

Academic Program Review Recommendations:

Annual Progress Report – Spring 2022

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 & Web Technologies

Latest Program Review: [2017 Computer Applications and Office Systems \(CA/OS\) Program Review](#)

Latest Progress Report: [2020-21 Annual Progress Report](#)

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

1. The CAOS Advisory Committee was established after the last program review (2012) with the help of the CAOS department. At this time, there are no official minutes and no representation by faculty from the department. The CAOS department would like the administration to:
 - a. set up official minutes,
 - b. send out notices to the department of agenda items ideas,
 - c. send out notices to the department with meeting dates and times,
 - d. have the current Department Chair and a CAOS faculty representative in attendance at all meetings,
 - e. include committee members for our Hood River or White Salmon service area,
 - f. This should happen starting with the spring 2017 meeting for the advisory committee.

2020-21 UPDATE: Goal in-progress. Since 2019-20 the meetings have not been held regularly. Starting in summer 2021, we will increase our recruitment efforts for committee members including those from the web technology sector. We hope to involve the local school districts, hospitals, and departments from the city of Hood River, The Dalles, and White Salmon. New perspectives and representation from different sectors will help us complete our 2022 Program Review.

2021-22 STATUS: Not completed. No advisory committee exists, nor does it appear that any activity toward this goal was initiated since the last progress report (2020-21). However, Business Chair, Todd Meislahn, has assembled an advisory board for the Business & Entrepreneurship department. The initial meeting took place on April 26, 2022 (see annual progress update for Business & Entrepreneurship).

2. The CAOS department will continue work on reinstating the Web Design Assistant Certificate.

2021 UPDATE: Goal in-progress. The certificate was reinstated in fall of 2018, but is now under review and may result in significant changes or termination of the certificate and/or its courses in 2021-22. The program review process will help us determine our next steps.

2021-22 STATUS: Completed. The Web Design Certificate is offered and available for students to earn. However, enrollment for the individual courses required by the certificate has been minimal and, as a result, courses have been canceled. The CAWT instructional team believes that the lack of marketing for the department, and college in general is the primary contributor to the lack of enrollment both for this certificate and other CAWT programs.

3. The CAOS and CGCC iTech departments will research the possibility of incorporating a “virtual student desktop” to help with student access to computers and software by the next review process in 2021. This could be:
 - a. a Citrix based system,
 - b. allowing students to use low-cost computers such as chrome book, kindle, or notebook,
 - c. students wouldn’t have to buy software such as MS Office, Photoshop, etc.,
 - d. The research will be presented to the CAOS department as soon as possible,
 - e. the department will look at the value and cost of this program for student access to courses in the department by the next review cycle.

2020-21 UPDATE: Goal tabled. According to IT, incorporating a “virtual student desktop” is not feasible. In 2020-21, Andrea Ware and Eric Greene (CAWT Instructors), and Ashley Mickels (CTE Dept. Co-Chair) met with Danny Dehaze and Aaron Churchwell (IT) and a feasible solution was not identified. The request was tabled and we will revisit it after the new student portal, Campus Nexus (implemented in Spring 2021), is running smoothly.

2021-22 STATUS: Not completed. The IT department communicated that this goal was “not feasible.” The intent was to “revisit [the goal] after...Campus Nexus...is running smoothly.” The performance of Campus Nexus has, apparently, not reached that condition. Consequently, the goal remains tabled.

4. The CAOS department would like to increase a number of course offerings of the courses (6) that were taught more than once a term in the past. To decide this the CAOS department looked at:
 - a. the enrollment data 2006-2016,
 - b. cancelation data 2006-2016,
 - c. courses currently required for a CAOS degrees and/or certificates 2016-17,
 - d. developing a course recommendation chart -see Appendix D,
 - e. no other required CAOS course will be cut to add these courses back into the schedule offerings,
 - f. all courses in chart Appendix D should be added back in by the next review 2021.

2020-21 UPDATE: Goal in-progress. Since we had an atypical year (due to Covid), we need to keep an eye on this to see how needs have/will change. Student needs/plans have likely changed in response to the pandemic and the new student housing might alter what's needed as well in terms of the modality (F2F vs. Hybrid vs. OL). This will be reassessed during next year’s program review.

2021-22 STATUS: Not completed. The need for courses to be offered in multiple terms has been unnecessary during the pandemic and subsequent drop in enrollment, but will be evaluated and addressed in the Business & Entrepreneurship 5-year Program Review scheduled for 2022-23.

5. The CAOS department will maintain their work toward moving classes in their degrees and certificates to online or hybrid course offerings. This will take place in all CAOS current degrees and certificates except the Administrative Office Professional (AOP) statewide degree as it is regulated

by a statewide consortium. The CAOS department would like to move all certificates and degrees to online and/or hybrid by the 2018-19 school year.

2020-21 UPDATE: Goal completed. All CAOS courses are available online.

2021-22 STATUS: Completed (no change from prior report).

6. Using the two-new web certificates the CAOS department will develop on a Web Development & Design degree.

2020-21 UPDATE: Goal not completed. Developing a Web Development & Design degree was not approved by the Instructional Department due to low enrollment in the certificate

2021-22 STATUS: Not completed (no change from prior report).

7. The CAOS department will continue to work on Increasing enrollment, and completion of certs and degrees through by the next review cycle:
 - a. Increasing department course offerings of the 6 courses that had been taught more than once a term during the last review cycle,
 - b. Continue to add more classes, degrees and certificate to increase enrollment,
 - c. Work with Student Services and students to help them complete their degrees and certificates in a timely manner,
 - d. Keeping accurate enrollment, FTE and completion data.

2020-21 UPDATE: Goal in-progress. CAS 133 has been offered between 2 and 3 times a year. CAS 122 and CAS 170 have been offered twice a year. A new certificate, Digital Marketing Assistant, and a new course, Digital Marketing Strategies, were developed this year and will be offered during the 2021-22 academic year. All web courses were switched from the CAS prefix to the WT for Web Technologies.

2021-22 STATUS: Not completed. Enrollment has not increased and has, in fact, decreased. The pandemic has likely been a contributing factor given the subsequent drop in overall enrollment. CAS133 has been suspended in favor of BA131 while CAS122 and CAS170 each have total enrollment that can be accommodated in a once per year offering.

8. The CAOS department documents the need for two new courses to help students in their course, degree and certificate completion.
 - a. CAS 107 Introduction to Beginning Excel – develop 2017-18, roll out fall 2018
 - i. 1 credit online course, intro to CAS 170 Beginning Excel
 - ii. should offer the Excel courses the following terms; 107 fall term, 170 winter term, 270 spring term
 - iii. this would also allow students to take CAS 133 and CAS 107 the same term – learning how to do basic math needed before they take the Excel course winter term
 - b. CAS 105 Writing for the Web – develop 2017-18, roll out fall 2018
 - i. 2 credit course introducing the techniques of writing web pages

2020-21 UPDATE: Goal partially completed. CAS 107 was not approved by the CAS Advisory Committee, but they approved CAS 105 which was developed and taught for two years. It is now part of the Digital Marketing Assistant certificate and will be offered again this fall.

2021-22 STATUS: Partially completed. CAS105 is being offered, however, enrollment has been minimal resulting in course cancellations (see update to goal #2, above).

9. The CAOS department will survey staff, faculty and students on their digital literacy and fluency by the spring of 2019 and use the information to help them design courses, degrees and certificates before the next cycle program review in 2020-21.

2020-21 UPDATE: Goal not completed.

2021-22 STATUS: Not completed (no change from prior report).

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

From 2018-19 Update, Section 3:

Additional Goals

- Develop an updated tech degree that allows for learning path flexibility and reflects the current needs

2020-21 UPDATE: Goal not completed. Stephen Shwiff was leading these efforts, but the college went in a different direction.

2021-22 STATUS: Not completed (no change from prior report).

- 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.

2020-21 UPDATE: Goal not completed.

2021-22 STATUS: Not completed (see update to goal #1, above).

From 2020-21 Update, Section 3:

Goals to consider for the next program review, all related to increasing enrollment and continuing to make the program current and relevant:

- Develop and run a structured marketing plan for both individual courses that might be useful to the community and the new cert would be helpful in gaining enrollments. This would need to be coordinated with individuals in charge of marketing at CGCC.

2021-22 Comment: This will be an appropriate goal if a commitment is made by CGCC to significantly invest in institutional marketing.

- Outreach in the high schools to see what students are interested in pursuing. I spoke to several students awhile back that were interested in graphic design. PCC has a program, so it might be worthwhile looking into.

2021-22 Comment: No activity toward this goal for CAWT courses.

- With the potential for more students on campus, do we need to consider how we might also offer some of our courses in person or via hybrid?

2021-22 Comment: The FlexConnect (hyflex) model is being implemented in fall 2022 with CAS170 (by Daniel Changar) and winter 2023 with CAS133 (now incorporated into BA131 – by Patrick Hawke).

SUMMARY OF CAWT TEAM FEEDBACK REGARDING STATUS OF GOALS & LOW ENROLLMENT

- Lack of marketing (hopefully to improve with recent changes in student services).
- Lack of leadership (hopefully to improve with move to Busines & Entrepreneurship).
- Advisory Committee – all public sector; no private (hopefully to improve with addition of new Busines & Entrepreneurship advisory board).
- Course names changed to generic, e.g., spreadsheets, rather than branded, e.g., MS Excel.