Barstow Community College

INSTRUCTIONAL PROGRAM REVIEW

(Refer to the __Program Review Handbook__ when completing this form)

PROGRAM: | WARE

Academic Year: | 2013–14 | FULL PROGRAM REVIEW | Date Submitted: | Oct 1, 2013

Academic Year: | 2014–15 | ANNUAL UPDATE | Date Submitted:

By:

Faculty Lead: | A. Henderson

Members: | J. Richardson, D. Reeves

1. Mission and Vision
2. Description and Overview
3. Program Data
4. Curriculum
5. Internal Factors
6. External Factors
7. Continuing Education and Professional Development
8. Prior Goals and Objectives
9. Action Plan: Goals/Objectives/Actions
10. Resources

1. Program Mission and Vision

A. Program Mission

The Warehousing and Logistics Program is designed to prepare students for entry level positions and career paths in Supply Chain Management. The program is designed to prepare students with foundation knowledge and skills for positions with increasing responsibility that match those in today's supply chain industries. Graduates of the AA and certificate program will qualify for positions with government agencies as well as those in the private sector. Employment opportunities include but not limited to the following: Inventory Control Technician, Logistics Technician, Logistics Services Salesperson, Material Technician, Production Technician, Purchasing Technician, Vendor Managed Inventory Support Technician and Warehousing Operations Support Technician.

B. Program Vision *(Where would you like the Program to be three years from now?)*

o   Flip the classroom to be more accommodating to the 21st century student with hybrid/online courses. Students enrolled in hybrid/online courses may come to campus at scheduled times and meet with their professors and fellow students. Pedagogical value is hybrid courses contextualize the mastery of 21st century work processes through: web navigation, research, applications, email, blogging; volgging and mobility,

o   Provide career and technical education and workforce development programs and courses that give students the knowledge, skills, and certification necessary for success in the workplace.

o   Offer programs to prepare students in basic skills, career and technical education, lifelong learning opportunities, and comprehensive lower division courses that meet articulation agreements for student transfer to four-year colleges and universities.

o   Partner with local agencies, businesses, schools, and military bases to promote positive community development and economic growth.

C. Describe how mission and vision align with and contribute to the College's Mission and Vision

Program is aligned to BCC mission with implantation 1 – 4 Level Warehousing/Logistics Critical Thinking Rubric with emphasis specifically on the following:

-Managing ambiguities.
–Evaluation of complex information.
-Identify key factors/theories and their relationships.
-Apply reliable information to issues within wider context.
-Demonstration of curiosity for self- reflection.
-Pursues questions analyzes points of view.
-Independently frame questions and information researches.

DATE:

ANNUAL UPDATE #1:

2. Program Description and Overview

Assume the reader does not know anything about the Program. Describe the Program, including—but not limited to—the following:

A. Organization, including staffing and structure

B. Who do you service (including Demographics)?

C. What kind of services does your program provide?

D. How do you provide them?

Logistics is the universal thread or "pipeline" that plans and coordinates the delivery of products and services to customers all over the world. Logistics professionals manage and coordinate activities in this global pipeline to ensure an effective and efficient flow of materials and information from the time a need arises until it is satisfied and beyond. Some of the many activities involved in logistics include: *customer service ,warehousing, inventory control, transportation, materials handling, forecasting, purchasing, strategic planning.*

Job Profiles:

Customer Service Manager
International Logistics Manager
Inventory Control Manager *
Logistics Engineer
Logistics Manager *
Logistics Services Salesperson *
Logistics Software Manager
Materials Manager *
Production Manager *
Purchasing Manager *
Supply Chain Manager *
Systems Support Manager (MIS)
Transportation Manager
Vendor Managed Inventory Coordinator *
Warehouse Operations Manager*

* BCC Logistics/Warehousing Certificate and AA Programs will enable students to gain entry-level positions in those jobs. Other positions will require upper level studies/courses that leads to a four-year degree.

DATE:

ANNUAL UPDATE #1:

3. Program Data

A. PERFORMANCE DATA

Discuss the program's performance on the specific data items listed below:

1) Full-time/Part-Time Faculty Ratio

Part-Time: 201207 WARE Total: 3 201303 WARE Total: 3

2) Course Completion Rate

	TRADITIONAL	ONLINE
a) Full-time:	None	None

TRADITIONAL	ONLINE
None: Part-time.	**201207**: 21035 (WARE 55) Enrolled – 25. 20136 (WARE61) Enrolled- 23. 20466 (WARE59 Enrolled – 19. **Total**: 54 **201303**: 40955 (WARE55) Enrolled – 14. 40956 (WARE57) Enrolled- 15. 40973 (WARE59) Enrolled- 10. 41242 (WARE55) Enrolled- 17. **Total**: 41 **Total All Items**: 80

b) Part-time:

3) Course Success/Retention Rate

	TRADITIONAL	ONLINE
a) Full-time:	None	None

TRADITIONAL	ONLINE
None:Part-time.	**201207**: 20135(WARE55) 27 – 17 – 63% 20136(WARE61) 41 – 14 – 34%. 20466(WAR59) 26 – 14 –

b) Part-time:

54%.

201303:

40955(WARE53) 17 – 10-59%.

40955(WARE57) 16 – 6 – 38%.

40973(WARE59) 17 – 10 – 59%.

41242(WARE55) 17 – 12 – 71%.

Summary (Part-time online): 161 – 83 – 52%.

4) WSCH/FTEF Ratio

	TRADITIONAL	ONLINE
a) Full-time:	N/A	N/A
b) Part-time:	N/A	

5) Fill Rate

	TRADITIONAL	ONLINE
a) Full-time:	N/A	N/A
b) Part-time:	None.	**201207**: 20135WARE 55 48.00 20136WARE 61 44.00 20466WARE 59 30.00 **201303**: 40955WARE 53 26.00 40956WARE 57 20.00 40973WARE 59 20.00

41242WARE 55   32.00

Total: 31.43%

Discussion:

DATE:

ANNUAL UPDATE #1:

B. Progress on Program Level Outcomes (PLOs) and Student Learning Outcomes

1) Summarize the progress your program has made on program and/or course level SLO measures.
   (Include Outcome Statements in this summary.)

   Students developed a frame of mind for doing college work. Had to push most students beyond stating the obvious. Some students did show a problem with skills and knowledge in the area of proficiency. Do not know specifically how to resolve – will continue to explore alternatives.

   Had to focus students on how complete responses should be formulated to address all parts of discussion and study questions. Spent time posting examples of problems that otherwise would have been easier with a more basic math background.

   Continually stressed stating the obvious was not indicative to proficiency.

   Most students were slow to show and demonstrate openness to larger scope of related concepts.

   1 to 4 level rubrics on critical thinking aided with this summary.

2) Describe any program, course, and/or instructional changes made by your program as a result of the outcomes assessment process.

   Tweaked syllabus to incorporate expectation specified in rubric.

3) Reflecting on the responses for #1 and #2 above, what will you implement for the next assessment cycle?

   By next assessment cycle will have implemented more video clips/conferencing for optimization of smart phones and IPads users and usage. Will implement Moodle.

   DATE:

ANNUAL UPDATE #1:	

C. Supporting Assessment Data *(See Handbook for additional information)*

1) Provide a list of any additional measures *(not included in 3.A.)* that you have chosen to gauge your program's effectiveness *(e.g.: transfers, degrees, certificates, satisfaction, student contacts, student headcount, Perkin's data, etc.).*

> As BCC prepares to meet requirements for the new Statewide Student Success model starting Fall 2013 WARE instructors will ask students through Fall 2015 to respond to the following:
>
> -1. What is your career goal?
> -2. What are you seeking:
>   a. WARE Certificate.
>   b. WARE AS Degree.
>   c. Meet job requirements.
>   d. Job Advancement.
> -3. When do you expect to receive your:
>   a. WARE Certificate.
>   b. WARE AS Degree.
> -4. How many units are you taking per semester toward your:
>   a. WARE Certificate.
>   b. WARE AS Degree.
>   c. Other.
>
> This information will then be passed to Dean, CTE.

2) Summarize the results of these measures.

> In progress.

3) What did you learn from your evaluation of these measures, and what improvements have you implemented, or do you *plan** to implement, as a result of your analysis of these measures? *(*List any resources required for planned implementation in #10: Resources.)*

> In progress.

4) Include DCP Program Assessment Benchmarks, providing analysis of data on long term goals and objectives.

>

DATE:	

ANNUAL UPDATE #1:	

D. Two-Year Scheduling Plan

1) What is the program's Two-Year Scheduling Plan? What changes, if any, have been made since the last Program Review?

> Objective of the plan is to allow students the opportunity to attain a WARE Certificate/AS in approximately 2 years. No changes have been made to schedule since last Program Review.

2) How effective has the Two-Year Scheduling Plan been in meeting student needs and educational goals?

> Not determined. Classes have not been scheduled/run per Two Year Plan. For example no live WARE classes have been run/scheduled in more than four academic years.

3) Reflecting on these results, what are the goals for the next assessment cycle?

> -Run/schedule WARE classes per 2 Year plan.
> -Prepare New Course Proposal and Major Revision Packet for WARE 50 from a 0.5 credit course to 3.0. (WARE 50 to date has never been run/schedule which is not productive for meeting student needs.
>
> -Prepare New Course Proposal and Major Revision Packet for WARE 50 (Forklift Operations) to Material Handling Practices live/online. Currently "live" only

DATE:

ANNUAL UPDATE #1:

4. Curriculum

A. List any new courses or program changes since the last program review. Be sure to include any newly approved prerequisites or corequisites.

> None.

B. Explain the current evaluation process. How and when was the curriculum last evaluated? *(Appropriateness, archiving, deleting, revising, etc.)*

> No WARE prefixed were deleted or archived in this period.

C. List any courses not in full compliance with Curriculum Committee Standards, including those that have not been updated in the past six years *(see Curriculum Manual for additional information, if necessary)*.

> All courses are compliant.

D. Curriculum Development: What is the plan for maintaining the currency and viability of your curriculum *(including all modes of delivery)*?

> Annual meeting with WARE Advisory Committee to ensure curriculum is meeting industry needs and standards.

DATE:

ANNUAL UPDATE #1:

5. Internal Factors *(see Handbook for worksheet)*

A. Strengths

The Warehousing and Logistics program directly supports BCC Business Climate Needs (Survey Results) conducted 8/21/2007. It was determined the need for employee training in the high desert community on an ongoing basis was the highest for the questions related to significant issues to gainful employment. When asked if they would hire someone with a certificate/degree 90 percent responded yes.
Dedicated and involved faculty.

B. Weaknesses

Only two AS (Logistics/Warehousing) was awarded since program started in Aug 2007. See items C(1), D(1,2,3) for solutions. These solutions will aid significantly in the programs future growth.

DATE:

ANNUAL UPDATE #1:

6. External Factors *(see Handbook for worksheet)*

A. Opportunities

Industrial Trends:

-Build partnerships with the three largest employers of logistics personnel in the high desert; UPS Logistics Air Cargo Center Victorville, Wal-Mart Distribution Center Apple Valley, USMC Logistics Base Barstow.
BCC is the only higher education institution in the high desert that offers a certificate/AS in Warehousing/Logistics. Per CTE Job Market Projections employment in the field in 2010 in CA was approximately 193,000 third only to positions in management and second to positions in law enforcement. Projected grown through 2020 is expected to exceed 14% which is the eighth highest out of 21 major job categories tracked in CA.

B. Threats

State budget restrictions.

DATE:

ANNUAL UPDATE #1:

7. Continuing Education/Professional Development

A. What continuing education and/or professional development activities have program/unit members participated in during the current cycle?

> Unit Members:
>
> - CUE Conference Palm Springs Mar 14, 2013.
> - Moodle Training.
> - Manufacturing Skills Standards Council (MSSC) recertification for Certified Logistic Technician Instructor.
> - Class Development.
> - Curriculum Studies.
>
> Impact of such training provides unit members the opportunity to remain current on education in general, distance learning trends and explores alternatives/applications that maximizes online learning.

B. What are the continuing education and/or professional development plans for the upcoming cycle?

> To be determined.

DATE:

ANNUAL UPDATE #1:

8. Prior Goals/Objectives

Briefly summarize the progress your program/ has made in meeting the goals and objectives identified in the most recent Program Review or Annual Update. *(Include measurements of progress or assessment methods.)*

> Goals and objectives met. Method of assessment:
>
> -BCC - Department Program Review Form Course Level –SLOs:
>   (20135 WARE55) (20136 WARE61) (20466 WARE59) (40955 WARE53) (40956 WARE 57)   (40973 WARE59) (41242 WARE55).
>
> -SLO Report (Appendix B) BCC-Department Program Review Form Course Level:
>   (20135 WARE55) (20136 WARE61) (20466 WARE59) (40955 WARE53) (40956 WARE 57)   (40973 WARE59) (41242 WARE55).

DATE:

ANNUAL UPDATE #1:

9. Goals/Objectives/Actions (ACTION PLAN)

A. **GOALS:** Formulate Program Goals to maintain or enhance program strengths, or to address identified weaknesses.

B. **ALIGNMENT:** Indicate how each Goal is aligned with the College's Strategic Priorities.

C. **OBJECTIVES:** Define Objectives for reaching each Goal.

D. **ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE:** Create a coherent set of specific steps (Actions/Tasks) that must be taken to achieve each Objective.

E. **OUTCOMES:** State intended Outcomes and list appropriate measures and assessment methods for each Outcome.

F. **ADDITIONAL INFORMATION:** This area provides for the additional communication of information necessary to further "close the loop" on the goal or action plan, as it relates to Institutional Planning. This may include references to other institutional documents, such as governing or compliance documents (i.e. Board Policy, Administrative Procedures, Title V), institutional planning documents (i.e. Strategic Plan, Educational Master Plan, Facilities Plan, Technology Plan), or Board, Presidential, Supervisory or Departmental recommendations or goals, etc. *(See Handbook for additional examples.)*

Complete the following table with your Program's **ACTION PLAN**, which must include a **minimum of 3 goals**:

ACTION PLAN				
GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1 Enhancement: Add more video clips to online classes. See Item B3.	*List all that apply: 2.*	#1 Immediately	Instructor research	Student Retention. Fill Rate. Course Completion Rate.
		#2 Stronger use and engagement with electronic media (Ipads/Smart phones)		
		#3.		
Additional Information:				
DATE:	**ANNUAL UPDATE #1:**			
#2 Enhancement: Use Moodle platform for online classes. See Item B3.	*List all that apply: 2.*	#1 Support the BCC platform for online classes.	Webmaster assistance. Training completed.	Student retention. Fill Rate. Course Completion Rate.
		#2 Used for hybrid and supplement for live classes.		
		#3		
Additional Information:				
DATE:	**ANNUAL UPDATE #1:**			
#3 Weakness: Run/Schedule classes pre 2 Year Plan. Item D(1,2,3).	*List all that apply:1,2,3.*	#1. Facilitate student's educational goal.	Coordination (Dean CTE)/Academic Affairs/Counselors.	Student retention. Fill Rate. Completion Rate.
		#2 . Foster pathway for continual education.		
		#3		
Additional Information:				

	ACTION PLAN				
	GOAL	**ALIGNMENT WITH BCC STRATEGIC PRIORITIES** (click link for list of Strategic Priorities)	**OBJECTIVE**	**ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE**	**OUTCOMES, MEASURES, and ASSESSMENT**
	DATE:	ANNUAL UPDATE #1:			
#4	Enhancement: Prepare New Course Proposal for WARE 50. Item D3.	List all that apply:1,2.	#1 Change will allow for course to be taught online or live.	Prepare documentation for New Course Proposal.	Student retention. Fill Rate. Course Completion Rate.
			#2 Strengthen WARE program.	Articulation coordination	
			#3 Alignment with industry needs.	Curriculum Committee.	
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			
#5	Enhancement: Build student profile to meet BCC requirement for new Statewide Success model. Item C1.	List all that apply:2.	#1 Facilitate student educational goal	Coordination Records/Admissions/Counselors	
			#2 Foster pathways for continual education.		Student retention. Fill Rate. Course Completion Rate.
			#3		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			
#6	Enhancement: Strengthen WARE Advisory Committee. Item D	List all that apply: 4.	#1 Facilitate program that supports industry needs.	Meetings.	Committee considers the program to be aligned with industry needs.
			#2 Enhance local partnerships.		
			#3 Outreach and community growth.		
	Additional Information:				
	DATE:	ANNUAL UPDATE #1:			

ACTION PLAN				
GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES (click link for list of Strategic Priorities)	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
Date:	Annual Update #2:			

10. Resources Required

List all significant resources needed to achieve the objectives shown in the table above, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements noted in 3.C.

IMPORTANT: A BUDGET ALLOCATION PROPOSAL must be completed and submitted for **EACH** new resource requested. *(Click the link to access the form.)*

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
4	1,2,3	*One WARE Instructor	$1840.00	Yes	
		to be paid for approx			
		40 hrs.			
6*	1,2,3.				

ANNUAL UPDATE #1:　　　　　　DATE:

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source