

eMASTER
OHLONE COLLEGE

Self Study /Program review



Instructional Program and Discipline Review
(IPDR)

Program Review for: Business Supervisory Management Program

Prepared by Lesley-Anne Buehler, George White 4/11/05
revised , 5/5, 7/05, 7/25 – a work in progress

Program Description and Scope

- I. Provide a brief narrative that describes the instructional program.
- II. Describe how the program specifically serves students, faculty, staff, and/or the community.
- III. Describe how the program addresses current needs and applies current technologies.
- IV. Discuss the impact of the program on the college and the impact the college and/or other college programs have on the program being reviewed.
- V. Discuss the impact of the program on the community and the impact of the community on the program.

I. The Business Supervision Management program was designed to prepare students for entry-level positions in Supervision/Management and Leadership.

II. About the BSM Program:

This curriculum is designed to prepare students for entry-level positions in Supervisory/Management and Leadership, to assist current first line supervisors to advance/progress in their current positions of authority and accountability. Students are trained and educated for both line (operation) and staff (direct support) positions. The goal of the BSM program is to assist both men and women to make the transition to entry-level managerial positions.

III.

The BSM program addresses what is felt and understood¹ to be the current needs and disciplines and current technologies in several ways. The BSM program is taught by professional people with backgrounds in business and education; they bring to the classroom not only theory/disciplines of their field but also practical hands-on experience. This hands-on experience is not only in the business supervisory field but also in the field of software technology that is required of business employees in today's "high-tech" world.

To aid in students gaining a broader perspective of supervision, leadership and requirements now asked of this profession, outside help is recruited. "For example, last fall, students in BSM-105, the Operations Management Class heard a guest speaker from Sun Microsystems demonstrate the use of Project Management Software. Ohlone College staff members from the Human Resource Department came to the BSM 103, Human Resources class to explain various aspects of the Human Resource field. Also, last year, a field trip was arranged for BSM students to take a tour of the New United Motor's plant. ([NUMMI](#)).

Throughout the year, the BSM instructors conduct surveys² to be completed by students currently enrolled in the program to obtain input from them on how they feel about the program as it is being conducted, ideas/suggestions they have to strengthen

¹ see advisory committee findings section VI

² see survey results at end

the current programs, and are asked to indicate how the classes they taken are meeting their work and educational requirements. This input is reviewed by the instructional staff and then submitted to the Dean of Fines Arts & Business. (see results from Fall of 2004 in–Appendix A).

Also, input was solicited form members of the Ohlone BSM Advisory Committee Board and members of the Fremont Chamber of Commerce to learn what they thought of the current BSM Program and what areas they thought needed to be strengthened to meet the needs of business sand organizations in today’s high tech and global economy and business requirements.

Lastly, throughout the year the BSM staff members are continually searching/sourcing information, curriculum material and publications to enhance the current instructional practices of informational material.

IV.

The BSM program compliments the Buisness courses that belong to the Business Administration Program (BA) also offered at Ohlone College. Students unable to invest the time required to take/complete an AA Degree in Business can take one of several BSM program certificate options. The fact that there are two options at Ohlone College for people interested in the field of business is welcomed by men and women because of the opportunity to take BSM classes as an add-on to their course

of study. The BA program while also offering an AA option like the BSM program is more geared towards Business Operations rather than having a strict management focus.

Over the next few months, a new certificate program will be joining the BSM program. This will allow for even further growth of the program and service a need for Administrative Assistant to gain some insights into the world of Management. The current BSM program does not allow for Administrative Assistant transitions into entry-level management, but a review of the current job market employment advertisements indicates that such requirements are wanted in job applicants by potential employers.

Ohlone is the only college in the immediate area that offers a Business Supervisory/Management Program and certificates for Supervisory/Management study.

V.

Within the immediate community the program is well received, because a lot of businesses do not have time to train employees in the 3 R's of management and/or administrative lines. Graduates are therefore serving a need for the community. Likewise, the community feeds more employees (potential Ohlone Students) into the College because there is a need for these college courses and training. Candidates can enhance their career goals.

1. Relationship to Ohlone College Mission and Goals

- State how the program supports one or more of the Ohlone College goals.
- *If there are plans for the program to support other college goals, specify these plans.*

BSM supports Goal # 2 which reads: “Develop across the curriculum the Learning College Model, utilizing methods and technologies that hold the most promise for improving student course and program completion success rates.”

The BSM program achieves recognition with this goal, because several of its courses work on a sequential footing; meaning courses follow each other in sequence. Basic Managerial Functions are followed by courses with more in-depth study.

The program also supports Goal # 4 which reads to: “Provide continuous learning for all personnel associated with the District and promote an organizational structure that is adaptable, collegial, and supportive of the Learning College Model.”

The BSM program meets this goal in that both men and woman “potential attendees” desire and need.

2. Program Student Learning Outcomes

- Define a limited number (10 or less is recommended) of student learning outcomes at the program level.

Student Learning Outcomes for the BSM Program include but are not limited to:

Student Learning Outcome	Related Courses
Access the qualifications needed for a supervisor, which will include the POEM (Plan, Organize, Execute and Measure work to be performed) and the three P's of management. (Power, Position and Politics) and discuss the analysis through constructive critique.	BSM -108, BSM 101
Identify the use of effective and efficient leadership styles by successfully analyzing the leader's POEM strategy . (POEM - Provide employees Opportunity and to Empower line and staff personal to be motivated to meet and exceed departmental/team expectations)	BSM-108, BSM-102, BSM-106
Demonstrate the roles, responsibility and expected results of people performing the supervisory/management and/or leadership roles in an organization by identifying the key concepts/	BSM-101, BSM-108
Assess and analyze their own capabilities using real world case scenarios to gain an understanding of what is required to gain employment in this field.	BSM-106, BSM-103
Identify the challenges and opportunities that complement the job of being a supervisory/manager or leader in today's high tech global economy.	BSM-105, BSM-101, BSM -102, BSM-108
Demonstrate proficiency in using latest Project Management technology tools (software).	BSM -105, BSM-106, BSM-108
Write papers in field of human resource management that gauge the needs of and address a specific audience.	BSM-103
Discuss good business ethics , and social responsibility plus a vital role in the establishment of trust and honesty expected of supervisory/managers and leaders today.	BSM-108, BSM-106

(there is no BSM-104 or BSM 107 course just FYI
Courses BSM 108 & BSM-106 are available on line)

- Indicate the process used to determine the student learning outcomes. Indicate any rationale for maintaining or changing established outcomes. Program faculty *are encouraged to work together to reach consensus when defining the program student learning outcomes.*

Program outcomes were reached by constantly reviewing the program and listening to the Advisory comm., the students, the industry and the faculty input.

Reading down the table

Advisory Comm. Member	Industry /Advisory Connection
Bob Parks	Fricke Press, Fremont
Carl Smith (previous Ohlone student)	Real Estate Brokerage (previous Ohlone student)
Carolyn Brownell	(Ohlone Part-Time Faculty)
Christine Bolt	(Ohlone Full-time Faculty)
Craig Moffett (previous Ohlone student)	Kaiser Permanente, Oakland/Richmond Administrative Assistant.
George White	(Ohlone Part-Time Faculty)
Kitty-Cecil Hunter (previous Ohlone student)	Mission Valley ROP
Kristine Hebison (previous Ohlone student)	Fine Line Sawing & Drilling
Maida Mawani	Kelly Services
Marlene Favareille	Fremont Bank
ATOS ³	A-Temp Plus, SJ
ATOS	Core Staff Services, SJ
ATOS	Apple One, SJ
ATOS	Act One Employment, SJ
Nancy Smith (previous Ohlone student)	Data Commands, Fremont
Paula White	American Cancer Society

³ ATOS, Person on duty At Time Of Survey

The next few sections have been summarized in a table. However for more consistency there are also some added written explanations.

- Design assessments to measure learning outcomes. To accomplish this, the following *may* be considered:
 - Identify outcome(s) to measure.
 - Clarify purpose for the assessment.
 - Determine assessment method to employ and delineate performance standards.
Examples to consider: capstone course, vendor or industry certification examination, institutional or departmental testing, portfolio assessment, performance assessment of behaviors a student should be able to competently perform by the end of the program, skills assessment, culminating project, placement tests used for course entry and exit decisions, *other*.
- Decide type of assessment data to be collected.
Examples to consider: course retention and course completion rates, degrees and certificates awarded, graduates' transfer rates, success in another institution, employment data, student program evaluation surveys, student satisfaction surveys, *other*.

3. Assessment of Student Success in Reaching Program Outcomes

- Assess student level of achievement for selected learning outcomes using stated assessment strategies. Analyze changes in data, identify trends and provide possible contextual explanations for these changes.

4. Assessment of Program through Review of the Teaching Learning Process.

To accomplish this, the following *may* be considered:

- Relevance, appropriateness and currency of student learning outcomes.
This program is kept current by continually using and listening to the recommendations of our Advisory committee, our students and our faculty.
- Assessment of teaching strategies.
Guest speakers are often asked to come in and assess some the current techniques. Peer and Dean evaluations are also used as a measure.
- Results of classroom assessment techniques.
Usually done by survey asking for feedback. (see copy of form later)
- Assessment of curriculum revisions, *if applicable*.
This is the first time a major review of the BSM program has occurred
- Assessments of how assignments, criteria, and standards for sequenced courses relate.
The BSM program offers courses that give the student a basic foundation of Business Supervisory Management yields them a smooth transition onto higher level skills by having them work through modules within the courses. In the past there was very little

support to changing some of the needs for the students and /or industry. Today this course has program coordinators who are continually up on the latest trends. For example, one of the major advances in this course is that managers are using technology more and more for assessment tools, for project manager tools etc. Because of this fast moving change, technology has been integrated in several of the courses. BSM-105 Operations Management has several modules in it that feature discussion and hands-on use of the Management software tools today such as EXCEL-OM and Microsofts' Project Manager. Assessment of trends in student scores over time, including strengths and areas needing improvement.

This is continual...as technology changes and the job area and description changes so BSM will adapt accordingly.

- Adequacy of resource utilization; include requests *if* there are new resources needed.

CERTIFICATES CURRENTLY OFFERED FOR BSM PROGRAM

Business Supervision Management AA Degree and Certificate of Achievement

This curriculum is designed to prepare students for entry-level positions in supervision/management and to prepare current leads, first line supervisors, and middle managers for promotion to higher-level positions in business, industry, and/or government. Students are trained for both line (operation) and staff (direct support) positions. Placement is often dependent upon job availability and the successful completion of an entrance examination.

MAJOR FIELD

<i>Major Field Courses</i>		
Number	Title	Units
BSM-101	Fundamentals of Management	3
BSM-102	Human Behavior in Organizations	3
BSM-103	Management of Human Resources	3
BSM-105	Manufacturing Supervision	3
BSM-106	Communication for Supervisors	3
BSM-108	Leadership in Organizations	3
		18

SUPPORTING COURSES

<i>Supporting Courses</i>		
Number	Title	Units
BA-116	Business English and Communication	4
BA-125	Introduction to Business	3
BA-141A	Business Law	3
BA-166	Business Ethics OR	3
PHIL-106	Ethics	(3)
CS-101	Introduction to Computers and Information Technology	3

Major Field Electives (see list below)

3

19

Recommended Major Field Electives: BA-101A, BA-101B, BA-110, BA-120, BA-121, BA-122, BA-123, BA-126, BA-129, BA-160A, BA-160B, BSM-195A, CS-102.

LIST OF BSM CORE COURSES

BSM 101 Fundamentals of Supervision

BSM 102 Interpersonal Relations in the Workplace

BSM 103 Management of Human Resources

BSM 105 Manufacturing Supervision

BSM 106 Communications for Supervisors

BSM 108 Leadership in Organizations

FOR THE BSM AA /CERTIFICATE PROGRAM

Student Learning Outcomes Upon	Courses	Assessment	Performance Standards Criteria	Analysis of Data	Improvement Strategies
Access the qualifications needed for a supervisor, which will include the POEM (Plan, Organize, Execute and Measure work to be performed) and the three P's of management. (Power, Position and Politics) and discuss the analysis through constructive critique.	BSM -108, BSM 101	Completion of multiple project based samples during course of study at Ohlone. These also feature Real-world case scenarios with multiple discussions. Role play. Examination.	Portfolio Collected Culminating project	TBA	SEE SUMMARY AT END
Identify the use of effective and efficient leadership styles by successfully analyzing the leader's POEM strategy . (POEM - Provide employees Opportunity and to empower line and staff personal to be motivated to meet and exceed departmental/team expectations)	BSM-108, BSM-102, BSM-106	Completion of multiple project based samples during course of study at Ohlone. These also feature Real-world case scenarios with multiple discussions. Role play. Examination.	Portfolio Collected Culminating project	TBA	SEE SUMMARY AT END
Demonstrate the roles, responsibility and expected results of people performing the supervisory/management and/or leadership roles in an organization by identifying the key concepts.	BSM-101, BSM-108	Completion of multiple project based samples during course of study at Ohlone. These also feature Real-world case scenarios with multiple discussions. Role play. Examination.	Portfolio Collected Culminating project	TBA	SEE SUMMARY AT END
Assess and analyze their own capabilities using real world case scenarios to gain an understanding of what is required to gain employment in this field.	BSM-106, BSM-103	Examination.	Portfolio Collected Culminating project	TBA	SEE SUMMARY AT END
Identify the challenges and opportunities that complement the job of being a supervisory/manager or leader in today's high tech global economy.	BSM-105, BSM-101, BSM -102, BSM-108	Completion of multiple project based samples during course of study at Ohlone. These also feature Real-world case scenarios with multiple discussions.	Portfolio Collected Culminating project	TBA	SEE SUMMARY AT END

		Role play. Examination.			
Write papers in field of human resource management that gauge the needs of and address a specific audience.	BSM-103	Completion of multiple paper based samples during course of study at Ohlone. These also feature Real-world case scenarios with multiple discussions. Examination.	Portfolio Collected Culminating project	TBA	Create a learning community connection between ESL and BSM.
Discuss good business ethics, and social responsibility plus a vital role in the establishment of trust and honesty expected of supervisory/managers and leaders today.	BSM-108, BSM-106	Examination.	Examination, institutional or departmental testing	TBA	SEE SUMMARY AT END
Demonstrate proficiency in software for specific managerial functions.	BSM-105, BSM 108	Examination, institutional or departmental testing. 1) Portfolio Collected 2) Culminating project 3) # Of Certificates Awarded (either taken at Ohlone or via another testing provider)	Examination, institutional or departmental testing	TBA	More hands-on specific projects.

Summary—Improvement Strategies end of 2003/2004-2005:

- 1) Strictly lecture based courses were revamped to include interactive components.
- 2) Strictly lecture based courses were revamped to include more REAL-WORLD components.
- 3) New texts were selected for business courses that seem to be incorporating more of a technology focus.
- 4) BSM 104 was eliminated because it duplicated BSM-105
- 5) Guest speakers from Industry were brought to the classroom
- 6) Field trips were added to some of the courses. For example visiting NUMMI to see manufacturing plants in action.
- 7) The BSM brochure was revised-see end of document
- 8) A virtual advisory committee was formed to enhance the traditional annual meeting
- 9) Surveys were conducted on both current students and advisory members.
- 10) Two courses were converted to online. BSM –106 and BSM 108.
- 11) BSM is now running its second year (summer online course-BSM-108). Enrollment has increased from last year of 15 to 28 students. (As of today 5/18/05).
- 12) Fall 05 will see a new certificate program arriving into the BSM arena. Administrative Assistant with a management focus. For today's admin, management not only depends on admin's computer skills but also relies on them for some management support. Budget constraints often prevent managers from hiring additional personnel, so the need for skilled admins with a business focus was seen as a recurring trend that will likely continue

- 13) A stronger bond was created with the full time BSM faculty and adjunct member. This ensures that the real world is integrated into the classroom setting.
- 14) For two consecutive years BSM has had two outstanding students nominated for awards.
Robert Lum 2004
Sherry Leung 2005
- 15) Several of the feedback comments from the survey of 2003 have been implemented. Overall students are happy and faculty are pleased that the program is meeting both the students' and industry needs.
- 16) All BSM classes are transferable to California State Universities. (CSU). With the UC system pending June 05
- 17) Several of the Ohlone catalog descriptions were revised and updated.

5. Assessment of Program Improvement Since Previous Program Review

(Note this step may be implemented **during the second program review cycle** using these guidelines)

- Discuss results of the implementation of the recommended outcome measures.
- Analyze how these results have promoted student success in reaching program-learning outcomes and/or contributed to program improvement.
- Analyze discrepancies between outcomes and performance levels.
- Analyze the impact of the addition of resources, *if any*.
- Determine strengths to be continued and areas for improvement (opportunities for innovation).
- For areas needing improvement, state specific plans including outcomes measures and a time frame for implementation.

A LOOK AT THE DATA to show how BSM matches up to retention completion and certificate awards.



On Average looks like about 15 certificates annually

Award Count for Ohlone College in Year 2003-2004

Data Current as Of April 22, 2005 08:14:48

Program: Management Development & Supervision (050630)

Award Type	Program Type	Award Count
Associate of Arts (A.A.) degree	Management Development & Supervision (050630)	2
Certificate requiring 18 to fewer than 30 units	Management Development & Supervision (050630)	9
Grand Total		11

Award Count for Ohlone College in Year 2002-2003

Data Current as Of May 18, 2005 01:03:44

Program: Management Development & Supervision (050630)

Award Type	Program Type	Award Count
Associate of Arts (A.A.) degree	Management Development & Supervision (050630)	5
Certificate requiring 18 to fewer than 30 units	Management Development & Supervision (050630)	13
Grand Total		18

On Average looks like about 85+% retention rate

**Ohlone College
Retention Rate for 2004 Fall Term
Sub-Discipline: Business Management (0506)**

Program Type	Total Enrollments	Retained	Retention Rate (%)
Business Management (0506)	91	80	87.91
Grand Total	91	80	87.91

Ohlone College
Retention Rate for 2004 Summer Term
Sub-Discipline: Business Management (0506)

Program Type	Total Enrollments	Retained	Retention Rate (%)
Business Management (0506)	57	46	80.70
Grand Total	57	46	80.70

Ohlone College
Retention Rate for 2003 Fall Term
Sub-Discipline: Business Management (0506)

Program Type	Total Enrollments	Retained	Retention Rate (%)
Business Management (0506)	156	135	86.54
Grand Total	156	135	86.54

Ohlone College
Retention Rate for 2003 Summer Term
Sub-Discipline: Business Management (0506)

Program Type	Total Enrollments	Retained	Retention Rate (%)
Business Management (0506)	24	23	95.83
Grand Total	24	23	95.83

Conclusions:

Looks like this major revision of BSM actually paid off. Many new items requested by Industry and the students were implemented.

APPENDIX A-SURVEY RESULTS

Survey Results re: Feedback form used

Fall 2004



In order for the Ohlone BSM program to serve you better, please take a few moments to input your comments.

How long have you been enrolled in the BSM course at Ohlone College?

What courses are you currently taking?

Are you taking them for professional enhancement or personal growth?

Do you like the current structure for the BSM program?

Would you be interested in seeing more BSM courses offered on Weekends?

What would you like to see added to your current BSM course?

Would you prefer class meetings to be twice a week vs. how they are currently set up (once a week)?

Would you be interested in seeing more courses offered on line?

Is there a course in this field (BSM) that you would like to take but that is not currently offered?

What would you like to see added to your current BSM course?

What would you like to see added to the current BSM Program?

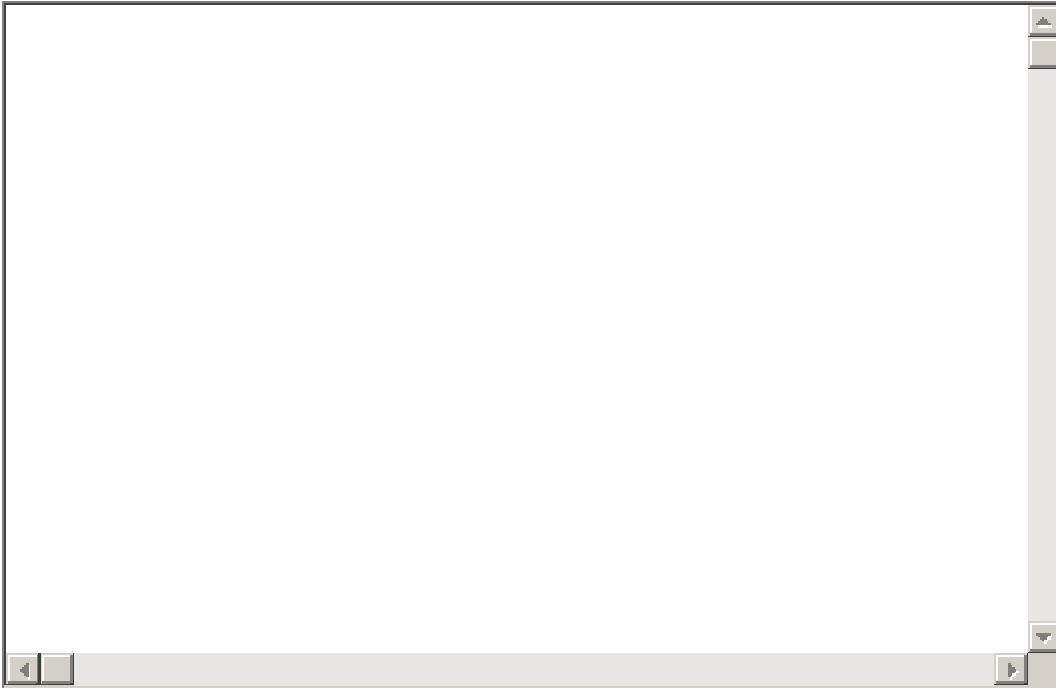
Would you like to be on our BSM mailing list for future courses and/or updates?

Would you like to see work experience offered for this course?

Would you be interested in helping Ohlone run a Job Faire for the BSM Program?

Email: (optional)

Enter your questions and/or additional comments below:



Please contact lbuehler@ohlone.edu/gwhite@ohlone.edu

with your questions, comments, and suggestions.

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Overall findings for 2003-4:

Do you like the current structure of the BSM course-

AN OVERALL RESOUNDING YES!

Would you be interested in seeing more courses offered on the weekends

AN OVERALL RESOUNDING YES!

More online courses

50%- yes 50% No

Additional Comments:

We love George White

George is the BSM

Overall findings were 2002-3:

Do you like the current structure of the BSM course-

AN OVERALL REOSUNDING YES!

Would you be interested in seeing more courses offered on the weekends

AN OVERALL RESOUNDING YES!

More online courses

50%- yes 50% No

Additional Comments:

We love George White

George is the BSM

Bring in industry speakers

Website and online survey (done Jan 2004)

Need on line courses

Want field trips

More interactivity

New Texts

All BSM classes are transferable to California State Universities. (CSU). (done June 2004)

APPENDIX B-REVISED BROCHURE IS HERE –see below.

Input for the new brochure was made by;

Walt Birkedahl, Dean of Fine Arts
Lesley Anne Buehler, Fulltime Ohlone faculty
Helmut Buehler, Sun Microsystems
Robert Lum, Lum Enterprises
Bob Parks, Fricke-Parks Press
David Patrick, Adjunct Business & CS Faculty
Carl Smith, Brokerage Corp.
Nancy Smith, Database Commands
Terry Spears, Fremont Bank
Elisa Webb, Consultant
Paula White, Industry Consultant, American Cancer Society
Geoff White, Industry Consultant
George White, Adjunct Faculty, Ohlone College

Campus Location

Business Supervisory Management (BSM) is held at the Ohlone College campus located just off Highway 680 and Mission Blvd. in Fremont, CA.

Student Enrollees

Students enrolled in the BSM program:

- Learn the skills and disciplines for future positions in the field of supervision
- Prepare for promotional opportunities with current or future employers
- Acquire professional training to further their careers in supervision at firms/organizations where they are already employed

Accreditation

Ohlone College is accredited by the Western Association of Schools and Colleges (WASC). All BSM classes are transferable to California State Universities. (CSU).

Students can earn a Certificate of Achievement following up with an Associate Degree.

BSM Course Material & Subject Matter

Fundamentals of Management

BSM-101 Career Assessment Supervisory Style & Design - Power & Politics - Decision Making - Delegation – Time Management - Planning, Organizing – Controlling - Quality Disciplines.

Interpersonal Relations in the Workplace

BSM-102 Human Relations – Employer-Employee Relations - Culture & Diversity - Conflict Resolution, Burnout and Team Building.

Management of Human Resources

BSM-103 Principles & Practices of Human Resource management: Recruitment – Interviewing - Selection & Employment – Orientation - Training & Development – Job Appraisals -Wage/Salary & Benefits - Safety/Accident Prevention.

Manufacturing Supervision

BSM-105 History of Operations Management. Operations in the Service Sector - New Trends - Productivity Challenges, and Social Responsibilities. A global perspective for today's Manufacturer.

Communication for Supervisors:

BSM-106 Communication Theory. Listening – Intercultural Communications, Verbal/Non-Verbal

Communications - Group Dynamics - Presentation Skills.

Leadership

BSM-108 Leadership Styles in Transition-Power & Politics - Decision Making - Empowering People - Motivation, Coaching & Business Ethics.

Course Material

The BSM course material is reviewed and updated yearly to match the ever-changing business & industrial requirements and trends for people in supervisory positions.

Enrollment Procedure

Interested students merely have to enroll in person or online at: www.ohlone.edu

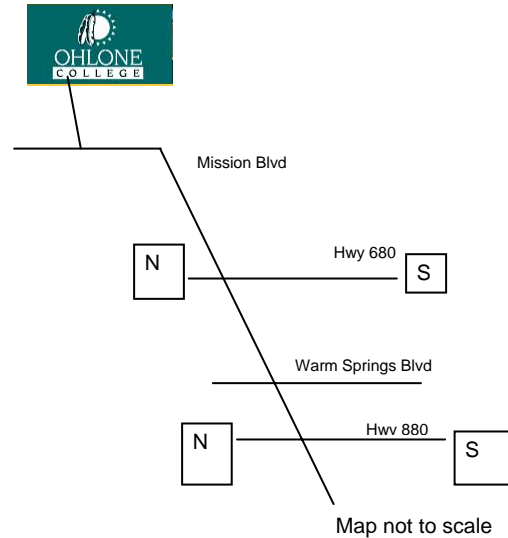
On-Line Courses

Now offering BSM-108 and BSM-106 online. Check the current schedule for course offerings,

<http://online.ohlone.edu/onlineeducation/index.html>

Business Community Advisory Board

Helmut Buehler, Sun Microsystems
Robert Lum, Lum Enterprises
Bob Parks, Fricke-Parks Press
Carl Smith, Brokerage Corp.
Nancy Smith, Database Commands
Terry Spears, Fremont Bank
Elisa Webb, Consultant



Contact Source

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or call

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www.ohlone.edu/

The Business Supervisory Management Program (BSM) at Ohlone College



**Sign up today!
Classes now transferable!**

Visit the Ohlone College website at:
www.ohlone.edu

**Certificate of Achievement &
AA Degrees now being offered!**

APPENDIX-C Revised Ohlone Catalog Course Descriptions

BSM change name of courses from

BSM -101 Fundamentals of Management to Fundamentals of Supervision

BSM 102- Human Behavior in Organizations to Human Relations

BSM 105- Manufacturing Supervision change to Operations Management

BSM 106- Leadership in organizations to Leadership

Original: BSM 101

This course covers basic management principles and Practices: the manager's job, Career planning & development, action planning, Organizing, leading, controlling resources & coordinating activities.

Change to: BSM 101

This course covers basic supervisory principles and practices: the supervisor's job, politics/power, decision making, the functions of planning-organizing-controlling, and quality control.

Original: BSM 102

This course covers basic management principles and practices; the managers job, career planning and development, action planning, organizing, and teamwork and development.

Change to: BSM 102

This course covers interpersonal communications, intercultural communications, conflict resolution, stress and teamwork development.

Original: BSM 106

This course covers principals and practices of interpersonal communications: oral, written, body language communications; techniques of discussion, and conference leading.

Change to: BSM-106

This course covers the principles and practices of the theory of communications; listening, verbal & non-verbal communication, group dynamics and presentations.

These have been approved by Walt Birkedahl and approved actually back in May 2004...but the catalog is now just being redone.

MARKETING TO HELP PROMOTE PROGRAM:

Schedule Blurbs:

THIS PULL OUT FOR BSM area please.



If only getting a degree was as easy as riding a bike!
Well it is...just take it in semester cycles... Sign up
today to take one of the new BSM courses and be on
your way to a great Supervisory Management Career!

BSM 101 BSM 102

BSM 103 BSM 108

BSM 105 BSM 106

Contact gwhite@ohlone.edu for more details and be
on your way.

Flyer used during school year



IF ONLY GETTING A DEGREE WAS AS EASY AS PUSHING CELL PHONE BUTTONS....

WELL NOW IT IS!!! USE YOUR PHONE TO ENROLL AND START ON YOUR COLLEGE DEGREE....

TRY ONE OF THE NEW BUSINESS SUPERVISORY MANAGEMENT (BSM) COURSES TODAY!! Some courses are transferable. For more information contact:

Lesley Anne Buehler at lbuehler@ohlone.edu

George White at gwhite@ohlone.edu

Or simply register on line at www.ohlone.edu 24/7

CLASSES INCLUDE:

BSM 101- Intro to Business Supervisory Management

BSM 102-Human Behavior in Organizations

BSM 103-Management of Human Resources

BSM 105-Operations Management (formerly Manufacturing & Supervision)

BSM 106-Communcations for Supervisors

BSM 108-Supervisory Management (formerly Leadership in Organizations)

Some courses available on line!!!!