

## PROGRAM REVIEW STATUS REPORT

**PROGRAM: Business Management**

Date of update: 3/25/14  
 Update provided by: Patricia Morrow

<b>IMPROVEMENT ACTIVITIES AND RESOURCE REQUESTS</b>		<b>STATUS OF ACTIVITIES AND REQUESTS</b>	
DATE RECORDED	ACTIVITY OR RESOURCE REQUEST	DATE OF STATUS REPORT	STATUS
April 14, 2007	<i><b>Lack of accreditation.</b></i>	4/8/08	Attended the Regional Conference of the ACBSP and the decision of the Coordinators and Faculty of the Business, Accounting & Hospitality programs was to not move ahead with the Accreditation at this time.
		2/3/09	Discussions have resurfaced as part of the NEASC study to look at accreditation for the Business Programs @ NECC; I plan to contact the ACBSP Director to discuss reinstatement.
		<b>2/16/10</b>	ACBSP accreditation has been recommended by the Business Programs Advisory Committee, but due to the budget constraints of the department we will not be pursuing this accreditation at this time.
		<b>3/5/11</b>	No change.
		<b>4/1/12</b>	No change.
		<b>3/23/13</b>	No change
		<b>3/25/14</b>	No change

<p>April 14, 2007</p> <p><b>Insufficient numbers of full-time faculty.</b>  <i>Numbers are insufficient to adequately support such activities as advising students, engaging in outreach efforts, developing curriculum, assessing outcomes, and in general contributing to program growth and development</i></p>		<p>4/8/08</p>	<p>A full-time faculty member was hired in the fall of 2007 and she came on board in January. She is teaching this semester and working on the Accelerated Business Management (ABM) program and other college service activities. Full-time faculty in the Business Programs are assessing new program options (e.g., Entrepreneurial track) that combine credit and non-credit for students that want to fill knowledge gaps (i.e., career advancement, business ownership, etc.)</p>
		<p>2/3/09</p>	<p>Full-time faculty is sufficient at this time; new programs and course offerings are under development along with the development of more online &amp; hybrid offerings. Meetings have been held to address credit &amp; non-credit integration.</p>
		<p>2/16/10</p>	<p>BUS101, BUS102, BUS105, MGT201, MGT205, MKT210, BUS211 are all available in both hybrid and fully online options.  First cohort of ABM students will be completing program in December 2009 and May 2010 for graduation.  Staffing challenges may again arise with the opening of the Lawrence campus program for BUS/CIS courses.</p>
		<p>3/5/11</p>	<p>Offerings at Riverwalk will increase for fall 2011. Small Business Management and Accounting Certificates have been developed.</p>
		<p>4/1/12</p>	<p>Due to changes in Federal Financial Aid regulations, Small Business Management certificate has been cancelled. They have determined that being self-employed does not count as being employed.  Offerings at Riverwalk are languishing. ABM program is on hold and under revision. We will be requesting Enrollment Services assistance with recruitment and selection.</p>
		<p>3/23/13</p>	<p>We head into the next academic year with one faculty on two semester leave and another retiring spring 2014.</p>
		<p>3/25/14</p>	<p>One faculty on leave returned after one semester. This faculty member will probably be leaving at the end of this year. Other faculty is awaiting notification of a full-time</p>

			position in Arizona.
April 14, 2007	<b>Comparatively lower rates of enrollment, retention and positive college outcomes for males and minorities.</b>	2/3/09	Plan is to look at data at the end of the 2009 academic year.
		<b>2/16/10</b>	Plan will be developed with Assistant Dean - Academic Program Review, Assessment, and Academic Effectiveness to assess this data.
		<b>3/5/11</b>	No updates.
		<b>3/23/13</b>	No updates
		<b>3/25/14</b>	No updates
April 14, 2007	<b>Curricular offerings.</b> <i>More can be done to help business students accomplish program specific outcomes.</i>	4/8/08	Retail Management is running this semester and we are offering Human Resource Management in the fall. We are also launching the ABM program and will be working throughout the summer to register a cohort of 22 students for the fall semester. We are restructuring the BUS102 (E-ship) course to provide students with more time to develop their business plan and launch the enterprise.
		2/3/09	ABM program is underway and the cohort is working well. A new cohort is being put together for the Fall 2009 semester. The BUS102 course has been restructured and approved by Academic Affairs (Fall 2008); we will be implementing the changes in the Fall 2009 and Spring 2010 semesters.
		<b>2/16/10</b>	Business simulation software has been identified, although BUS216 did not run this semester. It will be offered again spring 2011. BUS102 and BUS216 are under redesign including possible name change for BUS216 to better promote both courses.
		<b>3/5/11</b>	BUS216 was offered but did not populate. BUS102 redesign has worked well for students. MGT103 will be offered as an option for non-business majors.
		<b>4/1/12</b>	ACC101 will be offered with Supplemental Instruction (SI) - two sections fall 2012 to assist with student success and retention.
		<b>3/23/13</b>	ACC101 has been offered with mixed results for (2 sections) one semester. Anticipating better results for (2 sections) spring 2013, but have been reduced to one section for fall 2013.
		<b>3/25/14</b>	SI not funded going forward.
April 14, 2007	<b>Quality of the</b>	2/3/09	New CIO is onboard and a committee has

	<b>classrooms.</b>		been formed to address the classrooms; budget cuts could prevent or slow down any progress in this area.
		<b>2/16/10</b>	Significant progress has occurred on the first floor of Spurk utilizing stimulus funds.
		<b>3/5/11</b>	No updates.
		<b>3/23/13</b>	Spurk Improvements Team has been organized to develop 5 year plan of recommendations for AAVP.
		<b>3/25/14</b>	Spurk Improvements team completed recommendations. \$7 million program being rolled out after completion of consultant's report this summer.
April 14, 2007	<b>Quality and availability of instructional technology.</b>	4/8/08	E-ship software was approved and the software was received and loaded on all computers in the labs in both the Haverhill and Lawrence campuses. We are moving Marketing online and creating hybrid versions of several other courses.
		2/3/09	Students in BUS102 have been using the E-ship software in the computer labs at both campuses. We are looking at a Business Simulation product for the new E-ship course in the Spring 2010 semester. Marketing is online and we are running hybrid sections of BUS101 and MGT201 this semester. Future development of online & hybrid sections are planned for BUS102, etc.
		<b>2/16/10</b>	BUS101, BUS102, BUS105, MGT201, MGT205, MKT210, BUS211 are all available in both hybrid and fully online options.
		<b>3/5/11</b>	In addition to ongoing use of Business Plan Pro for BUS102, QuickBooks is now available for ACC205 Computerized Accounting.
		<b>4/1/12</b>	No updates.
		<b>3/23/13</b>	No updates. Ongoing use of Business Plan Pro and QuickBooks
		<b>3/25/14</b>	No updates.
April 14, 2007	<b>Lack of business knowledge in the library to support business programs.</b>	4/8/08	The library staff did an excellent job of building a 'Business Resource' page for us (linked to the Library Page) that provides students with direct access to four business databases for

			researching articles.	
		2/3/09	The library continues to work with the Business Programs to provide access to the latest databases and periodicals. Most classes are brought to the library for an informative session on how to best utilize the Business Resources of the library.	
		2/16/10	Librarians have acquired both 'Global Road Warrior' and 'Plunkett Research Online Industry Statistics, Trends and In-depth Analysis of Top Companies' for use by our students. They have also developed 'LibGuides' for coordination of business resources. Classes continue to be brought to the library for information sessions.	
		3/5/11	E-books have been received and are very helpful for increasing student access to business resources.	
		4/1/12	Librarians have been extraordinarily helpful with increased access to resources for business students. Our LibGuide is the most utilized LibGuide at NECC!	
		3/23/13	Ongoing utilization of LibGuide and business databases.	
		3/25/14	As above.	
April 14, 2007	<i>Inadequate follow-up of program graduates.</i>	2/3/09	Two Entrepreneurship Panels have been held the past year and another is scheduled for this semester; NECC graduates are invited to address the students on the success of their business venture. More work needs to be done	

			in identifying where our Business Students go after graduation.	
		<b>2/16/10</b>	Entrepreneurship Panels continue in both fall and spring semesters. Business Plan Competition has also been added. Current and former students who have completed BUS102 are invited to participate.	
		<b>3/5/11</b>	Entrepreneurship panel will not be completed this semester, but the Business Plan Competition will go forward. Current and former students who have completed BUS102 are invited to participate.	
		<b>4/1/12</b>	Business Plan Competition and 25th anniversary of Alpha Beta Gamma chapter recognition will bring current and past students together.	
		<b>3/23/13</b>	Business Plan Competition and ABG induction ceremonies will continue 4/13.	
		<b>3/25/14</b>	As above.	
April 14, 2007	<b><i>Lack of effective sequencing and/or specification of course prerequisites.</i></b>	4/8/08	We will be surveying students in the Intro to Business and Principles of Management courses in the fall to determine which, if any proficiencies or prerequisites are needed to increase student success and retention in business programs.	
		2/3/09	The results of our survey were inconclusive; more work needs to be done to determine if sequencing and/or prerequisites are needed in the Business Programs.	

		<b>2/16/10</b>	Discussion continues on these issues. Faculty concur that this is an important endeavor, but it is impacted by faculty and time constraints.	
		<b>3/5/11</b>	Work will be completed through Academic Affairs to implement pre-requisites for BUS102 and MGT103 initially to include BUS101 and ENG101.	
		<b>4/1/12</b>	Academic Affairs has implemented closer observation of pre-requisites for all courses.	
		<b>3/23/13</b>	With support of AAVP, FY14 goal is to develop pre-corequisites for all ACC and BUS/MGT/MKT/FIN courses.	
		<b>3/25/14</b>	Above work in progress.	
April 14, 2007	<b><i>Plan is to assess outcomes.</i></b>	4/8/08	We completed the 1 <sup>st</sup> pass of outcomes assessment in the fall semester of 2007 and the results were very good; we will be doing a 2 <sup>nd</sup> pass this semester (spring 2008) to obtain a larger sample for analysis.	
		2/3/09	The 2 <sup>nd</sup> pass was completed and the results continue to be extremely good. We are developing outcomes assessment for this semester.	
		<b>2/16/10</b>	Plan will be developed with Assistant Dean - Academic Program Review, Assessment, and Academic Effectiveness to assess data for student utilization of the 'free elective' in program.	
		<b>3/5/11</b>	Evaluation of student utilization of 'free elective' was reviewed and students are utilizing the 'free elective' to meet program	

			outcomes. An additional review of writing through ACC102 will be completed this semester.	
		<b>4/1/12</b>	Completion of ACC work was successful with only major weakness evident in writing skills. Program review completed. Business program review begins this fall.	
		<b>3/23/13</b>	BM program review underway with BT scheduled for FY14.	
		<b>3/25/14</b>	Ongoing assessment will be accomplished for BM/ACC/BT programs this semester.	