

COMPUTER APPLICATIONS FOR BUSINESS

Spring 2014

Courses in **Red** have increased in stage level and/or have been reassessed and/or have a new lead assigned.

- **Stage 3** - AAPS 1111 Orientation to Noncredit Certificate Programs - Reassessed James Wong
- **Stage 4** - BOSS 3500 Job Preparation - Reassessed New Lead Shirley Orille
- **Stage 5** - BOSS 5509 Office Procedures for the 21st - Reassessed Diva Conrad
- **Stage 5** - BOSS 4510 Business Communications - Reassessed Shirley Orille
- **Stage 5** - BOSS 4500 Business English I - Reassessed Diva Conrad
- **Stage 5** - BOSS 4501 Business English II - Reassessed Robin Pugh
- **Stage 0** - BOSS 4503 Business English - Needs Assessment
- **Stage 4** - BOSS 5501 Keyboarding: Skill Development - Shirley Orille
- **Stage 2** - COMP 9905 Intro to Windows for MS Office - Jamiel Lemley
- **Stage 5** - COMP 9245 Windows Essentials for MS Office - Reassessed Oscar Wong
- **Stage 5** - COMP 9907 Desktop Publishing for Business II - Reassessed Jamiel Lemley
- **Stage 5** - COMP 9964 Microsoft Outlook Essentials - New Lead Stephanie Rosenberg
- **Stage 3** - COMP 9900 Microsoft Excel for Business I - Reassessed Keith Jones
- **Stage 5** - COMP 9904 Microsoft Excel for Business II - Reassessed Keith Jones
- **Stage 5** - COMP 9907 Desktop Publishing for Business II - Jamiel Lemley
- **Stage 5** - COMP 9899 Desktop Publishing for Business I - Reassessed Rudy Padilla
- **Stage 5** - COMP 9901 Microsoft Access for Business I - New Lead Jane Wong
- **Stage 5** - COMP 9910 Microsoft Access for Business II - New Lead Shuk-Han Lau
- **Stage 5** - COMP 9919 Using Dreamweaver for Basic Business Web Pages - New Lead Jamiel Lemley
- **Stage 5** - COMP 9933 Using Sharepoint Designer - Jamiel Lemley
- **Stage 2** - COMP 9922 Flash for Bus/Office Presentations - Julian Skolnick
- **Stage 5** - COMP 9928 PowerPoint for Business - Elaine Lai
- **Stage 2** - COMP 9933 Building Web Pages with Adobe Web Standard I - Julian Skolnick
- **Stage 2** - COMP 9934 Building Web Pages with Adobe Web Standard II - Julian Skolnick
- **Stage 3** - COMP 9935 Business Web Graphics - Julian Skolnick
- **Stage 3** - COMP 9936 Using Outlook for Office Support - New Lead Jennifer Monroy
- **Stage 5** - COMP 9938 Publisher for Business - Jamiel Lemley
- **Stage 5** - COMP 9944 Acrobat for Business - Rudy Padilla
- **Stage 5** - COMP 9959 Photoshop Elements - New Lead Tanaka Gaines
- **Stage 0** - COMP 9965 OpenOffice for Business I - Needs Assessment
- **Stage 0** - COMP 9966 OpenOffice for Business II - Needs Assessment
- **Stage 4** - COMP 9967 Google Apps for Business I - Rudy Padilla
- **Stage 2** - COMP 9968 Google Apps for Business II - Marilyn McNeal
- **Stage 0** - COMP 9969 Dynamic PowerPoint for Business - Needs Assessment
- **Stage 0** - COMP 9972 Microsoft Office Project for Business - Needs Assessment
- **Stage 0** - COMP 9971 Microsoft Visio for Business - Needs Assessment
- **Stage 5** - WOPR 9486 Microsoft Word for Business I - Tanaka Gaines
- **Stage 0** - WOPR 9995 Microsoft Word for Business II - Needs Assessment
- **Stage 0** - LERN 1062 Job Search Skills - Unk

Business Office Technology and Computer Applications mission is to provide students with program certificates that are current and appropriate to employer needs, so that the skills obtained within the programs will enable student marketability and employability in the shortest amount.

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NONCREDIT DATA SETS

- [Spring 2013 Five Center Survey Results \(N=413\)\(CHN, DTN, MIS, JAD, CC\)](#)
- [Spring 2011 Five Center Survey Results \(N=726\)\(CHN, DTN, MIS, JAD, CC\)](#)
- [Fall 2012 - Spring 2013 Raw Certificate Reporting \(CHN, DTN, MIS, JAD, CC\)](#)
- [March 2013 Perkins SLO Reporting Data Set](#)
- [Spring 2013 Business Noncredit Downtown Campus Cohort SLO Planning Document](#)
- [2010-2011 Program Certificate Completions \(CHN, DTN, MIS, JAD, CC, Southeast\)](#)

INITIAL REPORT FALL 2012 (.JPG)

**Computer Applications for Business Noncredit Certificate
Certificate -- Noncredit
Stage 2
Rudy Padilla**

Assessment Activities**Assessment
Methods**

- External data
 - Counselor Intake Interviews
-

**Assessment
Description**

The following program course offerings were made to meet Program Certificate Requirements:

COMP 5501 Keyboarding: Skill Development

COMP 9905 Intro to Windows for MS Office

COMP 9245 Windows Essentials for MS Office

COMP 9964 Microsoft Outlook Essentials

BOSS 5509 Office Procedures for the 21st

BOSS 4510 Business Communications

BOSS 4500 Business English I

BOSS 4501 Business English II

COMP 9967 Google Apps for Business I

WOPR 9486 Microsoft Word for Business I

WOPR 9995 Microsoft Word for Business II

COMP 9900 Microsoft Excel for Business I

COMP 9904 Microsoft Excel for Business II

COMP 9901 Microsoft Access for Business I

COMP 9910 Microsoft Access for Business II

COMP 9928 PowerPoint for Business

COMP 9944 Acrobat for Business

COMP 9959 Photoshop Elements

COMP 9907 Desktop Publishing for Business I

COMP 9899 Desktop Publishing for Business I

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Corrections: BOSS 5501 Keyboarding: Skills Development

Learning Outcomes	1. Keyboarding a minimum of 35 net words a minute.
	2. Apply standard business English to oral and written communication, including grammar, punctuation, mechanics, vocabulary, style and usage.
	3. Utilize a variety of applications software including word processing, spreadsheet, database, digital photo-editing.
	4. Apply computer skills to complete business tasks.
Number of Courses	approx. 20
Number of Students	4
Data Summary	Awaiting Petition for Certificate data via Banner with a timeline of up to three semesters.

Changes

Categories	<ul style="list-style-type: none"> Used new equipment or supplies to modify class activities Engaged in outside professional development opportunities about best practices for this subject
Details	1. Adopted program certificate for the Downtown Center.
	2. Increased test out options for keyboarding where keyboarding requirements were met.
	3. Increased marketing/outreach of program offerings
Learning Outcomes	1. Keyboarding a minimum of 35 net words a minute.
	2. Apply standard business English to oral and written communication, including grammar, punctuation, mechanics, vocabulary, style and usage.
	3. Utilize a variety of applications software including word processing, spreadsheet, database, digital photo-editing.
	4. Apply computer skills to complete business tasks.

Instructional Program Assessment: Spring 2013 Review Planning Document

- One Entry Per Program
- This is a Public Document
- Refer to the Catalog for PSLO's

Section 1: Basic Info

- 1a. Department; Business/Office Technology/Small Business
- 1b. Program Type: Certificate of Completion
- 1c. Program Title: Computer Applications for Business (615-645)
- 1d. Name of Program Coordinator: Rudy Padilla (rpadilla@ccsf.edu)
- 1e. Program Assessment Stage: 2. SLO assessments are developed and in use.
- 1f. Where are you storing the details of SLO assessment? ELECTRONIC COPY: In my electronic filing system
- 1g. Spring 2013 Review: Did you complete any SLO-related activities for this program in Spring 2013? YES

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Section 2: Spring 2013 Assessments (Measurements)

2. Did you conduct SLO assessments (measurements) in the Spring? YES

Section 3: Spring 2013 Assessment (Measurements) Review

3a. What assessment method(s) did you use? (*check all that apply*)

- Quizzes, exams, or homework items linked to specific learning outcomes
- Assignments based on rubrics (such as essays, projects, and performances)
- Direct observation of performances, practical exams, group work
- Student satisfaction surveys
- Pre & post surveys or exams
- Feedback from collaboration with other departments
- Banner data
- Student focus groups

3b. Describe the assessments you completed. [Spring 2013 Review Stages](#)

- **Stage 2** - AAPS 1111 Orientation to Noncredit Certificate Programs - [James Wong](#)
- **Stage 4** - BOSS 3500 Job Preparation - Diva Conrad
- **Stage 3** - BOSS 5509 Office Procedures for the 21st - Diva Conrad
- **Stage 4** - BOSS 4510 Business Communications - Shirley Orille
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- **Stage 3** - COMP 9935 Business Web Graphics - Julian Skolnick
- **Stage 5** - COMP 9936 Using Outlook for Office Support - **Needs Assessment**
- **Stage 2** - COMP 9938 Publisher for Business - Jamiel Lemley
- **Stage 4** - COMP 9944 Acrobat for Business - Rudy Padilla
- **Stage 5** - COMP 9959 Photoshop Elements - Jamiel Lemley
- **Stage 0** - COMP 9965 OpenOffice for Business I - **Needs Assessment**

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- **Stage 0** - COMP 9966 OpenOffice for Business II - Needs Assessment
- **Stage 1** - COMP 9967 Google Apps for Business I - Marilyn McNeal
- **Stage 1** - COMP 9968 Google Apps for Business II - Marilyn McNeal
- **Stage 0** - COMP 9969 Dynamic PowerPoint for Business - Needs Assessment
- **Stage 0** - COMP 9972 Microsoft Office Project for Business - Needs Assessment
- **Stage 0** - COMP 9971 Microsoft Visio for Business - Needs Assessment
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(43) Question Noncredit Survey at five Campus Centers (N=413 = Student Responses)

<https://drive.google.com/?tab=mo&authuser=0#search/survey>

(11) Question Student Satisfaction Survey Downtown Center Campus (N=516 Student Responses)

<https://docs.google.com/spreadsheets/cc?key=0Atw8hWUTYYnldFdBc2Q3dDROXzQ3dnZDdUdUMIFNcGc#gid=0>

(5) Campus Program Certificate Completion Values

<https://docs.google.com/spreadsheets/cc?key=0Atw8hWUTYYnldHNzVGJBYW94eU1aX2N1amN5Z19qRIE#gid=6>

SLO Downtown Program Data (five campus centers) projected labor market data, student survey data, industry wages data: <https://docs.google.com/file/d/0B9w8hWUTYYnIYkZTN3RIaE5hRHM/edit?usp=sharing>

3c. What SLO(s) did you address? [Spring 2013 Review Stages](#) | Leaders

ALL

3d. How many course sections were involved in these assessments over the semester? 25

3e. How many students completed this assessment? In Progress

Section 4: Spring 2013 Assessment Data Review and Analysis

4. In Spring, did you review/discuss/analyze SLO-assessment data from the current or previous semesters? NO

Section 5: Spring 2013 Assessment Data Review and Analysis Review

5a. With which of the following groups did you share your data for review and analysis? SKIP

5b. Through which of the following methods did you share your data for review and analysis? SKP

5c. Summarize the data you received from your assessments. SKIP

SKIP

5d. Summarize the analysis you completed. (Include any criteria you used. Example criteria: "students have achieved outcome if they answered 3 out of 5 questions correctly." OR "A significant majority of students should be able to answer these questions correctly." OR "If 80% or higher answered Y, that indicates outcome achievement.")

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SKIP

5e. IF APPLICABLE: What next steps did you plan to improve your program based on these data? Include timeline. *(How did you decide to address the needs and issues that were revealed by the assessment, if any?)*

SKIP

5f. IF APPLICABLE: What SLO(s) will be supported by these plans? *(If answer is ALL, just enter "ALL." If answer is same as previous answer, just enter "Refer to previous answers." Ensure these are from the official catalog description.)*

SKIP

Section 6: Spring 2013 Implementation of Changes

6. In Spring 2013, did you make any program changes or refinements? YES

Section 7: Spring 2013 Implementation of Changes Review

Please provide a summary, here, of the changes you made in Spring 2013.

7a. Briefly describe any changes you made to your program in the Spring. *(These changes can include new assessments, new processes to handle SLO assessment, curriculum changes, and more.)*

1. Improved outcome reporting and online cloud data storage systems
 2. Online registration window period extended to 10 days
 3. Increased professional opportunities related to SLO's/PLO's
 4. Engaged dialogue with Jewish Vocational Services (JVS) and reviewed with Employment Specialist English language deficiencies among downtown student population
 5. All evening accounting classes rescheduled for the day
 6. Repackaged, marketed, and outreached QuickSkills certificates that would seed our more robust Accounting Certificate
 7. Built various web presences and marketing/outreach activities to better market courses:
 - www.ccsf.edu/dtn/cert
 - www.ccsf.edu/dtn/flyers
 - www.ccsf.edu/dtn (added direct linkage to Business Employment Program)
 8. Redesigned the preregistration form for online download and interactivity
 9. In-class ESL class visit to market program offerings
 10. Individualized course flyers via learning opportunities in desktop publishing classes
 11. Manage a social networking presence on the downtown campus center to outreach to students on program certificate offerings
 12. Increase transparency and accountability by availing data on demand
 13. Update planning program planning guides with students
 14. Data collection/Proposal writing
 15. Collect preregistration data, program certificate enrollment data, student survey data.
 16. Secure hardware and software to maintain industry standard practices in vocational classrooms
 17. Obtained Accounting, English, and Computer textbooks for LEP students

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7b. What SLO(s) were supported by these changes?

ALL

Section 8: Future Plans for Assessment Activities

8a. When will you next be conducting outcomes-assessment activities for this program?

- Fall 2013

8b. What activity(ies) do you plan to do that semester? (check all that apply)

- Revision of outcomes and assessment methods (measurements)
- Bring together subject matter experts and delegate program responsibilities

8c. Provide brief details of above plans as appropriate. *(We recognize these plans are tentative and modifiable.)*

- Report assessment needs to leadership
- Eliminate or revise old course outlines on record
- Discuss course SLO stages with course leaders
- Obtain program intake counselor intake forms
- Ascertain program completion rates with A&R
- Improve online registration Web4 Noncredit

Section 9: Institutional Learning Outcome (ILO) # 1 -- Critical Thinking & Information Competency – MAPPING

Students who complete their educational goals at CCSF will be able to:

- + Use reason and creativity to make decisions and solve problems
- + Apply diverse viewpoints to aid in decision making or problem solving
- + Locate, retrieve, and evaluate information using appropriate research strategies, tools and technology.

9a. Copy and paste the PSLO(s) that align with "use reason and creativity to make decisions and solve problems." *(If no alignment, please leave BLANK. Not all programs will or should align with this ILO.)*

- Apply standard business English to oral and written communication, including grammar, punctuation, mechanics, vocabulary, style and usage
- Use a variety of applications software including word processing, spreadsheet, database, digital photo-editing

9b. Copy and paste the PSLO(s) that align with "apply diverse viewpoints to aid in decision making or problem solving." *(If no alignment, please leave BLANK. Not all programs will or should align with this ILO.)*

- Apply standard business English to oral and written communication, including grammar, punctuation, mechanics, vocabulary, style and usage

9c. Copy and paste the PSLO(s) that align with "locate, retrieve, and evaluate information using appropriate research strategies, tools, and technology." *(If no alignment, please leave BLANK. Not all programs will or should align with this ILO.)*

- Keyboard a minimum of 35 net word's a minute
- Apply standard business English to oral and written communication, including grammar, punctuation, mechanics, vocabulary, style and usage
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9d. Please indicate below your plans for assessing any of the above PSLOs in Fall 2013.

- Although our PSLOs map to these ILOs, we will not be conducting assessments of them in Fall 2013.

Section 10: Share Highlights

10. OPTIONAL: Share your highlights. *(Tell us about positive outcomes that have come to you, your students, your department, or the college as a whole from SLO assessment of this program. We will share some of these highlights on our college website.)*

- 1) Spring 201-2014: Five Campus Center Perkins Award \$31,078
- 2) Spring 2012-2013: Five Campus Center Perkins Award \$84,000
- 3) Students continue to enroll in a variety of QuickSkills Certificates which then feed to 600+ certificate programs
- 4) Program Certificates Completions 2011-2012:
 - a. More than 600 hours + 31 Certificates
 - b. Less than 600 hours + 44 Quick Skills Certificates
- 5) Online noncredit user friendly Web4 registration pilot project
6. Increased awareness of SLO/PLO requirements

https://docs.google.com/a/mail.ccsf.edu/forms/d/1uI0F8YZ7ABfsU5A5Gn0EbsPccypQ_42Zq4qYwmngD7k/viewform?edit=ChM3NTU3OTE0MTk5MTc0MTMxNzQ1EPnB-Jqt4u-5SA