

## Academic Unit Plan

Division: Business Academic Year: 2010/2011 Division Chair: Stanley Sandell

### Executive Summary

The Business Division is excited about the future. According to the U.S. Bureau of Labor Statistics, employment in management, business, and financial occupations will increase 11 percent by 2018. Employment in office and administrative support positions is expected to grow by 8 percent over this same time period. During these difficult economic times, it is exciting to know that the Business Division is training students in occupational groups that are growing.

In the Business Division, full-time and adjunct instructors continue to work together to provide the best business programs possible. The division is proud to offer 6 degrees programs, 9 certificates of achievement, and 22 skill certificates. The division continues to face challenges, however, such as a critical staffing shortage and lack of basic supplies, such as copy paper and printer cartridges.

Class sizes are increasing and more courses are being offered online, with exceptional results. Due to contract concerns, many online instructors find it necessary to restrict class size. The result is that some students are declined enrollment and referred to other courses or future semesters.

The division's goal of offering an online business degree will be realized within two years. This goal will be met by continued expansion of online course offerings. Students are finding the flexibility and convenience of online learning advantageous for their busy lifestyles.

In addition to offering an online degree program, the division will be pursuing other important goals in the coming academic year include:

- Introduce concepts of green technology into appropriate existing courses
- Work with the California Department of Real Estate to provide additional courses necessary for obtaining a real estate license in California
- Complete a viability study to combine finance, international business, marketing, management and supervision under the business department
- Market division programs through bulletin boards, open houses, email lists, phone messages, brochures, and the division web site
- Work with counseling to insure articulation of business courses and programs
- Find alternatives to expensive textbooks, including the use of electronic texts

Additional initiatives will be explored that further tie to the goals of the Harbor College. For example, collaborating with local and global communities and organizations to enhance opportunities that are beneficial to our students, the college and its mission.

To help the division meet its goals and initiatives, requests for the next year cover three basic needs: staffing, equipment, and software. The *Activities* section of this Unit Plan lists these requests.

**STAFFING:** The division is significantly understaffed, and requests two full-time faculty members, two instructional aids, and a half-time office assistant.

**EQUIPMENT:** The division needs printers. Few printers are currently available, and existing ones are outdated. The division is requesting printers for the offices and classrooms, along with paper and printer supplies.

**SOFTWARE:** Some software in the division's labs is obsolete. Students must remain current in this competitive job market, and they must be trained with current software releases.

Our assessments of student learning outcomes reflect that most targets are being met. Unfortunately, staffing shortages, outdated equipment, and obsolete software is impacting student learning. These basic needs are impeding the division's ability to work on its plans and initiatives. The Business Division is excited about the future, and hopes that these obstacles can be addressed.

**Activities Description Narrative:** please describe suggested activities, including grant proposals to be written, new course or program initiatives, or program viability studies in priority order.

1. Two full-time faculty members:
  - a. one CIS/CAOT Instructor
  - b. one Business/Real Estate Instructor
2. One half-time office assistant
3. Two full-time instructional aids for the computer labs: one for CIS and one for CAOT
4. Nine laser-jet printers: four for the classrooms and five for the division offices
5. Software upgrades for the computer labs

**SLO Assessment Results Narrative:** please describe assessment activities that support proposed unit initiatives.

The Business Division has made great strides in completing course outlines and assessments, given that most business classes are taught by adjuncts with no contractual responsibility to participate in these activities. Adjuncts and full-time staff continue to work together to complete all accreditation and program deliverables.

The division's assessments of student learning outcomes reflect that most targets are being met. Unfortunately, a lack of full-time staff, up-to-date equipment, and current software is impacting student learning.

**NOTE:** For purposes of the following analysis, a course assessment is considered "complete" when at least one student outcome is assessed. However, in most cases, faculty is breaking down the testing of SLOs for each course over several semesters.

1. **ACCOUNTING** – Accounting faculty have completed course outlines for all accounting courses. The SLO Assessment form has been completed for each course. The SLO assessment process has been completed for each Accounting course except Accounting 16. Assessments for Accounting 16 will be completed in spring 2010. Analysis of the data from the assessment of Accounting course SLOs reveals that students are accomplishing learning outcomes at the established levels. No further action is supported.
2. **BUSINESS** - Business faculty have completed course outlines for all business courses. The SLO Assessment form has been completed for all Business courses, but the "*means of assessment*" column needs to be completed for Bus 5, 6, 31, 120, 125, &130.

The SLO assessment process has been completed Business 32 and Business 60. The SLO assessment process will be completed for Business 1, 5, 6, 31 & 38 in the spring 2010 semester. The process has not been completed for Business courses Bus 120, 125 & 130 due to cyclical scheduling.

3. **COMPUTER APPLICATIONS OFFICE TECHNOLOGY (CAOT)** - CAOT faculty has completed course outlines for all CAOT courses, except CAOT 64. The SLO Assessment form has been completed for all CAOT courses except CAOT 64. CAOT 34, 82, 84 & 110 needs developed "means of assessment" columns on the SLO Assessment form.

The SLO assessment process has been completed for CAOT courses 1, 2, 7, 9, 21, 22, 23, & 61. Even though the analysis of the data from the assessment of the CAOT course SLOs reveals that students are accomplishing learning outcomes at the established levels, this occurs only because the adjunct faculty devotes numerous hours assisting the full time faculty. Often, the additional time spent by the Adjunct Faculty to fill in for missing staff represents vacation time or furlough time from their other full-time jobs. The faculty teaching the CAOT courses expressed the need for a Lab Assistant, a position that used to be present in the lab and currently is none existent. The lab assistant would be able to help students on a one-on-one basis to further improve achievement of the skills designated in the SLOs. Faculty also expressed a need for printers in the lab to provide students with immediate feedback on their individual progress in accomplishing the skills designated in the course SLOs. Please notice that because of the lack of supplies, CAOT faculty provide toner and paper to be used for CAOT students in the lab.

The SLO assessment process has not been completed for CAOT courses 33, 34, 64, 84, 85 & 110 and should be completed by CAOT faculty in the spring 2010 semester. The SLO

assessment process has not been completed for CAOT courses 82, 86 & 88. This is due to cyclical scheduling.

4. COMPUTER INFORMATION SYSTEMS (CIS) – CIS faculty have completed course outlines for all CIS courses, except CIS 7, 9, 10, & 27. The SLO Assessment form has been completed for CIS 1, 15, & 16 and needs to be completed for the remaining CIS courses. CIS 8, 1, 21, 23, 24 & 64 needs to develop the “means of assessment” column on the SLO Assessment form.

The SLO assessment process has been not been completed for any of the CIS courses. However, the assessment process for CIS 1, 8, 9, 14, 23, 24, & 64 should be completed by CIS faculty in the spring 2010 semester. The SLO assessment process has not been completed for CIS courses 21, 22, 82, 86 & 88 due to cyclical scheduling.

5. FINANCE (FIN) - Business faculty have completed course outlines for both of the two existing Finance courses. The SLO Assessment form has been completed for each course but the “*means of assessment*” column needs to be completed for both.

The SLO assessment process has not been completed for either of the two Finance courses. This is due to cyclical scheduling for Finance 2, but Business faculty will complete the process for Finance 8 in the spring 2010 semester.

6. INTERNATIONAL BUSINESS (IB) – Business faculty have completed course outlines for IB 1, but not IB 3 & 4. Likewise, the SLO Assessment form has only been completed for IB 1 and needs to be completed for IB 3 & 4.

The SLO assessment process has not been completed for any of the three IB courses. The assessment process for IB 1 can be completed by Business faculty in the spring 2010 semester. IB 3 & 4 cannot be assessed currently due to cyclical scheduling.

7. MANAGEMENT (MGT) - Business faculty have completed course outlines for all MGT courses. The SLO Assessment form has been completed for all courses, however for MGT 33 the form is missing the “*means of assessment*” column and this needs to be completed by Business faculty.

The SLO assessment process has not been completed for any of the MGT courses. Business faculty will complete SLO assessment for MGT 13 in the spring 2010 semester. SLO assessment for MGT 2, 31, & 33 cannot be completed due to cyclical scheduling.

8. MARKETING (MKT) - Business faculty have completed course outlines for all MKT courses. The SLO Assessment form has been completed for all courses, however for MKT 1 the form is missing the “*means of assessment*” column and this needs to be completed by Business faculty.

The SLO assessment process has not been completed for any of the MKT courses. Business faculty will complete SLO assessment for MKT 21 & 31 in the spring 2010 semester. SLO assessment for MKT 1 cannot be completed due to cyclical scheduling.

9. REAL ESTATE (RE) - Business faculty have completed course outlines for all RE courses except RE 9, 10, & 14. Likewise the SLO Assessment form has been completed for all RE courses except RE 9, 10, & 14. The “*means of assessment*” column is incomplete on all RE SLO assessment forms and this needs to be completed by Business faculty.

The SLO assessment process has not been completed for any of the RE courses. Business faculty will complete SLO assessment for RE 1, 3, 5, & 14 in the spring 2010 semester. SLO assessment for remaining RE courses cannot be completed due to cyclical scheduling.

10. SUPERVISION (SUP) – The Business Division only has one SUP course which is SUP 1 – Elements of Supervision. Business faculty has completed the course outline for SUP 1 and has

completed the SLO Assessment form. The SLO assessment process has not been completed for SUP1 and Business faculty will complete the SLO assessment in the spring 2010 semester.

**Staffing Implications:** if any request will require additional classified support or training, please describe its extent.

Although this area of the Unit Plan is dedicated to classified support, the division needs to reiterate the critical need for additional full-time staff. Most courses are taught by adjunct faculty which, due to contract guidelines, limits availability of staff to work on division plans and initiatives.

**CIS INSTRUCTOR:** The division requests one full-time CIS instructor. Currently, one full-time instructor and five adjuncts are teaching courses in the CIS department which calculates to 20% full-time to adjunct ratio. According to the U.S. Bureau of Labor Statistics, employment of computer and information systems managers is expected to grow 17 percent over the 2008-2018 decade which is faster than the average for all occupations. Since computer information systems is a growth discipline, an additional full-time instructor is needed to assist in developing new curricula and courses, especially those involving emerging industries. This staffing request is critical.

**BUSINESS INSTRUCTOR:** The division requests one full-time business instructor. Currently, the division has one full-time business instructor with a 60% load. The balance of business assignments (3.9 FTE in hourly assignments) are staffed by adjuncts. This is a 13-87 ratio, instead of the 75-25 district guideline. The Business Division needs a full-time faculty member to work on accreditation deliverables, committees, and curriculum development. Specific disciplines that need the attention of a full-time staff include real estate, finance and international business. This staffing request is critical.

## CLASSIFIED SUPPORT

**OFFICE ASSISTANT:** The Business Division currently has no classified employees which necessitates that all administrative functions be completed by the division chair and three full-time staff. This situation limits availability to work on plans and initiatives, as well as accreditation and budget deliverables. This staffing request is critical.

The 2009 Fact Book indicates that the Business Division has 16.7 FTEs which, by union contract, allows for half-time administrative support. The division requests support to complete the following day-to-day tasks:

- Types letters, memoranda, statistical tables, documents, reports, and other material from notes, rough drafts, or verbal instructions using computer/word processing equipment, as well as correct grammar, spelling, and punctuation.
- Processes documents by recording data in appropriate records, checks forms, and edits documents prepared by others to assure completeness and accuracy.

- Compiles information and data from various sources and prepares reports and data/information summaries.
- Maintains office files by sorting, coding, indexing, filing, cross referencing, locating, and extracting documents in accordance with established operating procedures.
- Receives visitors, determines purpose of their visit, informs appropriate party of arrival, and directs visitors to appropriate office.
- Receives and relays incoming calls, takes messages, and places calls.
- Answers inquiries and gives out information concerning procedures, programs, and services of assigned work area to visitors, students, and the public.
- Receives office mail and time-stamps and distributes mail to appropriate personnel.
- Maintains an inventory of office supplies and orders, receives, stocks, and distributes supplies.
- Operates a variety of standard office machines, data entry terminals and computers used for processing the work of an office.
- The division is also requesting two instructional aids to ensure that student learning outcomes are met.

**INSTRUCTIONAL AIDS FOR CIS AND CAOT LABS:** Students enrolled in CAOT and CIS courses are also required to enroll in a computer lab class. Therefore, more than 95% of the students need access to the computer lab during various times of the day, even if the course they are enrolled in is not in session. The lab assistant would be able to help students one-on-one to further improve achievement of the skills designated in the SLOs. The use of other campus labs is not practical because the needed software is not available on most campus lab computers. This staffing request is critical.

According to the Scan for Business Division 2008-2012, pg. 2, CIS has the lowest completion rate in the division. And for CAOT, even though the analysis of the data from the SLO assessments reveals that students are accomplishing learning outcomes at the established levels, this occurs only because the adjunct faculty devotes numerous hours assisting the full time faculty. Often, the additional time spent by the adjunct faculty to fill in for missing staff represents vacation time or furlough time from their other full-time jobs. The CAOT lab assistant duties were covered by full-time faculty in the Business Division for many years. Three years ago the number of FT faculty in the Business Division dwindled to the point that faculty could no longer provide this service gratis.

An Instructional Assistant in the computer labs will also monitor valuable computer equipment to prevent damage or theft. An Instructional Assistant is an economically viable means of maintaining the computer labs.

Note: An Instructional Assistant/Office Administration (CAOT) position was approved by the staffing committee in October 2007 to replace Elsie Linares. Due to a hiring freeze, this position was not filled. As stated in 2007, filling this position is vital to the proper functioning of the Business Division.

**Technology Implications:** if any request involves technology, please describe its impact on the network, licensing, repair, training and support.

The division needs printers. Few printers are currently available, and existing ones are outdated. The division is requesting printers for the offices and classrooms, along with paper and printer supplies.

**LAB PRINTERS:**

CAOT and CIS courses require students to print computer lab assignments as part of their grade evaluation process. Lab printers provide students with immediate feedback on their individual progress in accomplishing skills designated in course SLOs. Since printing assignments is often a requirement for documentation purposes and mostly unavoidable, functional printers are necessary. Existing printers in the lab are now obsolete and are not dependable, and will require excessive maintenance costs.

Note: Because of the Division's lack of basic supplies, CAOT faculty currently provide toner and paper to be used by students in the lab.

**OFFICE PRINTERS:**

Office printers in the Business Division are outdated and in need of repair. A printer is requested for each full-time faculty member and one for adjunct instructors to share.

Some software in the division's labs is obsolete. Students must remain current in this competitive job market, and they must be trained with current software releases.

**SOFTWARE UPGRADES:**

Adobe CS4 software site licenses for computer lab workstations and for the instructor is essential to allow students to complete assignments without having to use other illegitimate or substitute software to complete homework assignments. Adobe software is the software of choice for web designers.

Other software upgrades are needed for Microsoft Office and Quickbooks.

LA Harbor College

Unit Plan Activity Summary Sheet -- DRAFT 1

Division Business Academic Year 2010/2011 Division Chair Stanley Sandell

Discipline ID#	Department Priority (1 to 99)	College Strategy Supported (separate columns if two)	Student Success Initiative	Technology Access	Department Objective (link to Program Review)	Proposed Activity	Brief Summary of SLO Assessment Results (See attached forms)	List Other Supporting Documents/Links Attached (E.G., WSCH, Wait Lists, Retention, Environmental Scans)	Resources Required (list faculty, equipment, etc.)	Estimated Total Cost and Source (E.G., Program 100, VTEA, etc.)
20	1	Goal 1: 1.5 Goal 5: 5.1	✓		Address critical, basic needs of the department with regards to staffing, equipment & software.	Two full-time faculty members: one CIS Instructor and one Business Instructor	See attached narrative.	See attached narrative.	See proposed activity column.	\$130,000 annually
20	2	Goal 1: 1.5 Goal 5: 5.1	✓		Address critical, basic needs of the department with regards to staffing, equipment & software.	One half-time office assistant				\$25,000 annually
20	3	Goal 1: 1.5 Goal 2: 2.4	✓		Address critical, basic needs of the department with regards to staffing, equipment & software.	Two full-time instructional aids for the computer labs: one for CIS and one for CAOT				\$80,000 annually
20	4	Goal 1: 1.3 Goal 1: 1.5	✓	✓	Address critical, basic needs of the department with regards to staffing, equipment & software.	Nine laser-jet printers: four for the classrooms and five for the division offices				\$20,000
20	5	Goal 1: 1.3	✓	✓	Address critical, basic needs of the department with regards to staffing, equipment & software.	Software upgrades for the computer labs				\$10,000