Academic Program Review Recommendations:
Annual Progress Report

The purpose of the Annual Progress Report is to facilitate the tracking of progress made on program recommendations/goals and to identify and explain the addition of any new program goals not listed in the most recent Review.

1. Name of Program: Computer Applications and Office Systems

2. List goals from most recent [Program Review](#) and report on progress for each goal:

1. The CAOS Advisory Committee changes: notify department of agenda, meetings, minutes and decisions.
   Spring 2018, the CAOS Department Lead helped create the CAOS Advisory Committee meeting agenda and participated in the meeting, leading many of the agenda topics. This practice has continued into the 2018-19 academic year with advisory committee meetings in October and March. The Lead communicates advisory committee results to CAOS faculty following the meetings.

2. The CAOS department will continue work on reinstating the Web Design Assistance Certificate.
   The Web Design certificate was reinstated fall of 2018. Enrollment in the certificate courses have often been below 12. Courses have been either canceled or faculty have been paid at a reduced rate to offer them to students.

3. The CAOS and CGCC iTech departments will research the possibilities of incorporating a "virtual student desktop" to help with student access to computers and software by the new review process in 2021.
   Following collaborative online conversations and face-to-face meetings between the IT and CAOS departments, to date, a solution has not been determined for establishing virtual student desktops.

4. The CAOS department will begin to add back more sections of the courses, starting with the courses showing the highest enrollment over the past 10 years. Prior to 2014 we offered courses 2 or 3 times a year depending on enrollment needs. Start 2016-17, with the new union contract, lower enrolled classes are now being taught as independent studies with instructor approval. In the past 5 years, they would have been canceled due to low enrollment (under 12).

Budget and course enrollment have not warranted adding back sections of CAOS courses. In some cases, low enrolled courses have been offered with faculty paid at a reduced rate instead of the course being canceled.

5. The CAOS department will continue working at moving all CAOS classes to an online format, so that students can complete both certificates and degrees online, by fall 2017.
   The CAOS department is working with the Business department to consider moving BA courses that are part of the CAOS certificates and degrees to online. To date, some BA courses have been converted, but others still remain to be converted.

6. Using the two new web *certificates*, the CAOS department will work on developing a Web Development & Design degree.
   Neither Web certificate has generated adequate and consistent enrollment. A decision was reached spring 2019 to not offer the certificates in 2019-20 and consider a redesign of department certificates and/or degrees with the goal of increasing enrollment.

7. Continue working on increasing completion of degrees and certificates.
   In progress. Instructors have been working with Paula Ascher on her degree completion project to further improve retention, implementing specific best practices relevant to their courses.

8. The CAOS department will develop an entry level, one credit, open source, online class as an Introduction to CAS 170, Beginning Excel. This class will cover topics such as cut/copy/paste, order of operations, the definition of averages, multiplying and dividing with percentages, calculating totals and checking one's work. This class could also be a good introduction to spreadsheets, appropriate for any cert that requires CAS 170 – it could be either optional or waived with instructor permission. This course also would be a good course for any CGCC discipline that asks students to do spreadsheet work.
   A CCOG was developed for the proposed course, but the Curriculum Committee did not support the addition of the course to the curriculum. It was argued that the content should be part of the existing Beginning Excel course.

9. The CAOS department will develop a "Writing for the Web" course for both the Web Development/Design certificates to introduce students to specifics for writing for the internet. This course will be a 1 credit course covering topics such as web content, inverted pyramid writing style, using outline to set up content, writing plain language, writing content aimed at persuading readers, etc.
   The Writing for the Web course was developed and approved, but as a 3 credit rather than a 1 credit course. Unfortunately, that course will not be offered in 2019-20 as part of the Web certificate "hiatus".

10. The CAOS department will survey students, staff and faculty on Digital Literacy and Fluency using this tool: http://elearning.tki.org.nz/Teaching/Digital-fluency, by spring of 2018. Then

they will analyze the result by fall 2018 to see where our department can help students, staff and faculty to move forward Digital Literacy/Fluency.

Modules on digital literacy were added in to select courses: CAS 102, 105, 109, 230, OS 220, 240. The department is currently exploring the possibility of including a version of Technical Writing that focuses on the digital environment.

3. List any additional goals added since the most recent Program Review, and include the rationale for each new goal:

-To develop an updated tech degree that allows for learning path flexibility and reflects the current needs and trends in the computer technology industries.

-To include more individuals in the advisory committee with backgrounds in the tech fields related to CAOS offerings. Currently we only have advisors with backgrounds in administrative office work leaving gaps in other areas such as web technologies and medical office professionals.