

SOUTH PUGET SOUND COMMUNITY COLLEGE
Assessment and Research Council

Current Status of Program Assessment

May 28, 2004

The primary purpose of the spring quarter report is to describe results of the winter quarter assessment activity (Carl Perkins Continuous Program Improvement) that crossed all technical programs in Business Technology. After certain courses were identified as representative of an area, a program improvement student survey was administered to day and evening students.

BUSINESS TECHNOLOGY

Program: ACCOUNTING

Key Findings / Issues	Action Plans
<i>Students Responding:</i> 38 <i>Perception of Quality (1-5 scale):</i> 4 <i>Perception of Whether the Program is Up-to-Date:</i> 4.1 <i>Summary of Suggestions/Comments for Program Improvement:</i> Offer classes at different times of day & evening. Night classes ending at 10 are too late in the day. Eliminate or offer 10-key at a reasonable time. Mandatory student advising. Teach procedures currently happening in the work field.	Although total enrollment does not justify increasing class opportunities, the schedule will be reviewed to see if changes can be made. Advisory committee input will be sought for program currency.

Program: BUSINESS ADMINISTRATION

Key Findings / Issues	Action Plans
<i>Students Responding:</i> 24 <i>Perception of Quality (1-5 scale):</i> 3.9	Make students more aware of the Associate in Business Direct Transfer, which first became available Winter quarter 04.

<p><i>Perception of Whether the Program is Up-to-Date: 4</i></p> <p><i>Summary of Suggestions/Comments for Program Improvement:</i></p> <p>More choices; more hands on management classes.</p> <p>More courses more often.</p> <p>More learning experiences from sources other than required material.</p> <p>Improve the program to meet 4-year credit transfer requirements.</p>	
<p>To test retention and comprehension of prerequisite knowledge for BUS 240/Principles of Finance, a pretest was administered. During the first week of class to establish a baseline knowledge of material previously covered in BUS 101/Introduction to Business. Twenty six questions were asked on a pretest. Seven subject areas were covered: Economics; Risk and Time Value of Money; The Federal Reserve System Banking and Financial Institutions; Budgeting Securities; Accounting</p> <p>The combined class average for prerequisite knowledge was 39%. Many, but not all, of the same questions were incorporated into the final exam for the course. The combined class average on the same questions, asked at the end of the course, was 73%. Students had not retained as much prerequisite knowledge as the instructor would have desired. At the end of the course, most of the questions showed marked improvement.</p>	<ul style="list-style-type: none"> • Build a cohort of pretest and posttest data for the remaining two core Business areas: Marketing and Management. The Marketing course can be analyzed during 2004-2005 academic year. Data for the Management course will be collected and analyzed during the 2005 – 2006 academic year. • Use the same or similar questions to build a BUS 289 pretest which would determine whether students have retained the core curriculum material as they enter the capstone course. • Create a final exit exam for the Business program, administered in the BUS 289 class that would track the progression of knowledge throughout the program of study. • Revise the curriculum in the three core classes, as needed, to bolster comprehension of the central concepts. • Revise the structure of BUS 289, as needed, to reinforce and apply core concepts.

Program: COMPUTER PROGRAMMING

Key Findings / Issues	Action Plans
<p><i>Students Responding: 22</i></p> <p><i>Perception of Quality (1-5 scale): 4</i></p> <p><i>Perception of Whether the Program is Up-to-Date: 3.8</i></p>	<p>An annual schedule will be located on the server that can be accessed from any CIS classroom. Frequency of classes is affected by enrollment demand and budget.</p>

<p><i>Summary of Suggestions/Comments for Program Improvement:</i></p> <ul style="list-style-type: none"> Clearer path definition & firmer schedules. Offer most of the classes during all the quarters. Object-oriented programming and systems design covered in more depth. More classes for Database Administration. Offer required once-a-year courses at two times. Offer more or different courses at different quarters. More courses that focus on programming for development. Include C# language. 	<p>A new Database Administration program will be offered 2004-05 school year.</p>
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Program: COMPUTER NETWORKING

Key Findings / Issues	Action Plans
<p><i>Students Responding:</i> 16 <i>Perception of Quality</i> (1-5 scale): 3.56 <i>Perception of Whether the Program is Up-to-Date:</i> 3.5 <i>Summary of Suggestions/Comments for Program Improvement:</i></p> <ul style="list-style-type: none"> Need for real equipment (routers & switches). More hands on. More Linux/Unix classes and PHP. No programming logic or electronics. Focus training to pass industry standard exams. Windows server 2003. Newer hardware. 	<p>A 5-credit Unix class (instead of 3-credit) will be offered Fall quarter, which will prepare the student for the first-level certification test.</p> <p>A Linux/Unix lab will be implemented by Fall quarter. Increased credits on the LAN implementation capstone course will allow for a new MS certification 70-218 managing network environments.</p> <p>New and donated equipment is being acquired to build an Enterprise level network: 11 routers/6 switches, updated nodes; processors and RAM for 30 stations; and pending Perkins request for a \$3000 server. Donated switch will allow routing and remote access service. Screen for prerequisite compliance.</p>

Program: INFORMATION SYSTEMS TECHNOLOGY SUPPORT

Key Findings / Issues	Action Plans
<p><i>Students Responding:</i> 15 <i>Perception of Quality (1-5 scale):</i> 4 <i>Perception of Whether the Program is Up-to-Date:</i> 3.86 <i>Summary of Suggestions/Comments for Program Improvement:</i></p> <ul style="list-style-type: none"> • Offer most of the classes in all semesters so don't need to plan entire 2 years worth of classes. • Flexibility in trading classes to get degree. Many job requirements accept knowledge from classes not on degree requirements list. • Two instructors per class so that students get better hands-on training. • More evening classes. • Make prerequisites clearer. • Better help from advising people in Counseling center. • Software installation/configuration course would be helpful. • Although Microsoft is the dominate force, more opportunity to learn other programs that don't cost so much to obtain & use. 	<p>In the absence of offering all courses every quarter, a year-long schedule will be provided the student so that it is easier to plan sequence of offerings. Due to enrollment and budget considerations, it is the intent to offer advanced courses at least once during the day and once at night each year.</p> <p>The two-year degree will be reviewed to determine whether it can be organized into two certificates, earning both of which would result in a degree.</p>

Program: OFFICE ADMINISTRATION

Key Findings / Issues	Action Plans
<p><i>Students Responding:</i> 22 <i>Perception of Quality (1-5 scale):</i> 4.2 <i>Perception of Whether the Program is Up-to-Date:</i> 4.68 <i>Summary of Suggestions/Comments for Program Improvement:</i></p> <ul style="list-style-type: none"> • Recommended a current book for Administrative Services. • Outlook, Internet and filing are a waste of time because of previous work, which should be taken into consideration to 	<p>An annual schedule will be available for student's to plan sequencing. Enrollment patterns prohibit an increase in offerings.</p> <p>CIS 184 is under review as a candidate for on-line offering.</p> <p>7 a.m. is used to serve both working and day students when</p>

<p>fulfill educational requirements.</p> <ul style="list-style-type: none"> • Make certain classes more available, such as more than one scheduled per quarter, or scheduled in consecutive quarters. The possibilities of taking some classes online would be beneficial. • More classes offered during the evenings. • More afternoon classes for ATA prerequisites. • Classes need to be offered more than one quarter a year. Update program to reflect need in job market. • More hands-on experience besides co-op experience. • The functionality of the computers is disabled too much due to security. • Concern expressed for students who do not have experience on computers and lag in the beginner class. 	<p>limited enrollment prevents both a day and evening offering.</p>
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Program: PARALEGAL

Key Findings / Issues	Action Plans
<p><i>Students Responding:</i> 43 <i>Perception of Quality (1-5 scale):</i> 3.9 <i>Perception of Whether the Program is Up-to-Date:</i> 4.3 <i>Summary of Suggestions/Comments for Program Improvement:</i></p> <ul style="list-style-type: none"> • Get WestLaw on lab computer. • More law books in library and online databases • Better library information e.g. law books, digests, Shepard's, WestLaw or Lexis online services. (mentioned repeatedly) • More hands-on to reinforce classroom learning. • Shorten program to under 3 years. • A more choice selection. Classes on specific parts of law, not just real estate or tort, but employment law, probate and narrower law of interest. 	<p>As exclusively a night program, the Paralegal program takes more than 2 years to complete 90 credits.</p> <p>One of the classes where students were polled was the Legal Research class, where emphasis is placed on better access to library information.</p> <p>The guidelines for ABA approval will be reviewed, as will be the costs for implementing an on-line database and for attaining approval.</p>

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| <ul style="list-style-type: none">• ABA certification.• Personally satisfied. In a short amount of time, knowledge of the subject has increased tenfold. Have gone from no knowledge to being able to go to a law library and research and understand a subject. Very happy with the program.• Business Law II offered more times. Offer required classes such as computer classes in the summer/evening.• Require more computer classes. Not prepared for work. Need an excel class.• More hands-on legal classes or internships or job experiences in later quarters.• Getting students under a program director-type person from the beginning of a student's enrollment.• The program is fairly up to date; however, there should be a better writing portion for the legal field.• Offer classes more frequently instead of only one quarter every other year, which holds up students wanting to complete the program quickly. Currently the program is designed for those who work and can spread their education over several years.• If students are looking for a certain area of law, they should be allowed to simply study that area. However, as a whole this program is very well rounded and great.• Make sure students are prepared to enter the class. | |
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