Academic Program Review Recommendations:
2020-21 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 & Web Technologies

2017 Computer Applications and Office Systems Program Review

2018-19 update

2. List goals from most recent **Program Review** and report on progress for each goal: 2017 goals

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.

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.

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

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.

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

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.

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

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.

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.

UPDATE: *Goal completed.* All CAOS courses are available online.

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

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

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

UPDATE: *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.

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. credit course introducing the techniques of writing web pages

UPDATE: *Goal partially completed.* CAS 107 was not approved by the CAS Advisory Committee, but they approved CAS 10 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.

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.

UPDATE: *Goal not completed.*

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

Pulled from the 2018-2019 update-

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

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

-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.

UPDATE: *Goal not completed.*

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.
- 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.
- 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?