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Instructional Program Review

General Information

1. Name of department (program) under review.

Management

2. Who is the person(s) submitting the Program Review form?

Ida Ponder

3. What is the current academic year (i.e. 2022-23)?

2022-23

4. Please describe the department/program, its staff and faculty, etc.

This department has only one faculty, Ida Ponder. The department consists of one Skills Attainment award, Customer Service Academy. There are eleven state-owned curriculum courses, and instructors must complete rigorous training to be eligible to teach them.

5. Please describe how this department's/program's mission relates to the college's [mission](#) and [strategic goals](#).

The Management department supports the college mission by providing foundational business skills in customer service such as; Time Management, Decision Making, Goal Setting, and Generational Diversity to name a few. The curriculum focuses on helping students focus on workforce readiness in addition to becoming independent, life-long learners.

Department Data Sheet

1. Review the Department Summary Data Table. What are the strengths? What are the challenges or areas of improvement? What is the impact on students? Respond to a minimum of three trends such as census enrollment, FTES/FTEF, course success rate, course retention rate, etc.

Management is intermixed with Business Administration. So, it is hard to pull the data out. But the courses average around 25 students and the courses are only one day so retention is 100%

2. Review the Department Student Equity – Success Rates Data Table. What are the strengths? What are the challenges or areas of improvement? What is the impact on students?

N/A

3. Review the Program (Department) SLO Data Table. How does your department support ISLOs? What are the strengths and challenges? What is the impact on the college mission?

N/A

Award Data Sheet

1. Review both tables on the Award Data Sheet. What are the strengths? What are the challenges or areas of improvement? What is the impact on students?

N/A

Course Data Sheet

1. Review the Course Summary Data Table for each course. What are the trends for enrollment, retention, and success rates? What are the strengths? What are the challenges or areas of improvement? What is the impact on students?

The retention is at 100% as these courses are all one-day courses. The strength is students do not have to commit a lot of time, just 11 days (about 1 and a half weeks) total for the award.

2. Review the Student Learning Outcomes Data Table for each course. What are the strengths and challenges? What is the impact on the college mission?

Student learning outcomes are great.

Curriculum Analysis

1. What courses and awards are due for 5-year review? To find this information, go to the [Curriculum Committee webpage](#) and click on the following links in the left menu bar: Course 5 Year Review Tracker link and Award 5 Year Review Tracker link.

All courses have been reviewed for Spring 2023. The one award will be reviewed Fall 2023.

Goal Setting

On the following pages, please establish goals for your department. Keep in mind the purpose of the Program Review to drive continuous improvement, as well as to help establish a need for funding or other support to achieve improved outcomes. **What sorts of things will the department be doing, or would like to be doing, to maintain, expand, or improve excellent instructional delivery?**

This template has space to establish up to three goals. If you wish to add more goals, additional forms are available in the Teams folder.

Goal 1

1. State the status of this goal (new, in-progress, or completed):

Ongoing

2. State this goal in one or two sentences?

The goal is to stay current in the content.

3. What is a short name for this goal?

Current Soft Skills

4. In what ways will achieving the goal support the college's mission and/or core values?

By continuing education through FLEX opportunities.

5. List the college-wide strategic goals that will be addressed by this goal (include all that apply and remove any that do not apply).

- Increase award completion
- Reduce barriers to completion
- Reduce equity gaps
- Increase transfer readiness
- Increase workforce readiness
- Maintain institutional stability

6. What steps are you going to take to achieve this goal?

Take refresher training every three years.

7. How are you going to measure completion of this goal?

I get my certification

8. If this goal was completed or is in progress, please provide an update and summarize efforts.

N/A

9. Briefly describe or list the types of resources (staffing, equipment, technology, facilities, etc.) that are needed to support and achieve this goal. Then enter all resource requests through the Resource Allocation Requests link below.

Just my time and the about 500.00 for training costs.

Resource Allocation Requests

- Enter requests in the Program Review Resource Allocations Request Form (Secured – YCCD Login Required) located on the [Program Review webpage](#) under the Resource Allocation Requests heading.

Goal 2

1. State the status of this goal (new, in-progress, or completed):

2. State this goal in one or two sentences?

3. What is a short name for this goal?

4. In what ways will achieving the goal support the college's mission and/or core values?

5. List the college-wide strategic goals that will be addressed by this goal (include all that apply and remove any that do not apply).

- Increase award completion
- Reduce barriers to completion
- Reduce equity gaps
- Increase transfer readiness
- Increase workforce readiness
- Maintain institutional stability

6. What steps are you going to take to achieve this goal?

7. How are you going to measure completion of this goal?

8. If this goal was completed or is in progress, please provide an update and summarize efforts.

9. Briefly describe or list the types of resources (staffing, equipment, technology, facilities, etc.) that are needed to support and achieve this goal. Then enter all resource requests through the Resource Allocation Requests link below.

Resource Allocation Requests

- Enter requests in the Program Review Resource Allocations Request Form (Secured – YCCD Login Required) located on the [Program Review webpage](#) under the Resource Allocation Requests heading.

Goal 3

1. State the status of this goal (new, in-progress, or completed):

2. State this goal in one or two sentences?

3. What is a short name for this goal?

4. In what ways will achieving the goal support the college's mission and/or core values?

5. List the college-wide strategic goals that will be addressed by this goal (include all that apply and remove any that do not apply).

- Increase award completion
- Reduce barriers to completion
- Reduce equity gaps
- Increase transfer readiness
- Increase workforce readiness
- Maintain institutional stability

6. What steps are you going to take to achieve this goal?

7. How are you going to measure completion of this goal?

8. If this goal was completed or is in progress, please provide an update and summarize efforts.

9. Briefly describe or list the types of resources (staffing, equipment, technology, facilities, etc.) that are needed to support and achieve this goal. Then enter all resource requests through the Resource Allocation Requests link below.

Resource Allocation Requests

- Enter requests in the Program Review Resource Allocations Request Form (Secured – YCCD Login Required) located on the [Program Review webpage](#) under the Resource Allocation Requests heading.

Submit

- When you have completed all areas of the Program Review as outlined above, notify your dean by typing the @ symbol and your dean's name in the box below (e.g. @Sean Osborn, @Steve Amador, etc.).

Dean's Review and Feedback

Deans: Please review the form above and place any thoughts or feedback that you have in the space below. Feedback from AAC, counseling, industry, etc. can be included. When completed, please put the @ symbol and the faculty member name(s) at the end so that they will get notified when your review is completed.

@Steve Amador
@Brandon Price