

The Program Review process should serve as a mechanism for the assessment of performance that recognizes and acknowledges good performance and academic excellence, improves the quality of instruction and services, updates programs and services, and fosters self-renewal and self-study. Further, it should provide for the identification of weak performance and assist programs in achieving needed improvement. Finally, program review should be seen as a component of campus planning that will not only lead to better utilization of existing resources, but also lead to increased quality of instruction and service. A major function of program review should be to monitor and pursue the congruence between the goals and priorities of the college and the actual practices in the program or service.

~Academic Senate for California Community Colleges

INSTRUCTIONS

This *Annual Update for Program Review and Planning* is due each year that your *Comprehensive Program Review and Planning* report is not due.

(For information about program review cycles, see Instructional and Student Services program review rotation schedules posted online in their respective sections of the program review webpage: http://collegeofsanmateo.edu/prie/program_review/program_review.php)

Resources for Supporting Documentation:

A listing of resources and documents which provide data or information for each section is included at the end of this document, after the final signature page. These resources are posted online and their URLs are listed at the end of this document.

(You may delete this section, when you submit your final program review.)

Next Steps:

All *Annual and Comprehensive Program Review and Planning* reports are due March 25, 2010. This date is aligned with CSM's *Integrated Planning Calendar*.
(See: http://collegeofsanmateo.edu/prie/institutional_documents.php.)

Upon its completion, please email this *Program Review and Planning* report to the Vice President of Instruction, the Vice President of Student Services, the appropriate division dean, the CSM Academic Senate President, and the Dean of Planning, Research, and Institutional Effectiveness (PRIE).

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Susan Estes, Vice President of Instruction, estes@smccd.edu
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DEPARTMENT OR PROGRAM: Microcomputer Applications Program

DIVISION: Business/Technology

1. **BRIEF DESCRIPTION OF PROGRAM:** The Microcomputer Applications Program is a computer skills- based program designed to prepare students for immediate employment. The program offers entry-level computer skills such as keyboarding and Internet, mid-level skills in Word, Excel, Powerpoint and Access and high-level skills such as MS Project. It also includes AA and Certificate opportunities.
2. Based on the elements in your *Core Program and Student Success Indicators* (provided by PRIE for each program) and the goals stated in your most recent Program Review, please identify any key successes and challenges.

Key Successes:

- We had slightly higher percentages of completion and retention in both on-line and traditional courses.
- With the reduction of Monday evening and Saturday class offerings, we were able to increase our WSCH and FTES numbers.
- Although not mentioned in last year's Program Review, all BUS and BUSW classes have been revised as part of the 6-year course updates and were approved by Committee on Instruction.
- The revised BUSW 530 class (Introduction to Internet) was approved by COI to fulfill the CSM Computer Literacy requirement.

Key Challenges:

- Maintaining the enrollment of the second halves of classes (second "mods") is still challenging.

3. Are you on track for meeting the goals/targets that your program identified in its most recent Program Review? If not, please explain possible reasons why. If needed, update your goal/targets based on these reasons.

We are on track with the two goals for this year. (1) We reviewed the probability of installing and offering the newest Windows Operating System (Windows 7) and the newest Office Applications Programs (Office 10). The result was to load Windows 7 in one room for a Spring Window Fundamentals class and to install it and Office 10 in all the labs for Fall 2011 classes. (See #4) (2) We continued to review and improve our marketing options on the revised CSM website. (See #6a)

4. Have you identified any new goals or projects for the program to focus on during this next year? Please explain (grants, stipends, initiatives, etc.).

We have four primary goals for this next year: 1) to load Windows 7 and Office Applications Programs (Office 10) into all the labs for Fall 2011 classes. 2) to review new Keyboarding and Skill Building software that is compatible with Windows 7. 3) to make sure all BUSW students are aware of and using the *my.smccd.edu* email feature for contact with instructors and participation in SLO assessments. 4) to use SLO assessments as part of our marketing options.

5. Are there any critical issues you expect to face in the coming year? How will you address those challenges?

As with previous years, budgetary cutbacks of course offerings are the most critical issues and will be addressed by reducing class offerings and offering classes in alternating semesters.

6. STUDENT LEARNING OUTCOMES (SLOs) AND ASSESSMENT FOCUS FOR THIS YEAR:

- a. Academic areas: Identify at least one course SLO on which to focus. Describe the assessment strategies you will use and your method of reflection and documentation for this cycle.

In the last Program Review, we had done an SLO assessment through the modality of questionnaires sent to all microcomputer students on their *my.smccd.edu* accounts. The responses we received back were beneficial to improving the enrollments of second module classes. However, we discovered that many of the students had no idea that they even had *my.smccd.edu* accounts, so we had many fewer responses than we anticipated. Our goal for this spring is to inform all micro students of the existence of and how to use their *my.smccd.edu* accounts. The SLO on which we will focus is one of the department SLOs that we believe will help to improve our marketing of classes and programs—"Are you able to locate the certificate and degree requirements in the on-line catalog in order to determine what additional classes you will need to take?"

- b. Student services areas: TBD

7. SUMMARY OF RESOURCES NEEDED TO REACH PROGRAM ACTION STEPS

(Data resources: Educational Master Plan, 2008, Institutional Priorities, 2008-2011, College Index, 2009-2010, GE-SLOs, SLOs; department records; Core Program and Student Success Indicators; previous Program Review and Planning reports)

- a. In the matrices below, itemize the resources needed to reach program action steps and describe the expected outcomes for program improvement.* Specifically, describe the potential outcomes of receiving these resources and the programmatic impact if the requested resources cannot be granted.

*Note: Whenever possible, requests should stem from assessment of SLOs and the resulting program changes or plans. Ideally, SLOs are assessed, the assessments lead to planning, and the resources requested link directly to those plans.

Full-Time Faculty Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
None	N/A	N/A

Classified Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
None	N/A	N/A

- b. For instructional resources including equipment and materials, please list the exact items you want to acquire and the total costs, including tax, shipping, and handling. Include items used for instruction (such as computers, furniture for labs and centers) and all materials designed for use by students and instructors as a learning resource (such as lab equipment, books, CDs, technology-based materials, educational software, tests, non-printed materials). Add rows to the tables as necessary. If you have questions as to the specificity required, please consult with your division dean. Please list by priority.

Resources Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Item: At the moment determining if and what new equipment for the labs—costs unknown. Number: N/A Vendor: N/A Unit price: N/A Total Cost: N/A Status*: N/A	N/A	N/A
Item: At the moment looking at upgrading the Keyboarding Tutorials—costs unknown. Number: N/A Vendor: N/A Unit price: N/A Total Cost: N/A Status*: N/A	N/A	N/A

*Status = New, Upgrade, Replacement, Maintenance or Repair.

8. PROGRAM REVIEW PARTICIPANTS AND SIGNATURES

Date of this *Annual Update for Program Review and Planning* evaluation:

Please list the department's *Annual Update for Program Review and Planning* report team as appropriate:

Primary program contact person:

Phone and email address:

Full-time faculty:

Part-time faculty:

Administrators:

Classified staff:

Students:

Patricia Brannock

3/11/2011

Primary Program Contact Person's Signature

Date

Darrel Dorsett

3/11/2011

Full-time Faculty's Signature

Date

N/A

Part-time Faculty's Signature

Date

N/A

Administrator's Signature

Date

Russell Cunningham

3/11/2011

Classified Staff Person's Signature

Date

N/A

Student's Signature

Date

Kathleen Ross

3/11/2011

Dean's Signature

Date