

BPCC Response:

ATMAE visiting team determined that our programs are in full compliance for this standard.

2012 ATMAE Team: Mr. Bob Dixon, Mr. Danny Lawson & Dr. Rick Bateman Jr.

AAS Information Systems Administration Specialist:  Compliance  Partial Compliance  Non-Compliance  
AAS Oil and Gas Production Technology:  Compliance  Partial Compliance  Non-Compliance  
AAS Construction Technology and Management:  Compliance  Partial Compliance  Non-Compliance

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### 7.19 Outcome Measures Used to Improve Program:

Evidence shall be presented showing how multiple outcome measures for example (Graduate Satisfaction with Program/Option, Employment of Graduates, Job Advancement of Graduates, Employer Satisfaction with Job Performance, Graduate Success in Advanced Programs, Student Success in Passing Certification Exams, and Advisory Committee Approval of Program) have been used to improve the overall program/option (please use the attached table 7.19). Evidence that program stakeholders participate in this process must be demonstrated.

2011 ATMAE Team: Mr. Steve Brown, Mr. David Brinkruff & Mr. Stephen Dunn

While the programs provided ample evidence of proposed changes based on multiple outcome measures, there was no documentation showing that the proposed changes were implemented and measured.

AAS Information Network Security Specialist:  Compliance  Partial Compliance  Non-Compliance  
AAS Information Network Specialist:  Compliance  Partial Compliance  Non-Compliance  
AAS Information Programmer Analyst:  Compliance  Partial Compliance  Non-Compliance  
AAS Web Analyst Programmer:  Compliance  Partial Compliance  Non-Compliance  
AAS Computer Information Systems:  Compliance  Partial Compliance  Non-Compliance

BPCC Response:

Multiple resources are used to measure and improve the programs. Among these are detailed responses by faculty about Learning Outcomes, Graduate and Employer Surveys, Certification Exams, and feedback from Advisory Committees.

The information concerning Graduate and Employer Surveys was addressed in 7.12 and 7.15. Please refer to these sections regarding the responses from graduates and employers.

Results from Certification Exams, in general, and by looking at areas answered incorrectly, give the faculty indications of the information that they need to either cover in further detail or change their strategy for presenting. A summary of Certification Results for the entire Division is available below and show the number of students who were successful with the certification over the number of students who took the certification.

Course Name	Certification	Spring 2011	Summer 2011	Fall 2011	Spring 2012	Summer 2012	Fall 2012	Spring 2013	Summer 2013
CIS 114	Microsoft Windows 7	n/a	n/a	n/a	n/a	n/a	n/a		

	Configuration								
CIS 205	Microsoft Office Word 2007/2010	n/a	n/a	n/a	3/8	n/a	2/2		
CIS 207	Microsoft Office Excel 2007/2010	n/a	n/a	n/a	0/4	n/a	n/a		
CIS 209	Microsoft Office Access 2007/2010	n/a	n/a	n/a	n/a	n/a	n/a		
CIS 210	Microsoft Office PowerPoint 2007/2010	n/a	n/a	n/a	1/1	n/a	n/a		
CIT 101	Network+	6/31	3/14	6/17	4/21	0/4	7/29		
CIT 112	A+	18/20	20/39	15/33	12/24	0/8	11/18		
CIT 130	Adobe Dreamweaver	n/a	n/a	n/a	3/15	n/a	n/a		
CIT 149	CIW JavaScript Specialist	n/a	n/a	n/a	n/a	n/a	0/1		
CIT 151	SCJA Java	n/a	n/a	n/a	n/a	n/a	n/a		
CIT 170	Server+	n/a	n/a	n/a	n/a	n/a	1/1		
CIT 172	Linux+ Part 1						0/8		
CIT 221	ICND1	1/3	n/a	1/1	n/a	n/a	n/a		
CIT 222	ICND2 or CCNA	n/a	n/a	0/1	1/2	n/a	n/a		
CIT 224	ISC2	n/a	n/a	n/a	n/a	n/a	n/a		
CIT 225	Security+	2/6	n/a	2/2	7/13	n/a	2/4		
CIT 270	Microsoft SQL Server	n/a	n/a	n/a	n/a	n/a	n/a		
CIT 272	Linux+	n/a	n/a	n/a	n/a	n/a	0/2		
CIT 280	CHF1	0/3	n/a	0/1	2/5	n/a	n/a		
CIT 282	Project+	2/5	3/3	n/a	0/6	n/a	3/6		
<b>Totals:</b>		<b>29/68</b>	<b>26/56</b>	<b>24/54</b>	<b>33/98</b>	<b>0/12</b>	<b>26/68</b>		

\*all numbers reflect passed/attempted

Learning Outcomes play a large role in measuring the effectiveness of courses, and thus the programs. Each semester the faculty compile data concerning the Learning Outcomes in each class and provide thoughts and suggestions about changes needed to improve student success and retention. This is accomplished using the following steps:

- 1) Faculty members review the previous semester's outcomes.
- 2) The Learning Outcomes are set up by faculty and administration as a shared Google Document.
- 3) Faculty review the grants under which they are currently operating and determine if their strategies meet the grants' needs.
- 4) At the conclusion of the semester, faculty members complete a summary of each section of each class they instructed. Within the summary, faculty members are expected to include at least two sentences about how to make their course better for future classes.

Advisory Committee members are often industry professionals and are keenly aware of the skills and knowledge needed to succeed. Their input and feedback concerning the programs

are invaluable. For more information regarding the Advisory Committee please visit <http://www.bpsc.edu/tem/advisoryboard/minutes.html>.

**Network Security Specialist** – Exam scores are reviewed for low areas that need improvement. Certification exams are available for the following classes in the degree: CIT 101, CIT 112, CIT 130, CIT 170, CIT 221, CIT 222, and CIT 280. Student success statistics for all degree courses are compiled and reviewed to determine areas that need improvement. Overall student success for Fall 2011 was 84.88% and in Spring 2012 was 86.96%.

**Network Specialist** – Certification exams are available for the following classes in the degree: CIT 101, CIT 170, CIT 221, and CIT 222. Student success in all degree courses is measured and evaluated to determine areas that need improvement. Overall student success for Fall 2011 was 85.42% and in Spring 2012 was 88.00%.

**Programmer Analyst** – Certification exams are available for the following classes in the degree: CIT 130, CIT 149, and CIT 282. Statistics are compiled concerning student success in all degree courses. These are then reviewed to determine areas that need improvement. Overall student success for Fall 2011 was 82.78% and in Spring 2012 was 85.81%.

**Web Analyst Programmer** – Exam scores are reviewed for low areas that need improvement. Certification exams are available for the following classes in the degree: CIT 130 and CIT 149. Student success statistics in all degree courses are compiled and reviewed to determine areas that need improvement. Overall student success for Fall 2011 was 70.51% and in Spring 2012 was 80.39%.

**Computer Information Systems** – Statistics are compiled on Student Success and are reviewed to examine areas that may need improvement. Overall student success for Fall 2011 was 73.35% and in Spring 2012 was 57.36%. Optional certification exams are available for the following classes in the degree: CIS 114, CIS 205, CIS 207, CIS 209, and CIS 210.

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Evidence exists that competencies at the course level are being evaluated, and improvements at the course level are being implemented based on these evaluations. Evidence also exists that this information is being tied back to general outcome measures, and advisory committees are involved in making improvements that impact the quality of the program at both the course and program levels. However, there is not evidence that graduate or employer feedback relative to general outcome measures is being used to drive program improvements.

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BPCC Response:

Post-graduate and employer feedback surveys have been created and administered to every year for validation of outcomes. APPENDIX D 7.2 as referenced in 7.2