

INSTITUTIONAL EFFECTIVENESS REVIEW

~BUSINESS INFORMATION TECHNOLOGY / 2009-2010 ~

The purpose of the review is to:

The purpose of the review is to assess the currency, scope, strengths, weaknesses, and needs of the Business Information Technology program.

The process will involve the following steps:

Faculty and Business Division Chair will meet to discuss review process.

The Review document is completed based on data compiled by faculty, Division Chair, Joe Lange, and Stacey Wilson.

The faculty and chair meet to discuss and refine the data and findings of the document.

The completed Institutional Effectiveness Review is submitted to Dr. Mary Beth Ottinger by May 1, 2010.

Time frames/timeline for the review will be:

- ✓ Initial meeting – January 2010
- ✓ Program Review document was submitted to Division Chair – April 2010
- ✓ Follow-up/feedback meeting – April 2010
- ✓ Final submission – May 1, 2010
- ✓ Follow up meeting to be held June 2010

Program/Service: Business Information Technology
Date of Review: May 2010
Review Participants: Janie L. Blum, Professor

Overview

Purpose of the program and how it relates to college mission, values, vision:

The purpose of the Business Information Technology Department is to provide students with current training and education in the fields of administrative, legal, and medical support personnel. The faculty work as a team to integrate technology, oral communication, critical thinking, and business writing skills. Students are introduced to current software packages, offered hands-on applications, and gain valuable knowledge from guest speakers in areas of expertise relevant to business and office professions.

An element of the Jefferson College mission is to train students to meet the employment needs of the community. The demand has increased with current changes and trends in the economy. Enrollment in the BIT Department has increased significantly. Students completing programs may receive certificates or degrees. The final degree is an Associate of Applied Science. Students enter the workforce as administrative assistants, medical transcriptionists, health information specialists, medical front-office support staff, and legal secretaries.

Institutional Effectiveness Review

Present Status

Learning/Service and Action from October 2007 Institutional Effectiveness Review:
(previous review date)

Learning/Service Goal	Assessment Measurement/ Action	Person(s) to Implement	Timeframe	Resource Implications	Use of results
Goal 1 Increase retention rate	Monitor retention rates	Janie Blum (IRP - Joe Lange)	2010 and ongoing		Recruiting strategy
Goal 2 Achieve BIT employment status at a rate of 85% or higher	Student Survey from Office of Employment Specialist	Stacey Wilson	60 – 180 followup. Ongoing		Marketing purposes, program success, reporting purposes
Goal 3 Increase offerings of BIT courses		Division Chair and Janie Blum	ongoing	Faculty needs	Meet student scheduling demands

Innovative Changes (in last 5 years):

Based on faculty/departmental concerns and input from BIT Advisory Committee, developed and implemented new courses and new departmental name. Program specialties were refined through major curriculum review.

Offered additional BIT course sections at alternate campuses and through varied platforms.

Streamlined certificate courses in two- and three-semester sequences to attract and meet the needs of prospective students.

Created new courses and continue to create online core courses for certificate and degree programs.

Added the following *new* courses – Customer Service, Administrative Financial Procedures, Computers in the Law, Computers in the Medical Profession, Proofreading and Editing

Essentials, Administrative Procedures for the Legal Professional, and Administrative Procedures for the Medical Professional.

Changed name of department to Business Information Technology.

Hired new and retained career professionals as adjunct faculty.

Faculty (Degree to which faculty/staff are qualified, effective, and supported.)

Faculty Qualifications and Professional Development:

Janie L. Blum, Professor

Bachelor of Science – Southeast MO State University

Additional/Graduate hours – 30 hours - Southeast MO State University, University of MO – St. Louis

Department of Elementary and Secondary Education – Lifetime Certification in Career & Vocational Education – 24 hours

Employed – August 1984.

Professional organizations/associations:

MO Community College Association

East Central Business Education Association

MO Business Education Association

National Business Education Association

Accomplishments/Responsibilities:

Who's Who Among America's Junior Colleges

East Central Business Education Association – Outstanding Business Educator 2001

MO Business Education – Who's Who

ECBEA – Host School/Chair

MO Business Education Association Membership Committee Chairperson/Member

MO-ACTE Membership Committee Representative

MBEA Summer Conference Planning Committee

MBEA Fall Conference Planning Committee

Attend Fall (Lake Ozark, MO) and Summer (Springfield) MO Business Education Conferences – multiple years.

Attend National Business Education Association Conference – Anaheim, CA – 2003; Chicago, IL – 2009; San Antonio, TX – 2008 (most recently attended).

College committees/organizations: – Library, Sabbatical, Tenure, Commencement, Faculty Senate, JC National Education Association, Secretary (past and present assignments)

Presentations:

- ✓ Jefferson College – Multiple In-service sessions – Microsoft applications
- ✓ Advising sessions covering changes from OST to BIT curriculum
- ✓ Tech- Prep workshop – Nontraditional Careers
- ✓ Careers Fair – Demonstrated Voice Technology
- ✓ Adjunct Orientation session – Teaching the Traditional and Non-traditional Student in Career Education
- ✓ OST/BIT Informational sessions at area high schools.
- ✓ Arnold Rotary – OST Curriculum offerings
- ✓ Twin City Rotary – OST Curriculum offerings
- ✓ Area High School visits for curriculum updates/offerings

Faculty Data:

All faculty (full- and part-time) are involved in departmental activities such as advising, course scheduling, textbook decisions, and curriculum changes. The department has been well served by several long-term, dedicated adjunct faculty members. The department has benefitted from their years of experience and varying areas of expertise.

With only one full-time faculty member, ongoing efforts are made to acquire and mentor adjunct faculty to ensure consistent curriculum, like goals, and equitable course standards.

Adjunct Faculty:

Terry Barton
Cindy Cherry
Steve Larson
Vickie Morgan
Tonya Tedder
Brian Wehner

Mark Bindner
Judy Larson
Alicia Lundstrom
Maria Scopino
Alan Wamsley
Robin Wehner

See Charts/Data on Following Pages.

Faculty Indicators for Business Information Technologies (BIT-OST) Instructional Program Review, School Years 2005-2009
School Terms 200501 Through 200903 (Summer 2004 through Spring 2009)

Course	Number of Course Sections Taught	Total Students	Attrition Number ("W" Grades)	Attrition Percent	Student Credit Hours (A to F grades)	Average Students	Average GPA	Annualized 5-Year Program FTE
Column Totals: Column Averages:	241	2,838	187	6.6%	6,854	11.8	2.846	45.7
Full-Time Faculty Totals:	134	1,473	97	6.6%	3,724	11.0	0.000	24.8

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Attrition % represents the number of "W" grades conferred as a percentage of ALL students.

Annualized Program FTE is the number of graded credit hours divided by 150 (30 hrs/yr for 5 years).

Graded Credit Hours are "A to F" only, not "W, I, H, P/F, or Other")

Students (The degree to which student needs are met.)

As evidenced by the increase in credit hours generated, the BIT specialty programs have experienced substantial growth. (See figures) BIT courses have expanded in number, platform offering, course lengths, and locations.

The content of BIT course is current. Based on recommendations from the Advisory Committee and the work of all faculty, curriculum was revised Fall 2007. Additional changes have taken place since that time.

Student Satisfaction and Feedback:

Evaluations, surveys, and comments from students indicate that they are satisfied by the education provided by the BIT department. Evaluations from the 2008 academic year noted constructive comments from student regarding departmental changes. There was a “growing season” to get courses developed and offered. The transition from the former Office Systems and Technologies program and the new Business Information Technology has now been effected. Student feedback impacted that change. Current students are pleased with curriculum and content under the new program. Course evaluations are on file in the Business Division Office, CEB 101.

Full-time faculty and adjunct faculty conduct student evaluations each semester.

Evaluation samples:

“When I pointed out my need for computer knowledge, you were helpful in telling me what courses I needed and how I could improve my skills.”

“You are always prepared for class and made it interesting.”

“Outside/lab activities were fun such as the library tour.”

“I think she did a great job. I understood everything fine.”

“Yes, take the class because the teacher makes the class fun and not boring.”

Student Success:

Placement Data from Stacey Wilson, Employment Specialist.

***BIT Graduate Employment Status
7/1/2007 - 12/31/2009***

24 Graduates -- Employment Related

1 Graduate - Employed Not Related

25/30 = 83%

1 Graduate - Continuing Education

4 Graduates – Unknowns

GRAD TERM	PROGRAM	MAJOR	CONCENTRATION	LNAME	FNAME	ER	CER	ENR	MIL	UKN	Employer	Location	Position	Salary per HR	Comments
Spring 2008	CERT-OAS	Office Systems & Technologies	Office Assistant	Anderson	Deborah	1					Amogas Propane	House Springs	Office Assistant	\$10.35	per survey
Spring 2008	AAS-OST-EXC	Office Systems & Technologies	Executive Secretary	Brock	Cheryl	1									
Spring 2008	AAS-OST-LEG	Office Systems & Technologies	Legal Office	Buffa	Jamie	1					4th Quarter Financial Coach	Wildwood		\$10.25	
Spring 2008	AAS-OST-MTR	Office Systems & Technologies		Burgan	Amy	1					Riverview at the Park	Ste. Genevieve		8.54	
Spring 2008	AAS-OST-MTR	Office Systems & Technologies	Medical Transcriptionist	Childers	Rita		1								interviewed with Hillsboro School 11/6/08
Fall 2007	AAS-OST-EXC	Office Systems & Technologies	Executive Secretary	Day	Sara	1									LM 12/11
Spring 2008	AAS-OST-LEG	Office Systems & Technologies	Legal Office	Dempsey	Jennifer	1					Cedar Ridge Manor	Cedar Hill	Business Office Assistant		Prgnt, due 2/09. Working shop n save in office.ER
Spring 2008	AAS-OST-EXC	Office Systems & Technologies		Dunkus	Kathleen					1					Not working. Will send resume 8/26
Spring 2008	AAS-OST-LEG	Office Systems & Technologies	Legal Office	Haverstick	Brook	1					Prosecuting Attorney	Hillsboro	Assistant		Wkg Pros. Attny Office hillsboro. ER
Spring 2008	AAS-OST-LEG	Office Systems & Technologies	Legal Office	Hayes	Rachel	1									Maritz Research
Fall 2007	CERT-OAS	Office Systems & Technologies	Office Assistant	James	Samantha	1									
Spring 2008	AAS-OST-EXC	Office Systems & Technologies	Executive Secretary	Lodes	Tiffany					1					LM 8/26-not a working #
Spring 2008	AAS-OST-LEG	Office Systems & Technologies	Legal Office	Partney	Beth	1					Kingston K-14		Sub	\$70/ day	
Spring 2008	AAS-OST-MTR	Office Systems & Technologies	Medical Transcriptionist	Puckett	Tiffany			1							
Fall 2007	AAS-OST-LEG	Office Systems & Technologies	Legal Office	Smreker-Bruce	Kailey	1					Kramer & Hand Law firm				
Spring 2008	AAS-OST-MTR	Office Systems & Technologies	Medical Transcriptionist	Tiller	Laina	1									
Total										12	1	1	0	2	87%

8	PROGRAM	CONCENTRATION	ID	LNAME	FNAME	ER	CED	ENR	MIL	NA	UNK	Employer name	Salary	Comments
Spring 2009	AAS-BIT-LPF	Legal Professional	V00161702	Boyer	Nicky						1			Not workingLM 7/6,9/29,10.14
Spring 2009	AAS-BIT-MPF		V00163558	Holifield	Carol	1								survey
Spring 2009	AAS-BIT-LPF		V00071882	Jennings	Cheryl			1						not wrkg. Emailed 12/2
Spring 2009	AAS-BIT-LPF		V00035819	Jones	Julie	1						Run/Secretarial/63637	10.50	
Fall 2008	AAS-BIT-ADP		V00151059	King	Kelsey	1						Sunny Hill/63023		
Fall 2008	AAS-BIT-ADP	Admin Professional	V00105626	Kyle	Deborah						1	Not working		
Spring 2009	AAS-BIT-MPF		V00151021	Norton	Julie	1						Walmart - Customer Service		
Spring 2009	CERT-ADS		V00045066	Rose	Yvonne	1						Jefferson College		
Fall 2008	AAS-OST-MTR	Medical Transcriptionist	V00150438	Valle	Carla	1						Accent Mktg		
Summer 2008	AAS-OST-EXC	Executive Secretary	V00151699	Stanley	Kaitlyn	1						Saberliner		
Fall 2008	AAS-BIT-MPF	Medical Professional	V00165941	Tyler	Alaena	1						St. Anthony's - Valet		LM 12/2

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Total										12	1	1	0	2	87%

Curriculum: (The degree to which curriculum is thorough, current, and supported.)

Curriculum (Scope, Currency, Changes):

Official course syllabi have been reviewed and are updated as final curriculum changes are made and approved by Academic Affairs.

The Jefferson College Web address (jeffco.edu – Academic Services tab, Business Information Technology link) provides a link to all BIT courses, descriptions, and semester plans.

BIT Courses Offered:

BIT100 Keyboarding Skillbuilding
BIT102 Operating System Applications
BIT105 Business Language Skills
BIT110 Keyboarding Speedbuilding
BIT112 Job Search for the Professional
BIT114 Professional Image
BIT120 Human Relations in Business and Industry
BIT121 Legal Terminology
BIT122 Medical Terminology
BIT125 Spreadsheet Applications
BIT128 Customer Service
BIT130 Administrative Business Procedures
BIT131 Administrative Procedures for the Legal Professional
BIT132 Administrative Procedures for the Medical Professional
BIT135 Administrative Financial Procedures
BIT138 Word Processing Applications I
BIT140 Internet Communications
BIT145 Database Applications
BIT150 Proofreading/Editing Essentials
BIT200 Business Documents Applications
BIT205 Computers in the Law
BIT206 Computers in the Medical Profession
BIT210 Voice Technology
BIT221 Legal Transcription
BIT222 Medical Transcription
BIT238 Word Processing Applications II
BIT240 Presentation Software Applications
BIT242 Legal Research on the Internet
BIT270 Business Information Technology Internship
BIT275 Business Information Technology Capstone

The Business Information Technology Department recently updated classrooms and computer labs with new carpet, paint, desktop computers, reconfigured student workstations, ergonomically designed chairs, and enhanced teacher workstands.

The Department meets each fall with its Career Education/Business Advisory Committee and works closely to solicit and then adopt changes recommended by the committee.

Yearly Enhancement Grant submissions have afforded the Department the acquisition of desktop computers, color printers, software updates, scanner, tablet PCs, and digital camera.

1. All classrooms used in BIT courses are SMART.
2. All BIT courses use WebCT/Blackboard or STARS as a teaching and learning tool.
3. The faculty are supported in professional development, training, and travel to regional and national conferences.
4. The faculty have up-to-date equipment in their offices.

Curriculum Issues (Support, Technology, Equipment)

With expanded course offerings, the course load is heavy for one full-time faculty. There is an ongoing challenge to maintain integrity in teaching all courses among so many adjunct faculty. The need for an additional full-time faculty member(s) is critical.

An effort to increase internship sites and establish relationships with those employers is another ongoing effort by Janie Blum.

Community (The degree to which the program contributes to the community and responds to community needs)

- ✓ Direct employment of students into the community is a benefit.
- ✓ Volunteerism by students at community functions/causes – Habitat for Humanity, Career Fairs, Career Day, Frugal Fashion Show, Commencement workers, etc.
- ✓ Degree courses meet the needs of outsourced and displaced workers due to recent downsizing and economic conditions.
- ✓ RecentService learning opportunities include the following:
 - Data gathering for statewide National Honor Society project
 - Flyer design for local high school fundraising event
 - Voice writing of book written by Jefferson College Board Member
 - Letters to Mom for Mother's Day Recognition Event

Cost

A copy of the BIT budget is on file in the Business Division Office, CEB 101. Copies of complete faculty salaries, benefits, and associated costs are on file in the Human Resources Office – Administration Building.

Costs per Credit Hour – Business Information Technology:

See chart on next page.

Summary (SWOT)

Strengths	Weaknesses
Updated labs SMART classrooms New equipment & software upgrades Dedicated faculty and career professionals as adjunct members Recently developed curriculum	Faculty needs – additional staff Lack of marketing focus on new curriculum/programs Cohesion of so many adjunct faculty
Opportunities	Threats
Potential accreditation for online certificate/degree	Private educational institutions/Business schools Current economic conditions Low pay for entry-level support staff Declining level of preparedness of incoming freshmen and returning/nontraditional students in areas such as English/grammar, communication, and critical thinking skills.

Future (Proposed Learning and Service Goals and Action Plan)

Proposed Learning/Service Goal	Proposed Assessment Measurement/ Action	Person(s) to Implement	Timeframe	Resource Implications
Goal 1 FT Faculty	Hire additional full-time faculty	Division Chair/Dean	ongoing	Salary and Benefits
Goal 2 Improve Student Retention Rates	Enrollment/Retention data from IRP – Joe Lange	Janie Blum & other faculty	ongoing	
Goal 3 Improve Employment Rate to 92%	Student surveys, followup emails – returns, employment types, & percents tabulated	Janie Blum Stacey Wilson	2011	Followup Mailings – Printing & Postage -
Goal 4 Increase Internship Sites		Janie Blum	ongoing	Professional Development /Travel Dollars
Goal 5 Train adjunct for online course development & instruction		Instructional Support Center Staff		Stipends
Goal 6 Establish TSA measure(s) for BIT graduates.		Tech Prep Coordinator	2011	Salaries of testing assistants/ administrator

DISCIPLINE STATUS

_____ Satisfactory
 _____ Requires Immediate Attention
 _____ Unsatisfactory

 Dean

 Date