PROGRAM INFORMATION	Program	**Small Business Management**
	Submitted by:	Deb Giblin
	Year	2023-2024
	Date of Review	2024-01-17
	Form Key	75bf4958-ee0e-4ac8-bb9a-685737487c1d
PROGRAM OUTCOMES	**Explain how program outcomes were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:**	Instructors reviewed program outcomes at the end of the spring semester.
	Outcomes are up to date in WIDS and on the program's web page	Yes
SYLLABI	**ADA Statement**	Yes
	Competencies	Yes
	Course Description	Yes
	Course Title and Number	Yes
	Credit Hours	Yes
	Freedom of Expression Statement	Yes
	Grading Criteria	Yes
	Instructor	Yes
	Academic Integrity Policy	Yes
	Nondiscrimination Statement	Yes
	Office Hours/Contact Information	Yes
	Prerequisites	Yes
	Required Text(s)	Yes
	Syllabi Up to Date in WIDS	No
	Explain which syllabi were reviewed this year; input received from advisory board, instructors, students, etc. regarding course objectives and textbooks used; and changes made, if any.	At our Spring Advisory board we will be reviewing the Customer Service syllabi.
PROGRAM COMPETENCIES	**Explain how competencies were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:**	Competencies were reviewed and modified by the department.
	WIDS Up to Date	Yes
COURSE ASSESSMENTS USED IN PROGRAM CHECKLIST	**Capstone**	No
	Class Participation	Yes
	Clinical/internship observations	No
	Examinations	Yes
	Comprehensive Final Exams	Yes

	Journals	No
	Lab Demonstrations	No
	Oral Examinations/Presentations	Yes
	Other Projects	Yes
	Peer Evaluations	No
	Portfolio Projects	No
	Quizzes	Yes
	Self-Evaluations	Yes
	Simulations	No
	Videos of Student Mastery	No
	Written Essays	Yes
	Written Reports	Yes
ALIGNED AND APPROPRIATE ASSESSMENTS	**Assessments used in the program are matched to the outcomes/competencies for the program.**	Yes
	Explain changes in the assessments used in your program since your last review (include input received and rationale).	Still working on getting all classes to Cengage. The only changes were we have added the mindtap feature from cengage for quite a few classes in this program.
	Give examples of how assessments used in the program reflect higher-level thinking skills, such as applications, analysis, synthesis, and evaluation.	Students created comprehensive projects to demonstrate mastery of software programs. Troubleshooting and problem solving activites were incorporated into daily work and exams. Students created training lessons to present to their peers. With the addition of TEAMS it makes meetng online for group projects and training and tutoring sessions so much easier and convenient.
INDUSTRY CERTIFICATIONS	**Explain any changes made or planned in the program based on assessment of industry certifications used in the program.**	We continue to use TEAMS classrooms within TEAMS which is great for group calls, meetings, and projects.
INTERNSHIPS/ CLINICALS	**How do you evaluate program competencies or learning objectives during internship/externship experiences?**	NA
	As you reviewed results of internship/externship evaluations, what curriculum changes were made or are planned in your program?	NA

ENROLLMENT	**Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.**	Enrollment was up this year but did not meet the benchmark; we were at 70%.
RETENTION	**Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.**	Yes we met the benchmark -- our retention was at 79%.
GRADUATION	**Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.**	Yes, we met the benchmark.
PLACEMENT	**Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.**	Yes, we met the benchmark
STUDENT SATISFACTION	**If this benchmark is not met, what strategy or strategies will be implemented to address this measure?**	Not assessed this year, next assessment will be January 2025.
ALUMNI SATISFACTION	**If this benchmark is not met, what strategy or strategies will be implemented to address this measure?**	Not assessed this year, next assessment will be January 2025.
EMPLOYER SATISFACTION	**If this benchmark is not met, what strategy or strategies will be implemented to address this measure?**	Not assessed this year, next assessment will be January 2025.
PROFESSIONAL DEVELOPMENT	**What professional development activities have instructors in this program completed in the last year?**	Conferences, classes (AI) and book studies

	How were these activities used to improve this program?	Software is ever changing so I need to be current with student/ industry needs which is why taking classes and attending conferences is so important.
PROFESSIONAL ORGANIZATIONS	**Do faculty members belong to professional organizations associated with this program?**	Yes
	If no, explain why.	
	Are students made aware of the professional organizations for their career field?	Yes
ADVISORY BOARD RECOMMEN- DATIONS	**What changes were or will be made to this program based on feedback provided at the past year's advisory board meeting(s)?**	The advisory baord is supportive of us using cengage for ALL of our books but in some cases the books aren't as good as other publishers. They want us to get book costs down but not if it means we aren't using the best materials out there to teach our students with. We will keep working with cengage to get all of their books updated so one day we can be 100% cengage and in return this will be a huge cost savings for our students.
	Implementation Date	2024-01-17
	Indicate the personnel responsible for implementing the change(s):	Deb Giblin/ Annika Russell
PROGRAM IMPROVEMENT PLANS AND BUDGET	**As you review this past year, what changes do you propose for the next school year that will affect the program's budget?**	NA--We don't need much of a budget for this program but we are hoping to get to a training or conference in 2024, which will affect our budget a little.
	Cost	$2000