

**Instructional Program/Discipline Review 2008-2009**

**COVER PAGE**

Program/Discipline: Computer Applications and Occupational Technology

TOPS Code: \_\_\_\_\_

Preparer: Rick Arellano \_\_\_\_\_

Preparer signature: \_\_\_\_\_ April 23, 2009  
Signature Date

Division Dean: \_\_\_\_\_

Division Dean: \_\_\_\_\_  
Signature Date

Vice-President: \_\_\_\_\_

Vice-President: \_\_\_\_\_  
Signature Date

<p>Date Program Review Received</p> <p>By the Office of Academic Affairs:</p> <p>Received by: _____ Initial</p>
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**Provide a brief narrative that describes the instructional program/discipline.**

This program provides a matrix of computer software applications for a variety of disciplines such as business, nursing, computer science, biology, biotech, chemistry, engineering and others currently offered at Ohlone College. Students who take a course from the CAOT department are normally enrolled in other programs, and few take CAOT courses as their “major” focus of study. Most students are motivated to sign up for a CAOT course because these courses will further their computer software expertise and enhance their skills for the various occupations they may choose to enter. CAOT has evolved from just offering Keyboarding (KYB) courses to a full suite of software applications that cover a broad area of interest.

Some of the general software application courses have also been reconfigured to target specific occupations, such as the Biotechnology, Biology, Chemistry, and Engineering major fields to address student needs

**Describe how the program specifically serves students, faculty, and staff**

The use of computers in all areas of employment (commercial, education, government, military, etc.) has been steadily rising over the past two decades to the point where there a few jobs left that do not require proficiency in the use of computers. There is substantial agreement among researchers in the social sciences that this trend will not reverse, and that it will, in fact, further strengthen over the next years. The CAOT curriculum is designed to provide students with the ability to master a broad suite of application software that is frequently used in various occupations. Since proficient keyboarding skills are essential for computer-focused work, students first take the key boarding (KYB) course, and once mastered, then have the ability to pick from a choice of software applications designed to enhance their skills as a user of computers. By participating in the CAOT program, students complete various courses in which they are asked to demonstrate mastery of the various the software application skills they learn.

The CAOT department also offers workshops (e.g. MS Office, Technology and Gadgets, Online Tools and Techniques) to faculty and staff during Flex days and throughout the year.

**Describe how the program addresses current needs and applies current technologies.**

This program addresses the need to have proficient knowledge and understanding in the usage of various computer software applications, and applies current technologies in several ways:

The students are given the theoretical view; they are shown via text and computer demonstrations how to manipulate the software they are learning.

The core courses of the program are taught by experts in the field.

A host of people ranging from the Advisory committee to local residents are constantly consulted and/or surveyed on the shaping/future of the program.

The CAOT Curriculum is continuously evolving, and a lot of instructional effort is being expended to ensure that the resources chosen for instruction always reflect recent developments in the areas of focus. This is made possible by working with select publishers such as Course Technology & Prentice Hall who offer a comprehensive portfolio of textbooks and instructional support material that are continually revised to stay abreast of technology developments.

The CAOT department subscribes to the Microsoft Academic Alliance to ensure access to the latest software tools and free online training.

**Discuss the impact of the program on the college and/or other programs.**

The CAOT curriculum is designed to provide students with the ability to master a broad suite of application software that is frequently used in various occupations and/or courses of study. Students pick from a choice of software applications designed to enhance their skills as a user of computers. The CAOT program complements the other disciplines at Ohlone College because CAOT offers the students computer application courses that complement their major course of study. A finance major in the Business program, for example, can obtain the requisite EXCEL spreadsheet and WORD processing proficiency by starting with basic keyboarding, if required, and then work up to the advanced EXCEL and WORD level, which uses the multiple keyboarding techniques learned. Students from all disciplines can sign up to take one or more courses from this program, and CAOT therefore serves as a matrix for the other disciplines.

For most students CAOT is considered a one-stop-shopping program. For example, if Biotech students with no previous computer experience need to master basic keyboarding and computer skills, courses offered through CAOT will allow them to do so in a variety of ways, either by signing up for a distance learning course, a self paced course, or by taking a traditional instructor lead class. This means the Biotech students can focus on their chosen major course of study, but still obtain the requisite computer application skills while spending time on the Ohlone College campus.

**Discuss the impact of the program on the community and the impact of the community on the program**

The CAOT software application courses serve the needs of the degree track Ohlone students who have a requirement to obtain software application skills relative to their chosen field of study. Additionally, the flexible CAOT courses have proved to be very popular with employers and employees of various industries in the greater Ohlone community. The program is received well because many businesses do not have the requisite staff or programs to train their employees in all the functional areas where the company deploys various application software. Employees who cannot invest a lot of time in completing training in a specific software application discipline can take one of the several CAOT certificate options available. Not surprisingly, Industry<sup>1</sup> employees make up quite a large part of the CAOT enrollment as employees who want to master the latest and greatest software, and enhance their professional growth at their place of work, enroll in the quick Certificate programs in significant

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numbers. Award certificates are issued which the employee or student can post at their place of work as a visible indication of their achievement.

The Ohlone College Computer Applications (CAOT) department has established a partnership with the city of Newark Senior Center and the city of Newark library. Since February 2009 Ohlone College CAOT professors as well as CAOT Ohlone College interns have been offering weekly relevant computer application workshops at the Newark Senior Center. The class is actually run through the Senior Center so the seniors do not have to hassle with registration at Ohlone. The Ohlone professors are also volunteering their time to teach this course. It's a win/win for both parties because Ohlone maintains its ever evolving and innovative outreach programs to the community and the Senior Center can offer more targeted courses to their audiences.

**Discuss how the program supports the college mission, vision and one or more of the college values.**

Due to the continuous change in the computer applications field the CAOT instructors are always keeping current with developments in the CAOT field. The CAOT instructors are constantly improving or adding to the present curriculum; they participate in regular programs of professional growth.

**Discuss how the program supports one or more of the college goals. Include all relevant program accomplishments and commendations.**

CAOT supports Goal # 2 which is: "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 CAOT program achieves recognition with this goal, because several of its courses follow each other in sequence, that is, for example, one masters Basic Excel before progressing to an Intermediate or Advanced Level.

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." CAOT does this by offering courses to the campus staff, faculty and community should they need them. On several occasions we have offered training to outside teachers and administrators. CAOT has presented many workshops and professional development courses. CAOT instructors have taught courses to senior citizens at the Newark Senior Center. In the Spring 2009, CAOT became one of the pilot centers for the input of its program review in an academic database called CURRICUNET

**Discuss how the program supports one or more of the college objectives. Include all relevant program accomplishments and commendations.**

The CAOT faculty is always using educational tools and techniques that make the CAOT program more relevant to the students it serves. We teach the latest version of MS Office. Students have more choices since we offer many online courses, Saturday classes as well as the traditional classes.

The CAOT staff and CAOT students participate in the community by volunteering at the Newark Senior Center and the Newark Library.

### Program Student Learning Outcomes

- 1-Demonstrate proficiency in the use of Microsoft (MS) Office Software
- 2- Demonstrate proficiency in the use of Windows Explorer filing and other skills used to support data management and storage.
- 3- Apply for an appropriate Ohlone certificate or transfer degree.

### Student Learning Outcome Assessment

#### Indicate program SLO assessment strategies you plan to use

- 1-Rubrics
- 2-Performance Assessment
- 3-Skills assessment
- 4-Department testing
- 5-Capstone course

#### Discuss how selected assessment strategies relate to best practices or performance standards in your area.

The Microsoft Office Specialist certification (MOUS) provides a framework for measuring students' proficiencies with the Microsoft Office applications. This certificate provides proof that a student has the Office applications skills required by employers and educational institutions.

The questions used in our assessment are comparable to the ones used in the MOUS certification tests. The questions have been taken from a placement exam provided by the publisher of the textbook used in one of a CAOT class.

#### Assess each program student learning outcome. Include qualitative and quantitative data, analysis of SLO MAP, analysis of the effectiveness of degrees/certificates (if applicable), and key findings from achievement data.

- 1-Demonstrate proficiency in the use of Microsoft's (MS) Office Software
- 2- Demonstrate proficiency in the use of Windows Explorer filing and other skills used to support data management and storage.
- 3- Apply for an appropriate Ohlone certificate or transfer degree.

Data will be available school year 2009-2010

**Describe overall effectiveness of changes made since last program review**

We now have an assessment tool, which will provide data as to the effectiveness of our instruction for, at least, one of our SLOs.

**Student Achievement Section****Course and Program Data**

The CAOT course data can be viewed at

<http://www.ohlone.edu/org/research/coursesdatabydept.html>

**List expected student achievement outcomes. (Optional)**

Course completion, program completion

**Review and analyze research data. Analyze changes in data, identify trends, and provide possible contextual explanations for these changes.**

The CAOT staff recognizes the need to increase the number of students who apply for certificates and degrees. We plan to use these data to identify the success of CAOT students and encourage them to apply for certificates and/or degrees.

**Analyze data to describe overall success of the program.**

The CAOT staff will compare the data compiled in this review with our findings in the following review in order to determine the success of this approach.

**Program Improvement Section**

A CAOT Program Improvement Objective from the most recent Program and Service Review can be viewed at

[http://projects.cs.ohlone.edu/~pio/enter\\_edit\\_pio.cgi](http://projects.cs.ohlone.edu/~pio/enter_edit_pio.cgi)

**Dissemination and outside review results Section****Date of review**

List each team member name and title

Rick Arellano, Computer Applications Professor

Elisa Webb, Computer Applications Adjunct Instructor

Jon Degallier, Computer Science Professor