

## Program Review: Business Supervisory Management

### Program Description and Scope:

- *Program Review Title:* Business Supervisory Management
- *Academic year:* 2016/2017
- *Review Type:* Instructional Disciplines
- *Program/Departments:* Business Supervision Management (05006)
- *Authority Code:* 53-Dean, Business, Technology, and Learning Resources
- *External Regulations:* No
- *Provide a brief narrative that describes the instructional program/discipline:*  
The Business Supervision/Management program (BSMP) is designed to prepare students for Supervision/Management and Leadership positions in various industries.

### College Mission:

- *Mission Statement:*  
Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.
- *Program Relation to College Mission:*
  - Basic Skill
  - Career Entry (CTE)
  - University Transfer
  - Economic Development
  - Personal Enrichment
- *State Your Program Mission/Purpose:*  
The BSMP, supports the mission of the college with its core courses addressing the needs for basic skills, career entry, university transfer, economic development, and personal enrichment. Participants in the BSM program are guided through courses that begin with the fundamentals and progress steadily to more formalized training that allows for the option of industry certification. In relation to the vision, the primary focus of the BSMP is to provide the basic leadership/management and supervisory skills needed for career entry positions in business and industry. It also provides an opportunity for students to learn the skills necessary to prepare for employment, and then advance to leadership/management and supervisory positions with their current employers.
- *Briefly Describe Program Accomplishments:*  
The BSMP program serves as the foundation for the current Contract ED Leadership program at the Alameda Water District (ACWD). This program has

been successfully offered in a customized format for ACWD during the last two years from 2014-16.

During this Fall 2016 semester, Ohlone College was asked once again by the ACWD to submit a proposal to teach another session for the Spring 2017 semester.

## Achievement and Resource Data Analysis:

### *Research Questions:*

1. FTES has declined by almost 30% while FTEF has gone up. Productivity is only half of what it was two years ago. What can be done as a part of the PIO process to address this decline?
2. Success rates overall are below the college-set minimum of 70.0%. What can be done to address the reasons for these low success rates?
3. Given the small FTES generated, is this program still relevant? Why?

## Resource Assessment Summary:

1. *Academic Year:* 2015-2016
2. *Activity Center Fund 10 Budget Allocation:* \$0
3. *FTES:* Fall: 6 Spring: 8 Summer: 0
4. *WSCH/FTEF:* Fall: 225 Spring: 306 Summer: 0
5. *Course Sections Offered:* Fall: 6 Spring: 4 Summer: 0
6. *Sections Taught FT Faculty:* Fall: 0 Spring: 0 Summer: 0
7. *Sections Taught PT Faculty:* Fall: 4 Spring: 3 Summer: 0

## Human Resources:

1. *# of FT Faculty:* 0
2. *# of PT Faculty:* 6
3. *# of Classified Staff:* 0
4. *# of Administrators:* 1
5. *% Faculty release/reassigned time:* 0%
6. *Technology:*
  - Specialized Software
  - Simulation
  - Technology Enhanced Instructional Equipment
  - Laptops
  - Tablet
  - Desktops
7. *Physical Resources:*
  - General Classrooms
  - Specialized Labs

- Program Analysis PSLOs - Student Learning:

(Key: I-Introduced, P-Practiced with Feedback, M-Demonstrated at the Mastery Level)

1. PSLO Matrix:

Course	PSLO-1	PSLO-2	PSLO-3
BSM 101	I	I	I
BSM 102	I		
BSM 103	P		P
BSM 105		M	
BSM 106	P	M	P
BSM 108	M	M	M

2. Please Indicate the PSLO(s) which you are reporting on:

- Acquire and evaluate skill sets needed for being a successful leader, manager or supervisor in the 21st century.
- Identify the challenges and opportunities which define the job of being a leader, manager or supervisor in today's high-tech global economy.
- Demonstrate proficiency in using the latest Project Management technology tools.

3. Analyze and summarize your assessment findings. What in the data jumped out?

Faculty Member Professor Amber Hatter reviewed the course **BSM-108-04 (068223) Leadership in Organizations** and selected the following SLO which ties into PSLO #1.

**"Identify the ethical issues or questions facing supervisors today and discuss social responsibilities of management."**

SLO was assessed by using Chapter 3 from Textbook: Decision Making, Problem Solving, and Ethics followed by a Quiz.

**Findings after reviewing the grading results:**

Total of 17 students in the course. 1 student did not take the quiz; she was excluded from my findings.

0. No measurable achievement "F" 0.00%

1. Beginning "D" 6.25%

2. Developing "C" 6.25%

3. Competent "B" 25.00%

**4. Accomplished "A" 62.50%**

4. Give examples of assessments used for your PSLO analysis:

A generic rubric containing a scale from 0 to 4 was applied. It can be used as a holistic rubric for an SLO, or a rubric for each component of the SLO. Faculty used it as a holistic rubric for an SLO. Rubric levels:

0. No measurable achievement "F" (x < 59%)

1. Beginning "D" (60-69%)

2. Developing "C" (70-79%)

3. Competent "B" (80-89%)

**4. Accomplished "A" (90-100%)**

Rubric was applied to essays and short papers.

5. *Describe input from Program Advisory Committee (if applicable):*

**Advisory Minutes (attached at end under attached files).**

**Note:** Many of the attendees at this meeting are from businesses where they are self-employed as leaders/managers and supervisors.

**In brief,** suggestions included offering more office automation /collaboration software and project management instruction.

This later triggered dialog between the BSM part time faculty and the Dean to fold the Computer Applications and Occupational Technology (CAOT) program's stand alone courses (4) into the BSM program.

Another reason for doing this is to take advantage of a pre-marketed program, **Business Information Worker, (BIW)** by the Doing What Matters for Small Business Center Program. [www.ict-dm.net/biw](http://www.ict-dm.net/biw).

All courses (except keyboarding) that are needed for this program are currently offered at Ohlone College. Moving forward, once CAOT 101A is blended into the BSM program, an introductory Keyboarding course would be added to CAOT 101A course content. Students would then be able to obtain a BSM, a BIW certificate or just take a couple of courses to upgrade their professional skillsets. This merger would also allow for the opportunity to revisit courses offering within the Administrative Assistant with Supervisory Focus certificate. Updating the courses in this program would offer students more program options.

There is currently no full time faculty for either CAOT or BSM. By merging these two programs, oversight could be more manageable by part timers and the Dean.

6. *Comments:*

Based on the results of Professor Hatter's findings, she is going to reach out to other BSM instructors to get feedback on the study of ethics in general. In addition, she will have the students write a paper on the importance of business ethics in the workplace for future courses.

Leta also: Research questions have been answered as attached files because there is no where on the previous category to respond to them.

## Program Improvement Objectives

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Explore modifying the BSM curriculum/program to include CAOT courses that will provide students with industry relevant skills.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

The BSM and CAOT programs have some synergies that maybe enhanced by combining these two programs.

*Program PIO will address the following:*

- Student Learning & Achievement
- Course Retention
- Career Technical Education (CTE) Related
- Course Completion
- Success Rates
- Increase Program Enrollments
- Increase Degrees/Certifications

*How will you assess the effectiveness of your PIO:*

1) Reviewing program enrollment over time. 2) Where feasible, tracking student employment over time.

**PIO Action Plan:**

*How will you accomplish this?*

Revamp curriculum to match industry needs. Implement full outreach and marketing program for 2017-2019.

*What is your timeline?*

SP 2017-FA 2019

*Who is going to do this?*

Dean and part time faculty.

*PIO Status:*

- New

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

- Using funding for Program Review from the Strong Workforce Development Grant.

**PIO Resources:**

- Resource: People Time  
Description: People to plan curriculum and implement change

2. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*  
Create curriculum that will include analytical decision making skills and provide opportunities to optimize enrollments.

*Notes (optional): Please include any notes related to your PIO. (2500 Character limit)*

*Program PIO will address the following:*

- Career Technical Education (CTE) Related
- Student Learning & Achievement
- Course Retention
- Course Completion
- Success Rates
- Increase Program Enrollments
- Increase Degrees/Certifications
- Access to high quality courses - community needs

*How will you assess the effectiveness of your PIO:*

By reviewing enrollment patterns over a period of time.

**PIO Action Plan:**

*How will you accomplish this?*

Using the following: 1) XEMGT enrollment tool 2) Awards /success from Datamart tool. 3) Adhering to needs for future job projections.

*What is your timeline?*

SP 2017-FA 2019

*Who is going to do this?*

Dean and part time faculty

*PIO Status:*

- New

*Closing the loop - Describe the results of your PIO implementation or completion:*

*Conclusion: Complete if PIO has been completed*

*Fiscal Resources Status:*

**PIO Resources:**

- Resource: People Time  
Description: People time to research much needed tools.

- Resource: Instructional Software  
Description: Data Tools Software  
Est. Cost: \$15,000.00

**Attached Files:**

- [BSMCAOTJD.docx](#)
- [0910\\_001.pdf](#)
- [SWPPROJ\\_BSM050630ManagementDevelopment&Supervision.docx](#)
- [SWPPRO\\_BSM\\_050600BusinessManagement.docx](#)
- [LBSMBSMRESEARCHFAQ.docx](#)
- [BSMDATASHEETFA16COE.xlsx](#)