is indicative of night offerings. It has been a challenge to convince administrators of this preference in offering classes online since the focus has been on the necessity of on-ground presence. The department has been one of the first departments on campus to teach online and has since honed online teaching methodology, technology, course content, and software for the benefit of the students who would otherwise not have these classes available to them.

Enrollment Count by Class Time

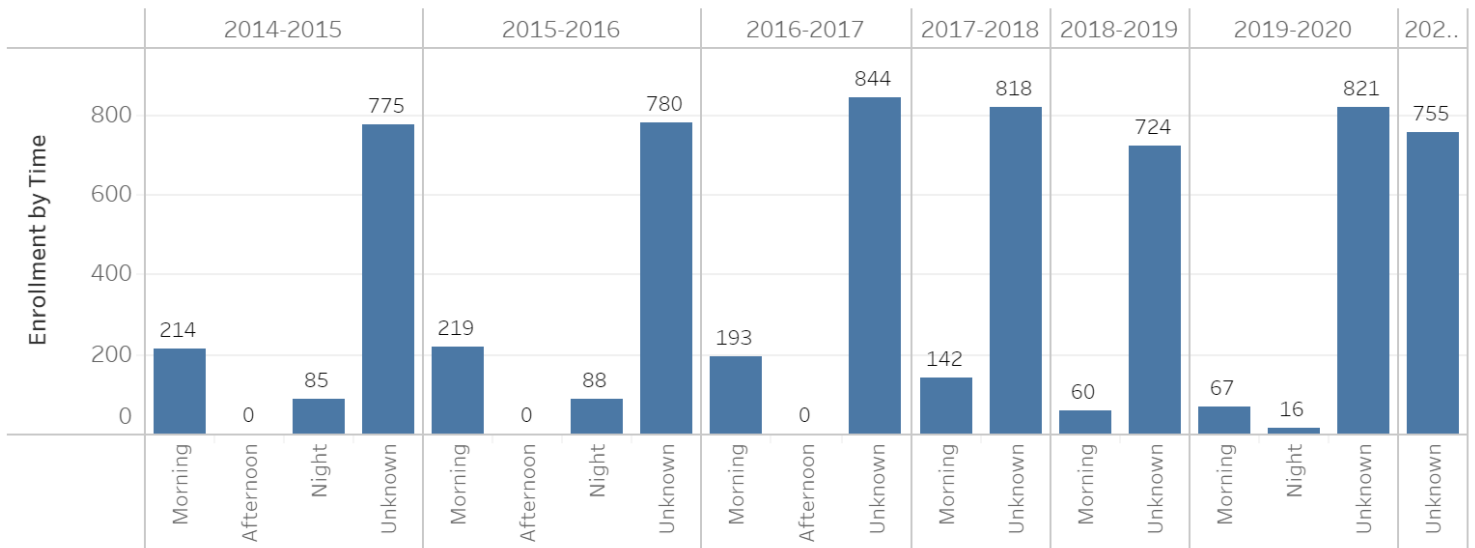


Figure 5. BCOT Enrollment Counts by Class Time.

Enrollment trends will significantly impact staffing decisions, especially regarding the need for full-time instructors. A department cannot operate without any full-time faculty member. With retirements, there are now no full-time instructors left in the department. A few adjunct faculty have also retired, leaving only four adjunct instructors on staff. Currently the entire program is managed by the Department of Business Administration and the courses are taught by adjunct faculty members only. The BCOT program will not sustain the impact of lack of full-time teaching staff.

Discuss the program's success and retention rates, addressing any performance gaps if success rates are lower for disproportionately impacted students. Consider the following questions when writing your response:

- How have the success and retention rates changed over time?
- Are there particular courses that have particularly low rates and may prove a barrier to program completion?

Success rate has increased substantially from 2014-2015 from 56% with a steady increase to 77% in 2020-2021 with an approximate increase of 21% (see Figure 6).

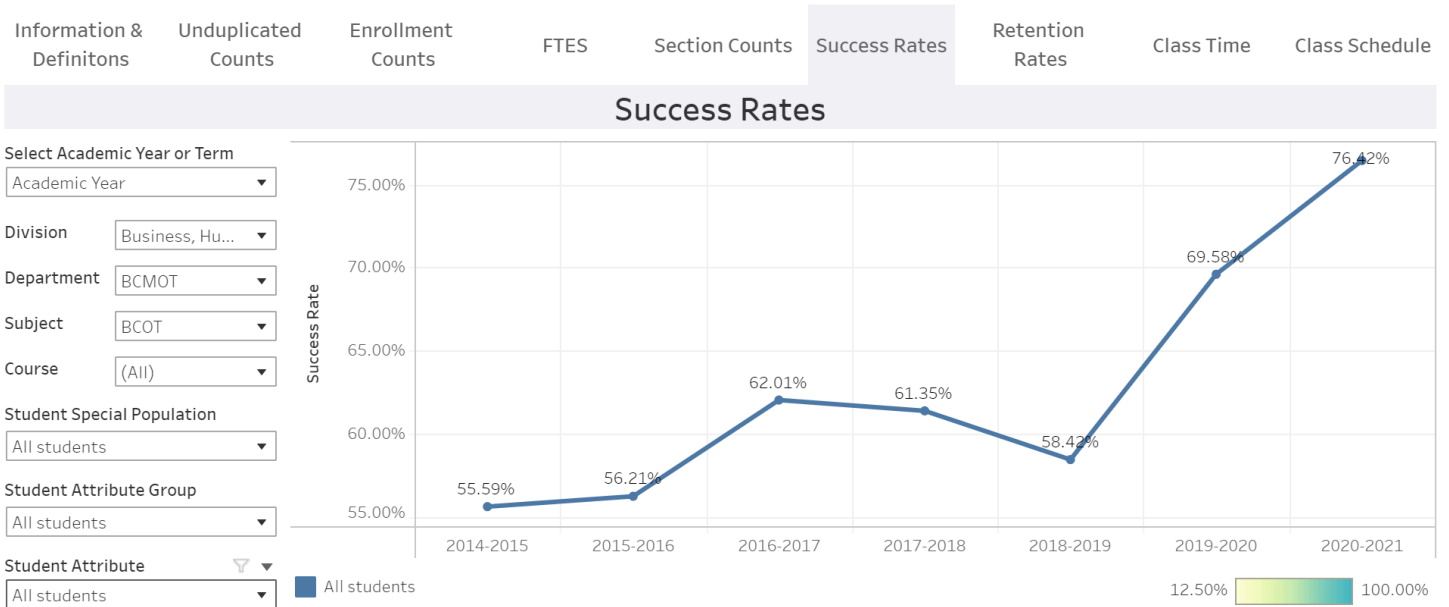
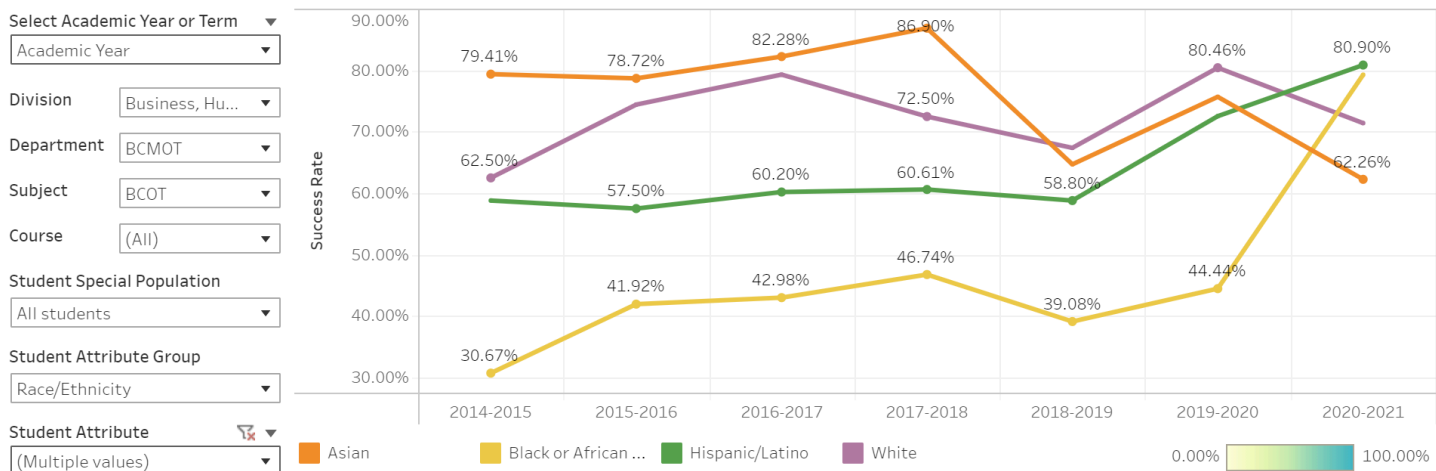


Figure 6. BCOT Department Student Success Rates (2014-2021).

Figure 7 shows the student success rates based on race and ethnicity of four student groups: Asian, Black or African American, Hispanic/Latino, and White. The success rates of Black and African American students have been increased significantly in recent years, and one of our key classes, BCOT 247, has generally had great success rates among the student groups. The success rate is proportionate equal across the board whether the class is face-to-face or online.

Success Rates



Division	Department	Subject	Course	Student Attribute	2014-2015 Academic Year	2015-2016 Academic Year	2016-2017 Academic Year	2017-2018 Academic Year	2018-2019 Academic Year	2019-2020 Academic Year	2020-2021 Academic Year
				White	66.67%	100.00%	33.33%	66.67%	75.00%	75.00%	
			BCOT 162	Asian			100.00%	66.67%	100.00%		0.00%
				Black or African A..	50.00%		80.00%	23.08% DI	50.00%	100.00%	100.00%
				Hispanic/Latino	66.67%		70.83%	62.50%	61.11%	76.47%	84.21%
				White			75.00%	85.71%	0.00%	100.00%	66.67%
			BCOT 247	Asian	75.00%	93.33%	90.48%	100.00%	91.67%	94.74%	87.50%
				Black or African A..	50.00%	83.33%	100.00%	66.67%	83.33%	20.00%	100.00%
				Hispanic/Latino	85.71%	75.90%	84.52%	86.67%	86.59%	88.18%	82.67%
				White	100.00%	100.00%	85.71%	100.00%	82.35%	92.86%	85.71%

Figure 7. BCOT Department Student Success Rates Based on Race/Ethnicity.

Retention rate has increased substantially from 2014-2015 from 66% to 84% in 2020-2021 with an approximate increase of 18%. There is no indication of significant performance gaps that have disproportionately impacted students in the program.

The single course that has low rates is the BCOT 81, *Legal Office Procedures*. The issue is being addressed. The department is currently reaching out to the Paralegal Department and to its Advisory Committee members to analyze the need for the Legal Secretary program.

With regards to success and retention rates, what is the program doing or planning to do to close performance gaps and address student equity? Consider the following question when writing your response:

- Are there differences in success rates across delivery method (e.g., face-to-face compared to online)?

As mentioned earlier (Figure 7), the success rate has increased 21% since 2014-2015. There has been more enrollment in online courses and this may be a contributing factor. There do not appear to be any significant performance gaps demographically. For example, both first-generation and non-first-generation students have enjoyed increased success rates in recent years (Figure 8). Similarly, the success rates are proportionately equal across the board whether the class is face-to-face or online (Figure 9)

Success Rates

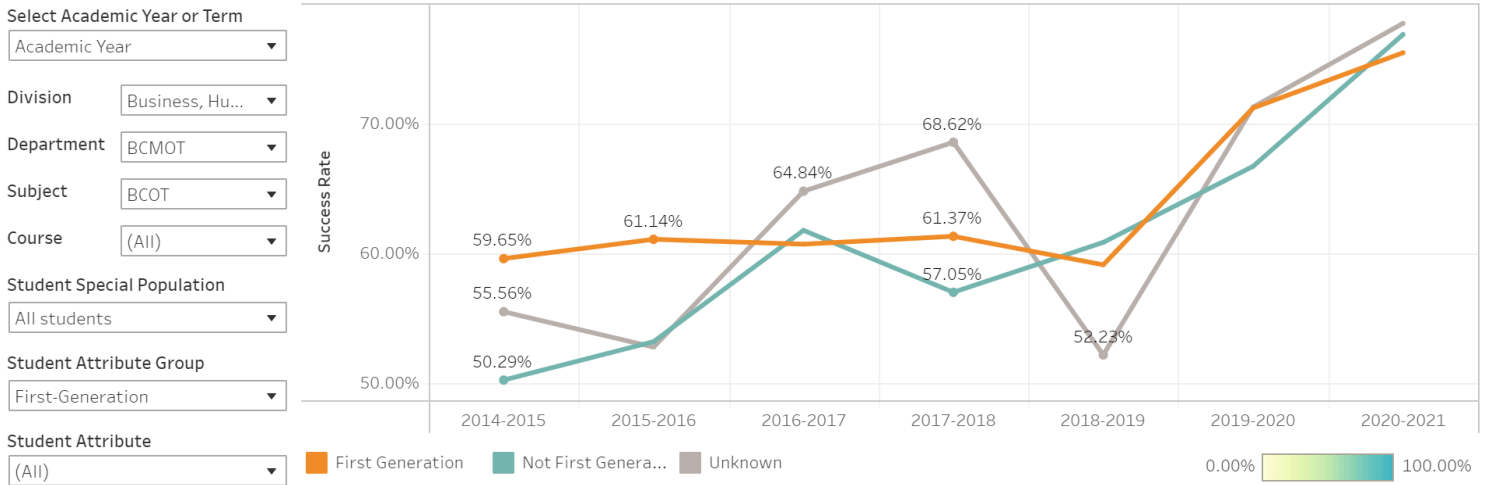


Figure 8. BCOT Success Rates: First Generation vs. Not First Generation vs. Unknown

Success Rates

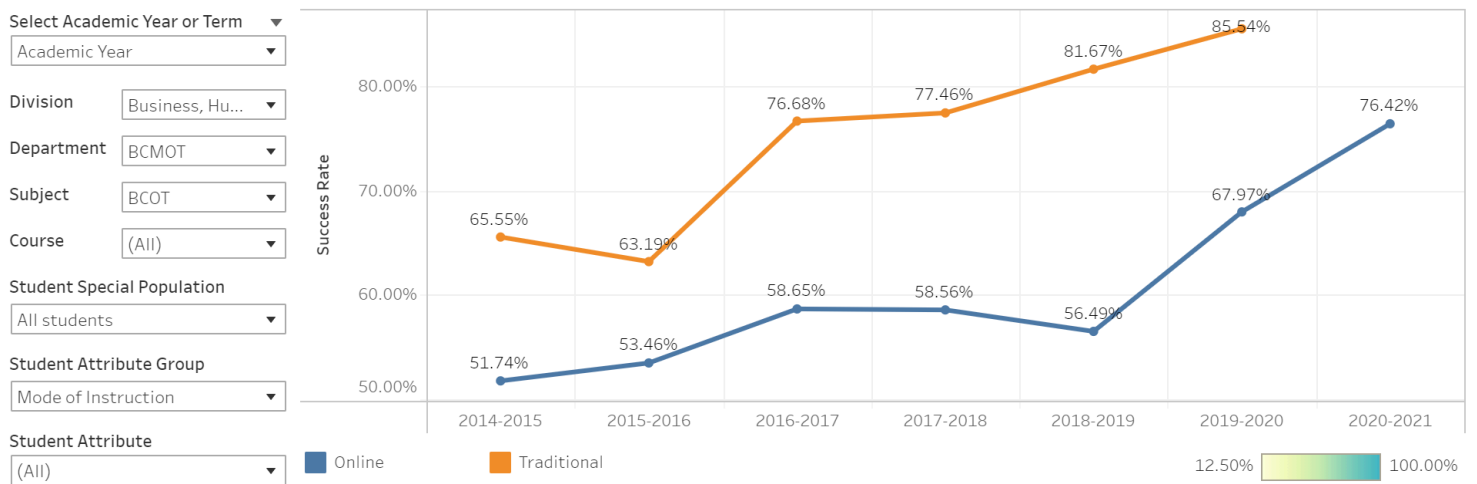


Figure 9. BCOT Success Rates: Online vs. Traditional Mode of Instruction.

Discuss conclusions drawn from the program data, assessments (SLOs), and/or other data. Indicate any specific responses or programmatic changes based on the data. After analyzing data for the past few years, the department has reinvigorated the programs. All courses have been revised and updated for content, SLO's, and textbooks. The department's AA/Certificate programs have been revised. Course mapping will be completed upon Curriculum approval of all of the above components. The department offers two department certificates of completion and does mass emailings at the beginning of every semester and summer sessions. All program classes are now being offered according to enrollment demands. Most courses are taught every semester; a percentage is taught only once a year either in the fall or the spring. Classes offered during the summer session are done so only where there will be no negative impact on fall classes. On the advice of Advisory Committee members and an analysis of job market trends, the department is pursuing a specialty in the medical office field. Government statistics indicate that this field is the fastest growing field with strong demand over the next two decades. A class in *Medical Administrative Office Procedures* will be offered next academic year.

The program's revitalization has been focused on the job market demand to prepare students for successful/gainful employment. The medical office specialty will be initiated next academic year as will a "soft skills" class that all industry sectors have demanded. Statistically, this generation of students is well able and well prepared in hard skills and they are easily able to obtain a job; however, because of the lack of soft skills, they are not able to keep or to grow in the job.

Curricular Course Review : Version by Hu, Jianli on 11/23/2021 07:04

Provide the curriculum course review timeline to ensure all courses are reviewed at least once every six years.

All courses were evaluated in Spring of 2021 with name changes, deactivating courses, making changes in certificates, and creating a new course (BCOT 248 Professional Soft Skills for Workplace Success).

Curriculum is currently being evaluated every year, but it should be seriously evaluated by Spring 2027 to follow the 6 year cycle.

The following is a suggested rotation of course to ensure every BCOT Course Curriculum get reviewed every 6 years.

- BCOT 60 -Review in Spring 2022
- BCOT 62 -Review in Spring 2022
- BCOT 71 -Review in Spring 2022
- BCOT 96 -Review in Spring 2023
- BCOT 97 -Review in Spring 2023
- BCOT 112 -Review in Spring 2023
- BCOT 113 -Review in Spring 2023

BCOT 114 -Review in Spring 2024
BCOT 118 -Review in Spring 2024
BCOT 131 -Review in Spring 2024
BCOT 146 -Review in Spring 2025
BCOT 148 -Review in Spring 2025
BCOT 150 -Review in Spring 2025
BCOT 151 -Review in Spring 2026
BCOT 152 -Review in Spring 2026
BCOT 155 -Review in Spring 2026
BCOT 161-Review in Spring 2027
BCOT 162 -Review in Spring 2027
BCOT 247 -Review in Spring 2027
BCOT 248 -Review in Spring 2027

Technology continues to change and grow, and the department needs to do the same.

Explain any course additions to current course offerings.

BCOT 248 Professional Soft Skills for Workplace Success will be offered for the first time in Spring 2022. This is a course to teach students how to deal with people and work situations. It would be advantageous for all Business Departments to consider either adding this to their certificates or strongly suggest their students take the course. It is one of the biggest complaints of businesses the lack of soft skills that their workers have.

BCOT 146 Business English for the Digital Workplace. This is not a new course offering, but a modification to an old course (BCOT 46). It has been updated to ensure this a transferable class.

Explain any course deletions and inactivations from current course offerings.

Inactivations:

BCOT 51, 52, AND 54--Were deleted years ago because they are outdated. It needed to be done again due to being updated in eLumen.

BCOT 147--Requirement that the students take 247 in its place. 147 was a duplicate course to 247 designed to accommodate students who did not meet the prerequisites for 247.

Enrollment was low and 247 is a much more robust course that is also fully transferable.

BCOT 70--Medical Machine Transcription--Course and content is outdated and this is no longer being used in the Medical field.

BCOT 80--Legal Documents was replaced by LAW 101--Introduction to Law

BCOT 81--Legal Office Procedures--Need updated book and revision

BCOT 63--Speed Typing--No books available to teach this course.

Discuss how well the courses, degrees, and/or certificates meet students' transfer or career training needs. Consider the following questions:

- Have all courses that are required for the program's degrees and certificates been offered during the last two years? If not, has the program established a course offering cycle?
- How has degree and/or certificate completion changed over time?
- Are there sufficient completers compared with the size of your program?

All the courses that are required for the program's degrees and certificates have been offered during the last two years. There are certain classes only offered in the fall, spring, and summer. The following classes offered every semester: MS Office classes (BCOT 96, 97, 112, 113, 114, 118) Keyboarding (BCOT 62), and Managerial Business Communications (BCOT 247) **BCOT 247** is offered in Fall and Spring because this is a transferable class used by both the BCOT and BA Departments. It may be taken under consideration to offer this class in the summer; maybe as an 8-week class instead of the typical 6 week course for summer.

Although completion rates may fluctuate slightly, year to year, they remained steady over a few years. What is not reflected in the current numbers are the completions of the Microsoft Office certificates, since these are granted at the department level. Awards, remained fairly steady over the past few years but dropped in 2020-2021 (Figure 9).

AWARDS

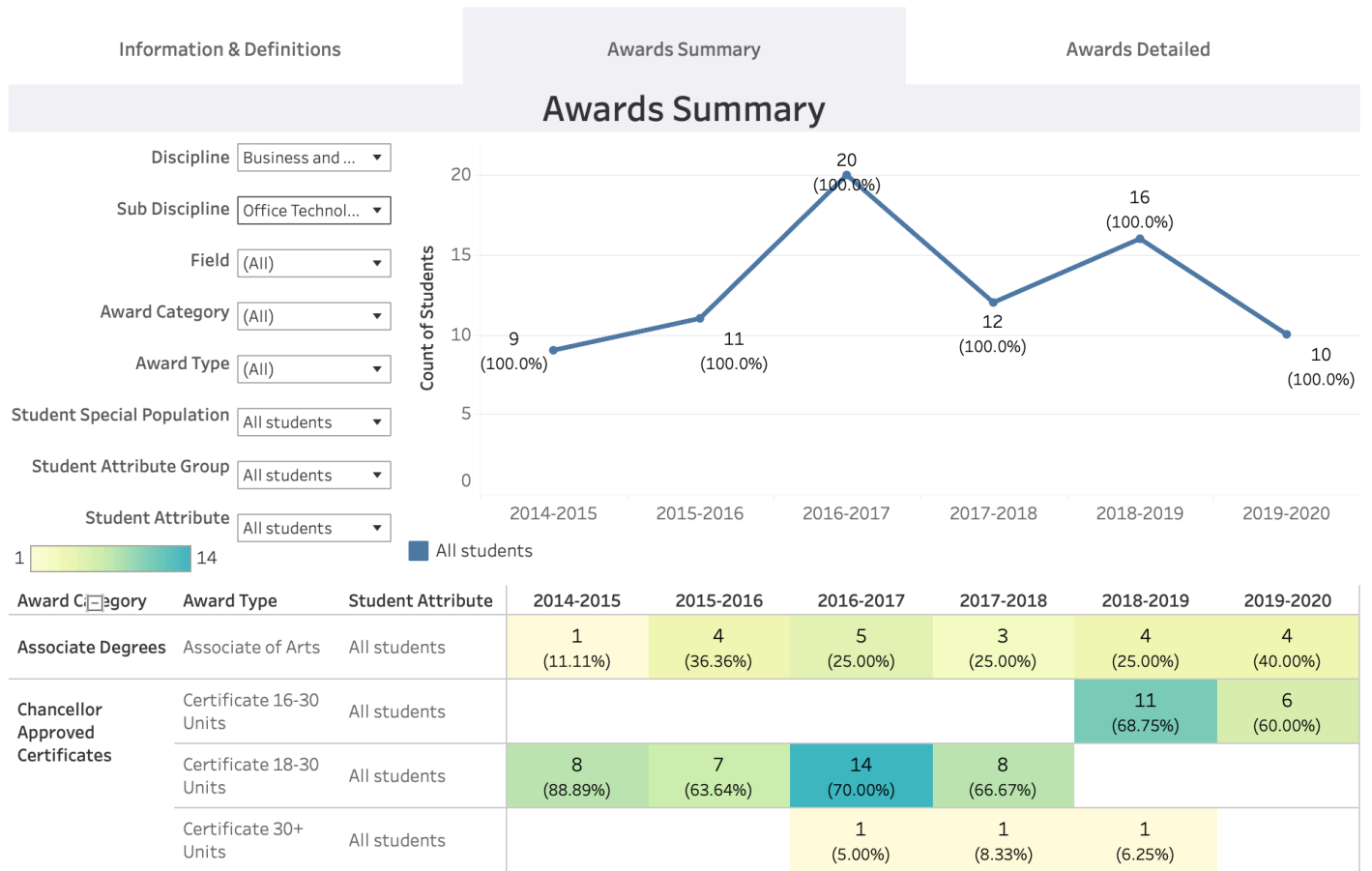


Figure 9. BCOT Awards Summary.

There was also a significant increase in retention rates over the past 2 years from 70.66% to 83.47%, and in 2020-2021 it was at highest level over the past 7 years (Figure 10). At the same time enrollment counts remained steady for the past 2 years, but dropped enrollments to 755 from a high of 1087, six years ago.

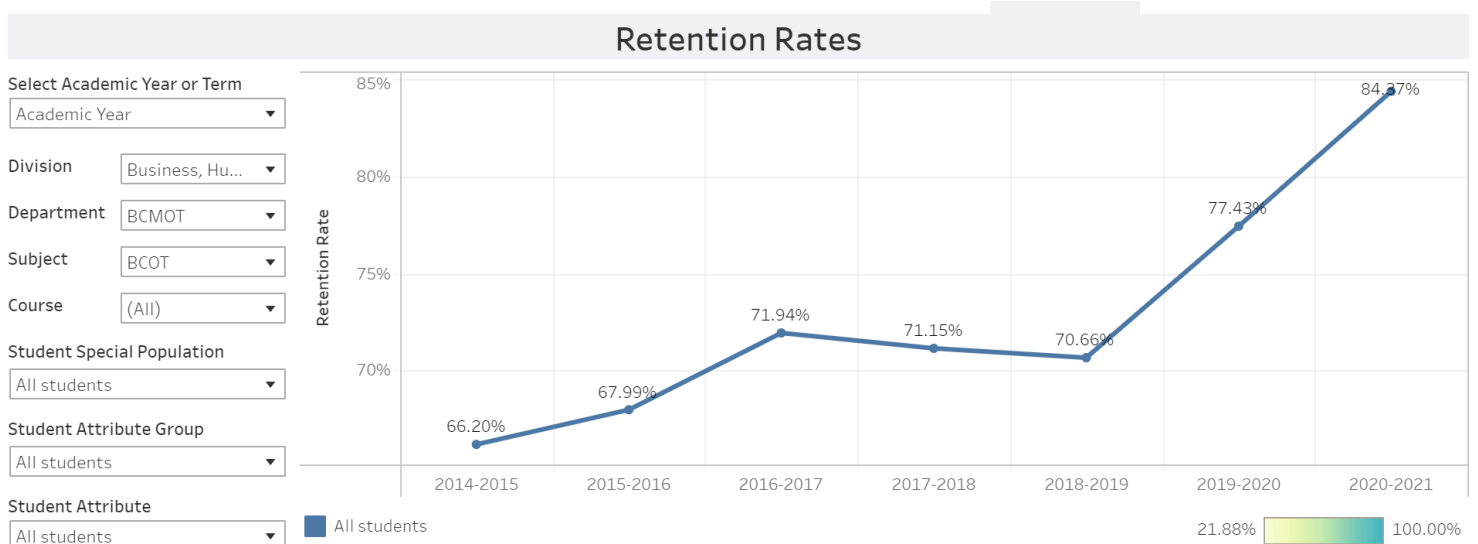


Figure 10. BCOT Retention Rates (2014-2021)

At the course level there are a high percentage of completer. At the program level, the number of completers should be improved. More needs to be done to inform, educate and encourage program completion.

Are any licensure/certification exams required for program completion or career entry?

- If so, what is the pass rate among graduates?
- Set an attainable, measurable goal for pass rates and identify any applicable performance benchmarks set by regulatory agencies.

No.

Program Reflection

Six-Year Program Reflection : Version by Hu, Jianli on 09/20/2021 19:41

Provide an analysis of your program throughout the last six years, reflecting on student demographics and enrollment. Reflect on any changes you would like to see in your program in the next six years.

Enrollment statistics indicate that online vs. face-to-face classes fair much better. Students prefer online classes, and those classes are the first to fill. When the same course is offered during the day, the class often does not make or the enrollment figures/fill-rates are low; the same is indicative of night offerings. It has been a challenge to convince administrators of this preference in offering classes online since the focus has been on the necessity of on-ground presence. The department has been one of the first departments on campus to teach online and has since honed online teaching methodology, technology, course content, and software for the benefit of the students who would otherwise not have these classes available to them.

What is the six-year trend of degrees and certificates awarded? Is there anything you can do to help increase the number of students who acquire degrees and/or transfer?

The six year trend for degrees and certificates awarded has been fluctuating but the overall averages remain relatively consistent (see Figure 9). The data vary from nine degrees and certificates in 2014-2015 to ten degrees and certificates in 2020-2021, with a peak of 20 degrees and certificates awarded in 2016-2017. What is not reflected in this count are the department issued certificates, most notably the department certificates issued for Microsoft Office.

Suggestions to help increase the number of students awarded degree's and certificates.

1. Take more classes online.

Most students within the department work on a part- or full-time basis and need to take the classes online to achieve their goals—academic, employment, or personal. Administration should reconsider allowing departments that offer technology-based courses to make such offerings completely online.

2. Keep Admissions and Counseling departments updated on current BCOT course, certificates and degrees.

Share with counselors our 3-semester plan and keep department brochures updated.

3. Department chairs regularly review instructors' student evaluations.

These indicate that students continually view the department teaching staff as knowledgeable in the subject matter, clear in their teaching modalities, fair in their grading, and exceptional in assisting students in meeting their academic goals. The department also conducts student surveys in the business communications classes on a semester-by-semester basis. In this way, we meet the needs of our students, and we review new areas that they are interested in pursuing.

4. The Business Information Worker Program

This is a newly established program within the California Community Colleges as a tool to identify qualified potential job candidates. This is a pathway for the BCOT Department students after obtaining the skills to find employment. Work closer with this program to create more certificates inline to the needs of employment.

5. Offer MS Office certification testing onsite.

There appears to be interest among students that MS Office certification testing be offered on campus. In addition, the advisory committee also agreed that MS Office certification testing was appealing, and could increase enrollment numbers in MS office courses.

6. Create Internship Opportunities

Work with industries and local businesses to investigate and create internship opportunities.

7. Work more closely with local High Schools for recruitment.

Educational Partnership Coordinator to contact local high schools.

8. Create a contact list

Create a bulletin board or list for job placement opportunities, partnerships, volunteer opportunities, and stronger contacts in business community.

Were there any unplanned events (positive or negative) that affected your program? If so, what were they and how did they affect the program?

Planned and Unplanned Negative Events

- COVID-19: This has affected enrollment, retention levels and completions in 2021, and the impact will likely last for a few years.
- FT Retirement/Resign: This left the department understaffed and unable to focus on strategies to increase enrollment, retention and completion levels.
- Bot students: Bot students, a likely attempt by scammers to fraudulently access COVID-19 relief grants and other financial aid, has continued to be an issue that impacts the class enrollments.

Planned Positive Events

- Updated all course curriculum and well as Website (All information is current and up to date, students will not be misled as to what is being offered when and can clearly plan their courses and anticipate their awards)
- Established New Course focusing on Professional Soft Skills for Workplace Success (BCOT 248) (One of the key areas expressed by advisory counsels and industry leaders is the importance and lack of soft skills in college graduates and the current generation of workers, this class was designed to meet those needs.)
- Updated, revamped and relaunched old course on Medical Office Procedure (BCOT 71) securing a new textbook. (One of the other key areas expressed by advisory counsels, and an area were significant industry growth is predicted, are in the field of medical & health services also increasing the demand for medical office workers and administrators. This class was revamped to meet those growing needs.)

Please describe any recent achievements in your program by faculty and staff who have won awards or distinctions, new projects your program has implemented, committee work, professional development work, conference presentations, community engagement, or recently published work.

BCOT Faculty provided co-leadership and faculty advisement in the PBL (Phi Beta Lambda) Student Business Club, as well as assisted in the launch of the Destino Christian Club serving as a faculty advisor.

BCOT faculty expand the Advisory Committee members to include Riverside and San Bernardino counties. Five community members in Riverside/San Bernardino counties, along with faculty member, joined the BCOT Advisory Committee.

BCOT faculty was invited to host a main session along with President Fierro for the Presidents Speaker Series Workshop and gave a talk on Customer Service & Office Etiquette in January 2020.

Provide a status update on goals from the last program review cycle.

1. Worked on all Certificates of Achievement, Associates in Arts degrees, and Department certificates
2. Completed semester-by-semester plans
3. Created a list of business communication classes that are beneficial to the students in the business community and award this department certificate upon completion
4. Created a list of classes offered in the fall, spring, and summer to allow for completions

5. Updated the General Office Department certificate
6. Updated the Legal Secretary Certificate
7. Added a Skills class to meet the needs of the business community.

If applicable, describe the resources the program received from the last review cycle and the impact it had on the program?

None received.

Resource Requests

Faculty Resource Request(s) : Version by Moriarty, Cynthia on 10/29/2021 17:11

Program/Department/Division:

Business Communications and Office Technology/Business Humanities and Social Science

Title of instructor position:

One full-time faculty hire.

Priority:

1. Critical (mission critical or must have)
2. Important (creates value and efficiency for program)
3. It can wait (would be nice if the money is available)

Tier1--Critical

Is this position:

- New (not in the current budget)
- Replacement (in the current budget, currently vacant or will be vacant in the next budget year)
- Full-Time Temporary
- Conversion (grant to general fund)

Replacement--one faculty member/department chair

Cost estimate:

\$100,000 for position

Occurrence:

- Recurring expense
- One-time augmentation

Recurring expense

Funding source:

- Instructional equipment
- Perkins
- Grants/contracts
- Vintage
- General fund (Program 100)
- Categorical – Equity
- Categorical – 3SP
- Categorical – Other
- Other funding

General fund (Program 100)

Provide a summary and rationale for this position. Explain how the position will help the program better meet its goals.

In May, 2019, a new full-time faculty member was hired and taught full time for the 2019-2020 academic year. On June 30, 2020, he informed the department chair, dean, college administrators, and Human Resources that he was resigning the position. The current full-time faculty member/department chair retired in June 2021. Without filling these positions, the department programs will be crippled and will not be sustainable. Currently there is no full-time faculty member in the Department. Professors Cindy Moriarty and Jianli Hu from Business Administration are now acting as Department Co-Chairs until a full-time instructor is hired.

If this position is not filled, what is the potential impact to student success?

There can be no student success without a sustainable program. It is impossible to offer courses without the proper, credentialed staffing to teach those courses. Classes would be suspended and the program inactive for any period of time. The crippling effects would decimate all the department's programs; students would go elsewhere for learning opportunities; and the department would take years to recover.

Classified Resource Request(s) : Version by Hu, Jianli on 09/20/2021 19:41

None requested

Program/Department/Division:

No Value

Position requested:

No Value

Priority:

1. Critical (mission critical or must have)
2. Important (creates value and efficiency for program)
3. It can wait (would be nice if the money is available)

No Value

Is this position:

- New (not in the current budget)
- Replacement (in the current budget, currently vacant or will be vacant in the next budget year)
- Full-Time Temporary
- Conversion (grant to general fund)

No Value

Cost estimate:

No Value

Occurrence:

- Recurring expense
- One-time augmentation

No Value

Funding source:

- Instructional equipment
- Perkins
- Grants/contracts
- Vintage
- General fund (Program 100)
- Categorical – Equity
- Categorical – 3SP
- Categorical – Other
- Other funding

No Value

Provide a summary and rationale for this position. Explain how the position will help the program better meet its goals.

No Value

If this position is not filled, what is the potential impact to student success?

No Value

Other Staffing Resource Request(s) (e.g., Manager, Confidential, etc.) : Version by Hu, Jianli on 09/20/2021 19:41

Program/Department/Division:

Business Communications and Office Technologies

Position requested:

Classified personnel to update BCOT Website

Priority:

1. Critical (mission critical or must have)
2. Important (creates value and efficiency for program)
3. It can wait (would be nice if the money is available)

Critical

Is this position:

- New (not in the current budget)
- Replacement (in the current budget, currently vacant or will be vacant in the next budget year)
- Full-Time Temporary
- Conversion (grant to general fund)

Replacement--This item was in last year's budget and will be paid through Strong workforce for \$500--\$1000.

Cost estimate:

\$500--\$1,000

Occurrence:

- Recurring expense
- One-time augmentation

One-time augmentation

Funding source:

- Instructional equipment
- Perkins
- Grants/contracts
- Vintage
- General fund (Program 100)
- Categorical – Equity
- Categorical – 3SP
- Categorical – Other
- Other funding

Personnel for this project can be paid from Strong Workforce

Provide a summary and rationale for this position. Explain how the position will help the program better meet its goals.

This year, the department has undergone a 'revitalization' of its courses (new and old) and programs. The work involved updating in updating the site is extensive. After this revitalization, the purpose would be to maintain the site. The updating of the department website needs to be done by a person who knows the department programs and who has a vested interest in the department, the program, and the students.

If this position is not filled, what is the potential impact to student success?

The department website is one of the successful and most often used modes of communication with students community businesses, school counselors, and committee members. The website will provide external communication for the department. This will be an excellent method to disseminate information about the revitalization of the program with its current courses, new courses, updated programs, contact information, etc.

Professional Development Resource Request(s) : Version by Hu, Jianli on 09/20/2021 19:41

Explain and justify the program's training and professional development needs. Explain how the training/professional development will help the program better meet its goals.

It is imperative that the department stay up to date in regards to new teaching methodologies, new software that will help students be successful, help keep course content up to date, apprise faculty of new trends and to learn availability of new program software. It is part of the department's efforts to provide growth and to establish new programs.

Professional Development Resource Request(s):

Conferences--attendance/travel/accommodation monies

Priority:

1. Critical (mission critical or must have)
2. Important (creates value and efficiency for program)
3. It can wait (would be nice if the money is available)

Important

Cost estimate:

\$8000-\$10,000

Occurrence:

- Recurring expense
- One-time augmentation

Recurring

Funding source:

- Instructional equipment
- Perkins
- Grants/contracts
- Vintage
- General fund (Program 100)
- Categorical – Equity
- Categorical – 3SP
- Categorical – Other
- Other funding

Perkins

Facilities Resource Request(s) : Version by **Hu, Jianli** on **09/20/2021 19:41**

Identify and justify any facilities and equipment needs. Explain how it will help the program better meet its goals. If possible, indicate other disciplines who may share this space.

None requested

What impact will this have on student success? What is the consequence of not getting this request fulfilled?

No Value

Facilities Resource Request(s):

No Value

Priority:

1. Critical (mission critical or must have)
2. Important (creates value and efficiency for program)
3. It can wait (would be nice if the money is available)

No Value

Cost estimate:

No Value

Occurrence:

- Recurring expense
- One-time augmentation

No Value

Funding source:

- Instructional equipment
- Perkins
- Grants/contracts
- Vintage
- General fund (Program 100)
- Categorical – Equity
- Categorical – 3SP
- Categorical – Other
- Other funding

No Value

Technology and Software Resource Request(s) : Version by **Hu, Jianli** on **09/20/2021 19:41**

Identify and justify technology and software needs. Explain how it will help the program better meet its goals. If possible, indicate other disciplines who may share the technology and/or software.

None requested

What impact will this have on student success? What is the consequence of not getting this request fulfilled?

No Value

Technology and Software Resource Request(s):

No Value

Priority:

1. Critical (mission critical or must have)
2. Important (creates value and efficiency for program)
3. It can wait (would be nice if the money is available)

No Value

Cost estimate:

No Value

Occurrence:

- Recurring expense
- One-time augmentation

No Value

Funding source:

- Instructional equipment
- Perkins
- Grants/contracts
- Vintage
- General fund (Program 100)
- Categorical – Equity
- Categorical – 3SP
- Categorical – Other
- Other funding

No Value

Other Resource Request(s) : Version by Hu, Jianli on 09/20/2021 19:41

Identify and justify any other needs. Explain how it will help the program better meet its goals.

Printing of Certificate brochures. These new and updated brochures is an important line of communication in disseminating information about programs, AA/Certificates, department updates, division information, and contact information. These brochures are passed out at high school college days, college fair, BCOT students, high school/college counselors, community businesses, and Advisory Committee members.

What impact will this have on student success? What is the consequence of not getting this request fulfilled?

If students are unaware of the BCOT certificates and courses there will be limited enrollment.

Other Resource Request(s):

No Value

Priority:

1. Critical (mission critical or must have)
2. Important (creates value and efficiency for program)
3. It can wait (would be nice if the money is available)

Critical

Cost estimate:

\$200--\$300

Occurrence:

- Recurring expense
- One-time augmentation

One-time augmentation

Funding source:

- Instructional equipment
- Perkins
- Grants/contracts
- Vintage
- General fund (Program 100)
- Categorical – Equity
- Categorical – 3SP
- Categorical – Other
- Other funding

Strong Workforce

Prioritized Resource Request Recommendations : Version by Hu, Jianli on 09/20/2021 19:41

Resource request:	Priority:	Cost estimate:	Program goal alignment:
One full-time Faculty Hire	Mission critical	\$100,000	The hiring of one full-time faculty member is critical to the success and continuance of the program to enhance organizational effectiveness, to upgrade education infrastructure, to ensure program alignment, and to strengthen the culture of completion.
Brochures	Mission critical	\$200--\$300	Strengthen internal/external communication with students, counselors, local high schools, and community businesses to increase student enrollments/success/retention rates.
Website updates--Personnel stipend	Mission critical	\$550--\$1,000	Strengthen student completion rates and improve internal internal/external communication.

Resource request:	Priority:	Cost estimate:	Program goal alignment:
Conferences	Creates value and efficiency for program.	\$8,000--\$10,000 (for two faculty members)	the purpose of attending conferences (that focus on business education, office technology, and business communications) is to ensure that department course content is up to date, to apprise faculty of new trends, to learn availability of new program software, and to learn different teaching methodologies, It is part of the department's efforts to provide growth and to establish new programs.