

## **Business Office Technology:**

Student learning outcomes assessment has been completed for all Business Office Technology courses. Most course outcomes were met to a reasonable level of success. In response to issues with success in BSOT C154 Office Personnel Seminar, BSOT C100 Introduction to Business Office Technology was created as a gateway to the program. In BSOT C100, students are introduced to office technology concepts and courses, business grammar and writing expectations, and use of appropriate resources for the field (How12 Handbook for Office Professionals). This helps students identify if this is the right program area for them and also prepares them for increased success in all the courses in the program, ending in BSOT C154 Office Personnel Seminar. This was the major change that came as a result of program and course outcomes assessment. The target success level is 70% for most courses. Another general revision that has been made is a response to the problem solving outcome in all the applications courses. In the past couple of years the department has created critical thinking reports as an assignment where students need to write problems they had, what resources they used, and what the solution was. This exercise is designed to better capture the problem solving and development of ease and use of a wide variety of available resources that a person might need to use in a workplace situation.

## **Business Programs:**

**BSAD 70 Business Mathematics:** The course was assessed in Fall 211 and the assessments were entered in Curricunet. There are eight SLOs for this course. The first had an 85% target and 100% met the target. The second had a 85% target and 100% met the target. The third had an 80% target and 82% met the target. The fourth had a 90% target and the target was met. The fifth had a 90% target and 96% met the target. The sixth had a 90% target and 96% met the target. The seventh had a 90% target and 91% met the target. The eighth had 85% target and 100% met the target.

**BSAD 72 Introduction to Accounting:** The course was assessed in the spring of 2012 and the assessments were entered in Curricunet. There are five SLOs for the course. The first has a 90% target and seven of eight students met the target. The second has a target of 90% and 88% met the target. The third has a target of 90% and 100% met the target. The third has a 90% target and 100% met the target. The fourth has a 90% target and 88% met the target. The class that was assessed was very small (eight students).

**BSAD 100 Introduction to Business:** The course was assessed in the fall of 2010, the spring of 2011, and the spring of 2012. There are seven SLOs in the course. The target for all seven SLOs is an 80% success rate. The results of the first SLO assessed were: Fall 2010 (84 responses, 7 below 80%, 91.6% above 80%), spring 2011 (58 responses, 9 below 80%, 84.5% above 80%), spring 2012 (26 responses, 4 below 80%, 84.6% above 80%). The results of the second SLO assessment were: Fall 2010, 73 students participated. Of those, 62 (84.9%) scored 80% or higher. In spring 2011, 45 students participated. Of those 42 (93%) scored 80% or higher. In spring 2012, 25 students participated. Of those 21 (84%) scored 80% or higher. The results of the third SLO were: Fall 2010 (73 responses, 4 below 80%, 94.5% above 80%), spring 2011 (49 responses, 1 below 80%, 97.9% above 80%), In the Spring 2012 semester, 25 students participated. Of those, 24 (96%) scored 80% or higher. The results of the fourth were: Fall 2010 (73 responses, 7 below 80%, 90.4% above 80%) Spring 2011 (49 responses, 3 below 80%, 93.9% above 80%) In spring 2012, 25 students participated. Of those, 24 (96%) scored 80% or higher. The results of

the fifth SLO were: Fall 2010 (68 responses, 20 below 80%, 70.6% above 80%) Spring 2011 (41 responses, 9 below 80%, 78.0% above 80%) spring 2012 (24 responses, 8 below 80%, 66.7% above 80%). This outcome was assessed with a discussion. The grading penalizes those that post late so the results may not accurately describe the outcome. Work will be done to increase the participation. The results of the fifth fall 2010 (73 responses, 4 below 80%, 94.5% above 80%) Spring 2011 (49 responses, 3 below 80%, 93.9 above 80%) In spring 2012, 25 students participated. Of those, 23 (92%) scored 80% or higher. The results of the seventh were: Fall 2010 (73 responses, 12 below 80%, 83.6% above 80%) Spring 2011 (49 responses, 5 below 80%, 89.8 above 80%) In spring 2012, 25 students participated. Of those 21 (84%) scored 80% or higher.

**BSAD 101 Financial Accounting:** This course was assessed in the fall of 2011 and the assessments were entered in Curricunet. There are four SLOs in the course. The target for the first is 95% and 100% met the outcome. The target for the second is 98% 100% met the outcome. The target for the third is 95% and 100% met the outcome. The target for the fourth is 95% and 100% met the outcome.

**BSAD 102 Managerial Accounting:** This course was assessed in the fall of 2011 and the assessments were entered in Curricunet. There are four SLOs in the course. The target for the first is 95% and 100% met the outcome. The target for the second is 95% 100% met the outcome. The target for the third is 95% and 100% met the outcome. The target for the fourth is 95% and 100% met the outcome.

**BSAD 110 Introduction to Personal Finance:** This course was assessed in the spring of 2011 and in two sections in the spring of 2012 (one online, one iTV). The assessments were entered in Curricunet. There are eight SLOs in the course. The target for each outcome is 80%. The results of the first were: In the Spring Semester of 2011, 29 students participated. Of those, 24 (83%) scored 80% or higher. In the Spring Semester of 2012, 31 students participated in the online section. Of those, 29 (93.5%) scored 80% or higher. In the Spring Semester of 2012, 10 students participated in the iTV section. Of those, 9 (90.0%) scored 80% or higher. In the Spring Semester of 2011, 28 students participated. Of those, 25 (89%) scored 80% or higher. The results of the second were: In the Spring Semester of 2012, 29 students participated in the online section. Of those, 29 (100%) scored 80% or higher. In the Spring Semester of 2012, 10 students participated in the iTV section. Of those, 10 (100%) scored 80% or higher. The results of the third were: In the Spring Semester of 2011, 27 students participated. Of those, 25 (93%) scored 80% or higher. In the Spring Semester of 2012, 31 students participated in the online section. Of those, 28 (90.3%) scored 80% or higher. In the Spring Semester of 2012, 10 students participated in the iTV section. Of those, 8 (80.0%) scored 80% or higher. The results of the fourth were: In the Spring Semester of 2011, 28 students participated. Of those, 27 (96%) scored 80% or higher. In the Spring Semester of 2012, 33 students participated in the online section. Of those, 31 (93.9%) scored 80% or higher. In the Spring Semester of 2012, 12 students participated in the iTV section. Of those, 11 (91.7%) scored 80% or higher. The results of the fifth were: In the Spring Semester of 2011, 26 students participated. Of those, 15 (58%) scored 80% or higher. In the Spring Semester of 2012, 32 students participated. Of those, 31 (96.9%) scored 80% or higher. In the Spring Semester of 2012, 11 students participated in the iTV section. Of those, 7 (63.4%) scored 80% or higher. This is a difficult concept for students so additional time and practice will be devoted to this outcome. The results of the seventh were: In the Spring Semester of 2011, 27 students participated. Of those, 23 (85%) scored 80% or higher.

In the Spring Semester of 2012, 30 students participated in the online section. Of those, 28 (93.3%) scored 80% or higher. In the Spring Semester of 2012, 10 students participated in the online section. Of those, 8 (80.0%) scored 80% or higher. The results of the eighth were: In the Spring Semester of 2011, 26 students participated. Of those 24 (92%) scored 80% or higher. In the Spring Semester of 2012, 32 students participated in the online section. Of those 29 (90.6%) scored 80% or higher. In the Spring Semester of 2011, 10 students participated in the iTV section. Of those 9 (80%) scored 80% or higher.

**BSAD 125 Computerized Accounting Practice:** This course is in deactivation and slated for deletion.

**BSAD 131 Business Law:** The course assessments have not been entered into Curricunet.

**BSAD 141 Human Relations in Business:** The course assessments have not been entered into Curricunet.

**BSAD 145 Business Communication:** This course was assessed in the spring of 2011 and the assessments were entered in Curricunet. There are six SLOs in the course. The target for each except for outcome number one is 85%. The target for outcome one is 75%. The assessment results for outcome one was 75%. The results for outcome two, three, four, five, and six were 70%. A new course, BSOT 100 has been created to assist students with the preparation for this course.

**BSAD 152 Managing Diversity in the Workplace:** The course assessments have not been entered into Curricunet. This course will be assessed fall 2012

**BSAD 155 Human Resources Management:** The course assessments have not been entered into Curricunet. This course will be assessed the next time it is taught

**BSAD 171 Introduction to Marketing:** The course assessments have not been entered into Curricunet.

**BSAD 180 Small Business Management:** This course was assessed in the fall of 2011 and the assessments were entered in Curricunet. There are five SLOs in this course. The target of performance for each is 80%. The result of each assessment was 100%.

**BSAD 201 Business Ethics:** This course will be assessed fall 2012.

**BSAD 211 E-Commerce:** This course was assessed in the fall of 2010 and the assessments were entered in Curricunet. There are four SLOs in the course. The target of performance for each is 80%. The results for the first were: 17 responses, avg. 14/15, 1 below 80%, 93.3% above 80%. The results for the second were: 17 responses, avg. 13/15, 2 below 80%, 80.6% above 80%. The results of the third were: 17 responses, avg. 13/15, 2 below 80%, 86.6% above 80%. The results of the fourth were: (17 responses, avg. 14/15, 2 below 80%, 93.3% above 80%.

**BSAD 212 International Business:** The course assessments have not been entered into Curricunet.

**BSAD 220 Principles of Project Management:** The course assessments have not been entered into Curricunet.

**BSAD 222 Problem Solving and Computer Applications in Business:** This course was assessed in the spring of 2012 and the assessments were entered in Curricunet. There are four SLOs in this course. The target of performance is 80% for each. The results for the first were: In the spring semester of 2012, 9 students participated. Of those, 5 (55%) scored 80% or higher. This assignment is difficult for students and they ran out of time. It will be shortened in the future. The results of the second were: In the spring semester of 2012, 8 students participated in the assignment (Case 11). Of those, 6 (75%) scored 80% or higher. Time management was an issue with this as well. Efforts to encourage early participation will be made in the future. The results of the third were: In the spring semester of 2012, 9 students participated in the assignment (Case 8). Of those 7 (77.7%) scored 80% or higher. Time management was an issue with this as well. Efforts to encourage early participation will be made in the future. The results of the fourth were: In the spring semester of 2012, 8 students participated. Of those, all 8 (100%) scored 80 or higher.

**BSAD 251 Principles of Management and Organization:** The course assessments have not been entered into Curricunet.

**Computer Information Systems and Computer Science:**

The following courses have been assessed and are within targeted success range: CSCI C070, CSCI C101, CSCI C121, CSCI C123, CSCI C125, CSCI C129, CSCI C135, CSCI C140 -141-143 (still needs inputting to Curricunet and the department is working with the adjunct at this time), CSCI C151, CSCI 153, CSCI 163, CSCI C171 and C241 (working with adjunct to input to Curricunet), CSCI C252, and CSCI C265. All classes met the target for success. CSCI C187, C267, and C270 will be assessed the next time they are offered. CSCI C280 was assessed under the cross listed course DMA C213 as was CSCI C285 because they have not been offered as CSCI classes.

**Paralegal Studies:**

This program does not have a full time faculty and we have lost many of our adjuncts because of being from out of the state of California. This has hampered outcomes assessment for some courses. Courses where SLO assessment has been completed include ALL of the core courses except PARA C290: PARA C101, PARA C112, 122, 130, 131, and 140. Data is still being input to Curricunet for these courses. PARA C290 is being eliminated. Only one elective is offered each semester, so many electives have not been offered in this assessment cycle and others were taught by faculty who are no longer in the hire of the college. PARA C250 will be assessed in fall 2012. Electives will be assessed as they are offered.

There were no specific gaps identified through the measurement of outcomes, but through discussion and response from one previous internship host the need for the PARA C210 California Civil Procedures forms was identified and the course was created. Now the course needs to be added to the A.S. degree and the Certificate of achievement. At the time of the discussion, each course had California forms added as well, whereas the original courses were focused on generic forms. As we can see from the comments made by current internship hosts, the creation of California specific forms does not appear to be hindered by the current program offerings, but the newly created PARA C210 California and Federal Civil Procedure Forms course should be added to the core as soon as possible.