

IMPERIAL VALLEY COLLEGE
PROGRAM REVIEW COMPLIANCE FORM AND REQUEST FOR RESOURCES

PROGRAM/DEPARTMENT Business Office Tech

ACADEMIC YR. 2012-2013

Comprehensive Program Review

Annual Assessment

Request for Resources (check all that apply)

Please analyze your Program Review data as well as your SLO/SAO assessment findings in order to update to your Comprehensive Program Review report as needed. All changes to area needs and subsequent requests for additional resources must be reported at this time.

If your program is scheduled for a Comprehensive Program Review all forms are to be completed and submitted to the appropriate Dean/VP. If you are completing the annual Program Review Assessment only and have no changes to area needs, sign below and submit this form to appropriate Dean/VP. If your needs have changed as a result of your annual assessment of program review data, please complete the appropriate Request for Resources form(s) and submit to appropriate Dean/VP.

Craig M. Bluh 2/15/13
Signature of Program Chair/Director Date

[Signature] 2/20/13
Signature of Area Dean Date

[Signature] 2/28/13
Signature of Area Vice President Date

Please attach the following documents to this Program Review Compliance form if you are requesting additional resources:

- Comprehensive Program Review
- Data Analysis Form
- SLO/SAO Assessments
- Request for Resources Forms

**Academic Program Evaluation - BUSINESS OFFICE TECHNICIAN
Division - EWD
Department - BUSINESS**

BUSINESS COURSES

TERM	Enrollment	Fill Rate	# of Sections	Mass Cap	Avg. Class Cap	Avg. Class Size	FTES	FTEF	Productivity (FTES/FTEF)	Completion Rate	Success Rate
Fall 2009	555	87.40%	20	635	31.75	27.75	67.51	4.72	14.3	81%	62%
Spring 2010	631	86.32%	24	731	30.46	26.29	77.35	5.66	13.67	76%	61%
Fall 2010	576	86.23%	21	668	31.81	27.43	71.29	4.92	14.49	85%	68%
Spring 2011	672	85.06%	25	790	31.6	26.88	84.69	5.59	15.15	81%	62%
Fall 2011	598	85.67%	22	698	31.73	27.18	73.01	5.12	14.26	83%	67%
Spring 2012	473	68.35%	22	692	31.45	21.5	59.8	5.39	11.09	83%	60%
% Change Fall Semesters 09 - 11	7.75%	-1.98%	10.00%	9.92%	-0.06%	-2.05%	8.15%	8.47%	-0.28%	2.47%	8.06%
% Change Spring Semesters 10 - 12	-25.04%	-20.82%	-8.33%	-5.34%	3.25%	-18.22%	-22.69%	-4.77%	-18.87%	9.21%	-1.64%

PROGRAM COMPLETION

Number of certificates completed Between Fall 2009 and Spring 2012	Number of Associate Degrees Completed Between Fall 2009 and Spring 2012
12	13

BUSINESS OFFICE TECHNICIAN COURSES - A.S AND CERTIFICATE

A.S. DEGREE – Required Courses: ENGL 060, BUS 060, 061, 164, 167, 169, 172, 176, 180, 260, WE 201, 220

Certificate - Required Courses: ENGL 060, BUS 060, 061, 164, 167, 169, 172, 176, 180, 260, WE 201, 220

Recommended Courses in order to obtain 40nwpm requirement: BUS 154, BUS 156

BUSINESS OFFICE TECHNICIAN COURSES - ENROLLMENT, FILL RATE & WAIT LISTS

COURSES	Course Cap	Enrollment - # Sections						Fill Rate						
		F 09	S 10	F 10	S 11	F 11	S 12	F 09	S 10	F 10	S 11	F 11	S 12	S 13
ENGL 060		20 - 1		24 - 1		26 - 1		71.43%		85.71%		92.86%		
BUS 060	28		20 - 1		24 - 1	26 - 1	17 - 1		71.43%		85.71%		60.71%	
BUS 061	28	24 - 1		17 - 1		15 - 1		85.71%		60.71%		53.57%		
BUS 164	28	27 - 1	21 - 1	27 - 1	31 - 1	28 - 1	21 - 1	96.43%	75%	96.43%	110.71%	100%	72.41%	
BUS 167	30	23 - 1		21 - 1		28 - 1		76.67%		70%		93.33%		
BUS 169	28	29 - 1		25 - 1		26 - 1		103.57%		89.29%		92.86%		
BUS 172	28	22 - 1	25 - 1	19 - 1	15 - 1	19 - 1		78.57%	83.33%	67.86%	50%	67.86%		
BUS 176	28		23 - 1		10 - 1		16 - 1		82.14%		35.71%		57.14%	
BUS 180	28		27 - 1		25 - 1		21 - 1		96.43%		89.29%		75%	
BUS 260	28		53 - 2	29 - 1	20 - 1	33 - 1	19 - 1		98.15%	103.57%	71.43%	94.29%	67.86%	14
WE 201	30		29 - 1	23 - 1	30 - 1	33 - 1	28 - 1		96.67%	76.67%	100%	110%	93.33%	2
WE 220	30		22 - 1	15 - 1	18 - 1	25 - 1	18 - 4		73.33%	50%	60%	83.33%	60%	

BUSINESS OFFICE TECHNICIAN COURSES - PRODUCTIVITY (FTES/FTEF)

COURSE	FTES						FTES						PRODUCTIVITY						
	F 09	S 10	F 10	S 11	F 11	S 12	F 09	S 10	F 10	S 11	F 11	S 12	F 09	S 10	F 10	S 11	F 11	S 12	
ENGL 060	2.06		2.47				0.2		0.2				10.3		12.4				
BUS 060		2.06		2.47	2.67	1.75		0.2		0.2	0.2	0.2		10.3		12.35	13.4	8.75	
BUS 061	2.47		1.75		1.54		0.2		0.2		0.2		12.4		8.75		7.7		
BUS 164	3.7	2.88	3.7	4.25	3.84	2.88	0.2	0.20	0.2	0.2	0.2	0.2	18.5	14.4	18.5	21.25	19.2	14.4	
BUS 167	1.58		1.44		1.92		0.07		0.07		0.07		22.57		20.57		27.43		
BUS 169	1.99		1.71		1.78		0.13		0.13		0.13		15.31		13.15		13.69		
BUS 172	2.26	2.57	1.95	1.54	1.95		0.20	0.20	0.2	0.2	0.2		11.30	12.85	9.75	7.70	9.75		
BUS 176		1.58		0.69		1.1		0.07		0.07		0.07		22.57		9.86		15.71	
BUS 180		4.63		4.29		3.6		0.27		0.27		0.27		17.15		15.89		13.33	
BUS 260		5.45	5.49	2.06	3.39	1.95		0.40	0.20	0.20	0.20	0.20		13.63	27.45	10.30	16.95	9.75	
WE 201		0.99	0.79	1.03	1.13	0.96		0.07	0.07	0.07	0.07	0.07		14.14	11.3	14.71	16.1	13.71	
WE 220		2.64	0.18	2.16	3.00	2.16		0.07	0.07	0.07	0.07	0.28		37.71	2.57	30.86	42.9	7.714	

BUSINESS OFFICE TECHNICIAN COURSES - COMPLETION & SUCCESS RATES

COURSE	Completion Rate						Success Rate					
	F 09	S 10	F 10	S 11	F 11	S 12	F 09	S 10	F 10	S 11	F 11	S 12
ENGL 060	80%				85%		65%				65%	
BUS 060		95%		84%		88%		75%		68%		71%
BUS 061	96%		88%		87%		83%		65%		73%	
BUS 164	89%	71%	96%	52%	86%	86%	59%	57%	85%	45%	75%	71%
BUS 167	100%		100%		96%		91%		90%		86%	
BUS 169	100%		88%		88%		90%		60%		77%	
BUS 172	95%	84%	89%	100%	95%		86%	64%	79%	87%	89%	
BUS 176		96%		90%		81%		78%		70%		44%
BUS 180		67%		56%		95%		56%		44%		76%
BUS 260		92%		100%		74%		83%		95%		58%
WE 201		97%	91%	83%	85%	82%		90%	83%	70%	64%	79%
WE 220		95%	93%	67%	92%	89%		95%	93%	67%	84%	89%

Recent Enrollment Demand: High _____ Medium Low _____

Projection for Future Demand: Growing _____ Stable Declining _____

Opportunity Analysis: (Successes, new curriculum development, alternative delivery mechanisms, interdisciplinary strategies, etc.)

This program provides students with entry level competencies for employment in an office setting. LMI 2008-2018 Occupational Employment Projections for the El Centro Metropolitan Statistical Area (Imperial County) indicates the following jobs as part of the fastest growing occupations in the El Centro area: General office clerks, showing a 21.1% increase from 1170-1420.

Summary of Program "Health" Evaluation: (Including consideration of size, scope, productivity and quality of outcomes)

Accounting Technician, Office Technician, and Administrative Assistant programs share core courses and were combined and analyzed under an Office Administration grouping in the 2011 Comprehensive Program Review. Completion and success rates in the office tech program are strong (average completion rate 86%, average success rate 72%). Faculty attribute these rates to the nature of the program, hands-on work related training, which motivates the students to apply skills learned into their real-life experiences and are able see things through to the end. Productivity has averaged 15.5 over the past three years as well. These programs have been limited to two full-time instructors since 2006 and due to this the number of sections offered was limited. The number of students per section was consistent; there was a drop off in Spring 12, but that appears to be attributable to the change in collection of student fees and the retirement of a full-time instructor. The department currently has had one full-time Office Technologies professor since Fall 2012.

In order for the students to complete their certificates in Business Office Technician and Business Accounting Technician, it is essential to replace the Office Technician position of faculty retired.

Student Learning Outcomes and Program Learning Outcomes

Course	units	# SLOs	Spring	Fall	Spring	Fall	Spring	Fall	Spring	Fall	Spring
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		Identified	2012	2012	2013	2013	2014	2014	2015	2015	2016
BUS 059	3	3		3							
BUS 060	3	3									
BUS 061	3	3	1	2							
BUS 164	3	3	2	2							
BUS 167	1	1	1	1							
BUS 169	2	2	1	1							
BUS 172	3	3	3	2							
BUS 176	1	1									
BUS 180	4	4	1								
BUS 260	3	3		4							
WE 201	1	1	1	1							
WE 220	1	1	1	1							

Student Learning Outcomes Assessment:

All SLO's in the program have been assessed at least once. The department continues to monitor, assess and update SLO's as necessary.

Program Learning Outcomes Assessment:

The PLO's for the Business Office Technician program were written with good intentions, but for a number of reasons proved to be less useful than we had hoped. Therefore, in Fall 2012, the Department rewrote all Program Learning Outcomes and will begin assessing these new outcomes with the Spring 2013 semester.

Future Goals of Program

With the retirement of two full-time instructors within the last year and a half, the program desperately needs another full-time Business Office Technologies instructor to meet student demand.

Resource requests from annual program review

1. Full-time Business Office Technologies instructor.
2. This program like all the programs in the Business Department needs full-time secretarial support. The recent 50% cut in secretarial services it is creating additional difficulties for the program. Without proper staff support it is even harder for the program to grow and prosper.
3. Replacement software for Real Achievement (no longer receiving company support).