

BUSINESS TECHNOLOGY DIVISION
 OZARKA COLLEGE
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INSTRUCTIONAL PROGRAM REVIEW

CRITERIA 1, 2, and 3 - FACULTY CREDENTIALS, PROFESSIONAL ACTIVITY, AND FULL-TIME EQUIVALENCY

Please attach a table showing all faculty teaching in the program during the last three years, number of credit hours taught, degrees/certifications earned, and degree- or certification-granting institution. For each year, calculate the number of FTE faculty (hours taught per year/30).

FACULTY	DEGREES	DEGREE INSTITUTION	2002-2003 CR/FTE	2003-2004 CR/FTE	2004-2005 CH/FTE	2005-2006 CH/FTE	2006-2007 CH/FTE
Baltz, S.	BS MBA SCCT	Arkansas State University Arkansas State University Arkansas State University	429 14.3	438 14.6	453 15.1	441 14.7	609 20.3
Benoit, S			3 .1	12 .4	105 3.5	228 7.6	
Hollaway, B	BS MBA	Lyon College University of Central Arkansas	474 15.8	417 13.9	375 12.5	432 14.4	660 22
Jones, B.	BS MS MBA	University of New Orleans Christian Brothers Univ. Christian Brothers Univ.	201 6.6	36 1.2			
Langston, K	BBA, MED CPA Prep	Lamar University Stephen F. Austin Univ. University of SW LA	510 17	495 16.5	468 15.6	408 13.6	726 24.2
McCrackin, JD	BSE MBA	Wayland Baptist University Wayland Baptist University	516 17.1	345 11.5	384 12.8	339 11.3	465 15.5
Tyler, K	BA MSE	University of Central Arkansas University of Central Arkansas	579 17.3	375 12.5	423 14.1	402 13.4	468 15.6

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ADJUNCTS	DEGREES	DEGREE INSTITUTION	2002-2003 CR/FTE	2003-2004 CR/FTE	2004-2005 CH/FTE	2005-2006	2006-2007
Bane, S	BSE MSE	University of Central Arkansas University of Central Arkansas		27 .9			
Bassham, R	MSE	Arkansas State University	84 2.8	174 5.8	195 6.5		
Brown, L			60 2				
Bullard, F	BSE MSE	University of Central Arkansas University of Central Arkansas	27 .9	30 1	6 .2	24 .8	
Burns, K						21 .7	
Burquest	BS MS	University of Minnesota University of Minnesota	72 2.4	114 3.8	105 3.5	54 1.8	
Cain, L	AA BA MA	New Mexico Highlands University	12 .4	6 .2	12 .4	12 .4	
Farley, D	BS MS	Embry-Riddle Aeronautical Univ. University of Arkansas	21 .7	114 3.8	153 5.1		
Fendley, Hagit	BSE	Henderson State University	231 7.7	183 6.1			
Johnson, J			15 .5	21 .7			
Lawrence, J	BSBA MBA	Arkansas State University University of Arkansas, Little Rock			111 3.7		
Lawrence, L			30 1				
MCKee-McSwain, C	ASN	University of Arkansas, Little Rock		57 1.9	51 1.7		
Miller, P	BSE MSE	University of Arkansas Arkansas State University	33 1.1	165 5.5			

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ADJUNCTS	DEGREES	DEGREE INSTITUTION	2002-2003 CR/FTE	2003-2004 CR/FTE	2004-2005 CH/FTE	2005-2006	2006-2007
Morgan, M			27 .9				
Oliver, H			48 1.6				
Peace, A	BA MBA	Louisiana State University University of Arkansas			51 1.7		
Scribner, A	BBA MSE	Harding University University of Central Arkansas	42 1.4				
Shell, D	BA MBA	Lyon College University of Arkansas, Little Rock	69 2.3	72 2.4			
Smith, K	MS	University of Central Arkansas	21 .7	12 .4	36 1.2	12 .4	33 1.1
Wheelis, T	BSBA MBA	University of Arkansas UALR	111 3.7	75 2.5	30 1	39 1.3	
White, K			60 2	57 1.9			
Wilcox			84 2.8				
Rush, Karla	BS MS	ASU ATU				12 .4	129 4.3
Massey, Kris	AAS, BT	OZARKA					
Conley, T							36 1.2
Dupp, J	AAS, BT	OZARKA					

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CRITERION 4 - HOURS IN MAJOR AND PROGRAM

Have the hours changed in the last 3 years? No Yes (explain briefly)

AAS DEGREE Information Management	Required/Technical Core Hours	Elective Hours	Total Hours in Program
2002-2003	54	6	60
2003-2004	54	6	60
2004-2005	54	6	60
2005-2006	54	6	60

AAS DEGREE Business Administration	Required/Technical Core Hours	Elective Hours	Total Hours in Program
2002-2003	48	12	60
2003-2004	48	12	60
2004-2005	48	12	60
2005-2006	48	12	60

Tech Certificate Information Management	Required/Technical Core Hours	Elective Hours	Total Hours in Program
2002-2003	30	0	30
2003-2004	30	0	30
2004-2005	30	0	30
2005-2006	30	0	30

AAS DEGREE Information Management	Required/Technical Core Hours	Elective Hours	Total Hours in Program
2005-2006	54	6	60

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AAS DEGREE Business Administration	Required/Technical Core Hours	Elective Hours	Total Hours in Program
2005-2006	48	12	60

Tech Certificate Information Management	Required/Technical Core Hours	Elective Hours	Total Hours in Program
2005-2006	30	0	30

AAS DEGREE Business Technology	Required/Technical Core Hours	Elective Hours	Total Hours in Program
2006-2007	45	45	60
2007-2008			
2008-2009			
2009-2010			

Certificate of Proficiency in Accounting	Required/Technical Core Hours	Elective Hours	Total Hours in Program
2006-2007	15	0	15
2007-2008			
2008-2009			
2009-2010			

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Certificate of Proficiency in Business Computer Applications	Required/Technical Core Hours	Elective Hours	Total Hours in Program
2006-2007	15	0	15
2007-2008			
2008-2009			
2009-2010			

Certificate of Proficiency in Management	Required/Technical Core Hours	Elective Hours	Total Hours in Program
2006-2007	15	0	15
2007-2008			
2008-2009			
2009-2010			

Certificate of Proficiency in IST	Required/Technical Core Hours	Elective Hours	Total Hours in Program
2006-2007	15	0	15
2007-2008			
2008-2009			
2009-2010			

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CRITERION 5 - COMMITTEE RECOMMENDATIONS

Please attach a summary of Advisory Committee (where applicable) recommendations for the past 3 years. Also provide a summary of curricular changes the program has taken to the Curriculum Committee and the resulting actions.

Advisory Committee Recommendations
2003-2005

2003

Upgrade to Windows XP
Using QuickBooks Pro for Computerized Accounting
MOUS Certification Center discussed
IST program overhauled
Technical English
GIS/GPS track offered
Payroll, Income Tax & Cost accounting to be added
Possibly offer a Time Management course

2004

IST revamped
Accounting classes added
Microsoft 2003 upgrade
Teacher evaluation methods made uniform
More online classes added (20)
Add an Outlook component to a class
More discussion on MOUS Certification center
GIS/GPS expanded
Possible wireless training
Possible class for security issues
Barcodes, imaging recommended to be incorporated into a class

2005

Access has relevance and should be taught
Ethics and security added

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E-Commerce added
Demands for students with Microsoft Suite knowledge
AA with a business emphasis discussed

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CRITERION 6 - FREQUENCY OF COURSE OFFERINGS

Please attach a table showing how frequently each course in the program has been offered in the past three years.

NUMBER OF TIMES COURSES OFFERED

# OF TIMES OFFERED	Locations	Instructor	02-03	03-04	04-05	05-06	06-07
ACCT 1003 Introduction to Accounting	IV	KL	2	3	2	2	2
ACCT 1123 Accounting I	IV, WEB	KL	2	2	2	3	5
ACCT 2133 Accounting II	IV, WEB	KL	2	1	2	3	3
ACCT 2143 Computerized Accounting	ALL	KL	2	3	3	2	4
ACCT 2153 Payroll Accounting	IV	KL			2	1	2
ACCT 2163 Federal Inc Tax Accounting	IV, WEB	KL			1	2	2
ACCT 2283 Managerial Accounting	IV, WEB	KL		1	1	3	2
BUS 1023 Keyboarding I	ALL	JD,BH,KT,SB	4	3	3	3	5
BUS 1033 Keyboarding II-Formatting	ALL	KT,BH,SB	3	3	3	2	1
BUS 1213 Information Processing	ALL	KT, BH, SB	2	2	3	2	3
BUS 2013 Business Communications	IV	KT	3	3	2	2	1
BUS 2613 Business Principles	IV	JD	2	2	2	1	2
BUS 2663 Legal Environment of Business	IV	JD	1	1	1	2	1
CIS 1003 Introduction to	ALL	SB,KT,BH	2	2	2	3	5

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# OF TIMES OFFERED	Locations	Instructor	02-03	03-04	04-05	05-06	06-07
Computers							
CIS 1303 Computer Information Systems	MEL/AF	SB,BH	3	4	4	3	4
CIS 1333 Microcomputer Applications	ALL	JD,BH,KT,SB	4	4	3	3	10
CIS 2353 Electronic Spreadsheets	ALL	KT, BH	2	2	3	1	3
CIS 2393 Desktop Publishing	ALL	KT,BH	2	2	2	1	3
ECON 2313 Principles of Economics	IV	SB	1	1	4	1	1
IST 1013 Intro to GIS				1	2		
IST 1023 Skills of GIS				1	2		
IST 2023 Homeland Sec				1	2		
IST 2033 STARS Project					1		
IST 1213 Introduction to Computer Programming	MEL	BH		1	1	1	3
IST 1223 Introduction to Visual Basics	MEL	BH	1	1	1	1	1
IST 1403 Networking I	MEL	JD			2	1	
IST 1503 Internet Technologies	MEL	BH	1	1	1	1	
IST 2713 Computer Ethics & Security	MEL	JD			1	1	2
IST 2803 Introduction to Database Concepts	MEL	JD			2	1	1
MATH 1103 Math with Business Aps	IV	KL	3	3	3	3	3
MGMT 2403 Records Management	ALL	KT, BH	2	1	2	1	
MGMT 2553 Small	IV	JD	1	1	1	1	1

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# OF TIMES OFFERED	Locations	Instructor	02-03	03-04	04-05	05-06	06-07
Business Management							
MGMT 2603 Financial Planning	WEB/IV	JD	1		2	1	
MGMT 2623 Management	IV	JD	1		1	1	1
MGMT 2643 Human Relations	IV, WEB	BH	2	2	2	2	5
MKTG 2633 Marketing	IV/WEB	SB	1	1	1	2	2

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CRITERION 7 - LIBRARY HOLDINGS

Please attach a list (available from the librarian) of all holdings related to your program. Number added in the last 3 years:

SEE **APPENDIX A** FOR LIST

Student satisfaction with holdings

Faculty satisfaction with holdings

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CRITERION 8 - FACILITIES AND EQUIPMENT

Please attach a description of the facilities used by the program. Include number and size of offices, classrooms, and laboratories, seating capacity, and locations. Also summarize the type and amount of equipment available for faculty and student use. Indicate any changes or additions in the past three years.

SEE **APPENDIX B** FOR LIST

Student satisfaction with equipment

Faculty satisfaction with equipment

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CRITERIA 9 and 10 - NUMBER OF MAJORS AND GRADUATES

MAJORS	2003	2004	2005	2006	2007
Associate Applied Science, Information Management & Bus Administration	92	80	61	81	91
Information Management, Technical Certificate	16	8	5	6	
Associate Science, IST	0	10	18	2	
Total Majors	108	98	84	89	91

GRADUATES	2003	2004	2005	2006	2007
Associate Science, Information Management	12	17	8	4	
Associate Science, Business Administration	3	4	6	9	
Information Management, Technical Certificate	2	3	1	0	
Associate Science, IST		4	2	2	
Associate Applied Science, Business Technology					21
*Certificate of Proficiency in Accounting					11
*Certificate of Proficiency in Computer Applications					57
*Certificate of Proficiency in Business Management					2
*Certificate of Proficiency in IST					12
Total Graduates	17	27	17	15	103

- Some students majoring in the AA Degree Plan also complete one or more of the Certificates of Proficiency.

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CRITERION 11 - ASSESSMENT OF LEARNING

Please attach a list of assessment instruments used by the program and a summary of outcomes.

ASSESSMENT INSTRUMENTS FOLLOW.

Student Evaluations -- OUTCOME INFORMATION NOT AVAILABLE

Instructor Evaluations -- Summary of Grades for Courses follows.

SEE **APPENDIX C** FOR ASSESSMENT REPORTS FOR EACH YEAR.

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Institutional Objective	Area Outcomes	Assessment Procedures	Feedback Loop
<p>To offer both the Associate of Applied Science degree and certificate programs in vocational and technical education for students who wish to gain competence in specific skill areas or to upgrade skills.</p>			Feedback is required:
	<p>1. The Business Technology graduate will be able to obtain employment relevant to training or be able to continue his/her education beyond the two-year degree.</p>	<p>1. At least 80% of Business Technology graduates responding to a survey will indicate they are employed in a field related to their training or they are pursuing further education.</p>	<p>If less than 2/3 of the graduates responding to a survey are employed in a field related to their training or pursuing further education.</p>
	<p>2. Business Technology students will gain skills and knowledge relevant to holding a job and progressing in it.</p>	<p>1. Associate of Applied Science in Information Management:</p> <p>A. The average of all students taking the OPAC in this option will be 60% or better in 80% of the elements tested.</p> <p>B. Seventy percent of the students taking the OPAC will achieve a net average keyboarding speed of 40 wpm.</p> <p>2. Information Management Certificate: The average of all students taking the OPAC in this option will be 60% or better</p>	<p>1. AAS in Health Information Management</p> <p>A. If the average of all students is 50% or below in 80% of the elements tested.</p> <p>B. If 60% or less of the students achieve a net average keyboarding speed of 40 wpm.</p> <p>2. If the average of all</p>

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		<p>in 80% of the elements tested.</p> <p>3. Business Administration: The average of all students taking the OPAC in this option will be 60% or better in 80% of the elements tested.</p> <p>4. All Options: At least 80% of the Business Technology graduates responding will report on an Alumni Survey that they found their training relevant.</p>	<p>students is 50% or below in 80% of the elements tested.</p> <p>3. If the average of all students is 40% or below in 80% of the elements tested.</p> <p>4. If the average of all students is 50% or below in 80% of the elements tested.</p> <p>5. If the average of all students is 50% or below in 80% of the elements tested.</p> <p>6. If less than 70% of the graduates responding to a survey found their training was relevant.</p>
	<p>3. Business Technology graduates will develop lifelong learning skills (i.e., critical thinking, communication,</p>	<p>1. Of the Business Technology graduates responding to an Alumni Survey:</p> <p>A. At least 80% will report that Ozarka contributed to the development of the abilities needed to be successful</p>	<p>1. Of the Business Technology graduates responding to an Alumni Survey:</p> <p>A. If less than 2/3 report</p>

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	<p>problem solving) in addition to technical skills.</p>	<p>in life.</p> <p>B. At least 80% will report that Ozarka contributed to the development of their technical skills.</p> <p>2. Ninety percent of the respondents to an Employer Survey will indicate satisfaction with the skills of the OTC graduate.</p>	<p>Ozarka contributed to the development of abilities needed to be successful.</p> <p>B. If less than 2/3 report Ozarka contributed to their technical skills.</p> <p>2. If less than 2/3 of employers report satisfaction with OTC graduates' skills.</p>
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Professional Improvement and Review Process

Academic Year _____

Employee _____

Reviewer _____

Name _____

Name _____

Title _____

Title _____

Date of Review _____

Instructions:

1. The Employee will be provided a copy of the present job description and the Professional Improvement and Review Process form by the Human Resources Manager.
2. The Employee completes each area in Section I utilizing the present job description as a guide and forwards the completed document to the supervisor with the job description attached.
3. The Supervisor reviews the document and completes Section II.
4. The Employee and the Supervisor meet to review the document and discuss the personal assessment, the reviewer assessment, goals, actions, and improvement goals.
5. The Employee and the Supervisor complete and sign off in Section III.
6. The Supervisor forwards the document to the appropriate Vice-President. After any discussions, the Vice-President forwards the document to the President.
7. Once the President signs the document, it is forwarded to the Human Resource Manager for inclusion in the employee's file.

Section I: Employee Assessment

1. Job Description Review—Specify suggested additions, deletions, or revisions to the job description for supervisor review. If no changes necessary, circle N/A.
2. Provide specific comments to each of the following as your personal assessment of your work for this review year.
 - a. Areas of good or exceptional work specific to the job description
 - b. Challenges to work on improvement during the upcoming year to enhance your area or professional abilities.
3. Goals agreed to last year and actions taken.

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4. Goals for upcoming year which relate to the Ozarka College Strategic Initiatives.
 - a. Position specific goals
 - b. Professional development goals

Section II: Reviewers Assessment

1. Position Description—Rationale for additions, deletions, or revisions to position description (if no change, write no change).
2. Position Description—Supervisor comments on individual effectiveness on fulfilling position specific responsibilities.
3. Improvement suggestions/goals—State any improvement suggestions and specific goals for improvement discussed with the employee including appropriate timeline for the goals to be met.
4. **Faculty Only:** Specific supervisor comments in regard to student evaluation of instruction, classroom observations, peer evaluations, and instructor performance review. Attach appropriate documentation.

Section III

I, the supervisor, have reviewed this evaluation with the employee. The goals developed are a basis for the next annual assessment.

Signature

Date

I, the employee, have reviewed this evaluation with my supervisor. I agree or do not agree with this evaluation. I understand that my job description and new goals identified will be the basis for my next evaluation. (Additional documentation should be added to clarify if the employee disagrees with the evaluation)

Signature

Date

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Instructor's Course Evaluation

Please let us know how you feel about this particular course. Your impressions of how things have gone will help in interpretation of student responses and will keep us aware of classroom and lab conditions.

<p>1. Something that I believe went unusually well this semester is:</p> <p>Why do you think this worked so well?</p>
<p>2. Something that didn't go as well as I had hoped is:</p> <p>Why do you think this didn't work this time?</p>
<p>3. A change I made in this course this time is:</p> <p>Were you satisfied with the effectiveness of this change? Explain briefly.</p>
<p>4. Something I plan to change the next time I teach this course is:</p>
<p>5. Instructional resources that would help me do a better job in this course include:</p>
<p>Name:</p>
<p>Course:</p>

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CRITERION 12 - PLACEMENT EFFECTIVENESS

Please complete the appropriate items.

	2002-03	2003-04	2004-05	2005-2006	2006-2007
AAS graduates placed in field	92%	100%	88%	93%	95%
Technical Certificate graduates placed in Field	100%	100%	NA	NA	NA
IST-AAS graduates placed in field	100%	100%	NA	NA	NA

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CRITERIA 13 and 14 - ALUMNI AND EMPLOYER SATISFACTION

Please complete the appropriate items, referring to the program specific section of any Alumni and Employer Surveys completed in the last three years.

SEE **APPENDIX D** FOR COMPLETE REPORT

	2002-03	2003-04	2004-05	2005-2006	2006-2007
Alumni satisfaction rate	100%	No Data	No Data		
Employer satisfaction rate	97%	No Data	No Data		