

# Post-Audit Review

West Virginia Council for Community and Technical College Education

**Institution:** Eastern West Virginia Community and Technical College

**Program (Degree and Title):** Computer Applications Specialist, Certificate in Applied Science

## I. Introduction

The Computer Applications Specialist, Certificate in Applied Science was developed in 2009 to serve the needs of the employers in Eastern's College district. The Computer Applications Specialist, Certificate in Applied Science provides training with focus on practical aspect of computer applications and practices. The courses in the program include several courses in Computer Information Systems, Communications, Information Technology, Mathematics and Business Management.

Successful completion of the certificate will allow graduates to enter the workforce in entry-level positions such as administrative and technical support, document processing, customer service and data entry.

In 2011, the addition of college level math to the curriculum modified the program to enhance the computational skills of the students, and to make the certificate compliant with Series 11.

## II. Goals and Objectives

The Computer Applications Specialists are employed nationally in numerous diverse industries. Locally, this program addresses the labor needs of many organizations including federal and state organizations, educational institutions, manufacturers, health related establishments, and other service organizations.

Examples of the types of jobs graduates will be qualified for include entry-level positions such as administrative and technical support, document processing, customer service and data entry.

According to the U.S. Department of Labor ([www.bls.gov](http://www.bls.gov)):

Because of the wide range of skills for different computer support jobs, there are many paths into the occupation. A bachelor's degree is required for some computer support specialist positions, but an associate's degree or postsecondary classes may be enough for others. After being hired, many workers enter a training program that lasts for several months.

### Pay

The median annual wage of computer support specialists was \$46,260 in May 2010.

## **Job Outlook**

Employment of computer support specialists is expected to grow 18 percent from 2010 to 2020, about as fast as the average for all occupations. Job prospects should be favorable.”

May 2011 Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates: Winchester, VA-WV

These estimates are calculated with data collected from employers in all industry sectors in Winchester, VA-WV, a metropolitan statistical area that includes parts of Virginia and West Virginia.

<b>Occupation</b>	<b>Employment</b>	<b>Employment RSE</b>	<b>Employment per 1000 jobs</b>	<b>Location quotient</b>	<b>Median hourly wage</b>	<b>Mean hourly wage</b>	<b>Annual mean wage</b>	<b>Mean wage RSE</b>
<u>Computer Occupations, All Other*</u>	110	0.0%	2.087	1.51	\$37.20	\$38.51	\$80,100	2.2%
<u>Network and Computer Systems Administrators*</u>	70	9.6%	1.259	0.47	\$33.38	\$33.76	\$70,220	2.8%
<u>Computer Support Specialists</u>	130	19.3%	2.418	0.49	\$21.47	\$22.27	\$46,310	2.8%
<u>Computer Programmers</u>	50	18.3%	1.031	0.41	\$33.33	\$33.80	\$70,310	4.3%

## **Computer Applications Specialist Certificate in Applied Science 30 Semester Hours**

The Computer Applications Specialist Certificate in Applied Science provides students with proficiency in computer applications and practices that are used in today’s business environment. This certificate provides students with the opportunity to become proficient in business applications of computers. Hands-on experience with popular business programs is emphasized.

Upon successful completion of the Computer Applications Specialist Certificate in Applied Science, the graduate will be able to:

- Demonstrate a basic knowledge of business organization and procedures by applying business applications of computers
- Demonstrate knowledge regarding computer information systems
- Design and manage a database
- Design an interactive website

- Analyze and present data in a visual format
- Apply computer skills to create, analyze and assess a business document to solve an organizational problem
- Demonstrate effective communication and computation skills

### **III. Assessment**

The assessment of the Computer Applications Specialist, Certificate in Applied Science adheres to the guidelines established in Eastern's assessment plan to discern student academic achievement and course effectiveness in meeting the program goals and course outcomes.

- Throughout the program we expect to see a minimum of 80% of students completing courses that are attempted. Completers should demonstrate at least an average of 70% in each course through classroom assessments.
- Drop Rate: The drop rate is not expected to exceed 30%.
- Course-level effectiveness: Course outcomes for all of the IT courses will be assessed. At least four outcomes from each course will be assessed in each assessment cycle. Exam questions linked to course learning outcomes will be included in the final exam.
- Persistence Rate: Students in the Computer Applications Specialist, C.A.S. will be tracked throughout their certificate program to determine persistence through certificate completion.
- Graduation Rate: At least 70% of students enrolling in the Computer Applications Specialist, C.A.S. will successfully complete the certificate within a reasonable time based on full-time or part-time implementation. This will be measured by the number obtaining the Certificate.
- Syllabus Analysis: Syllabus analysis will be conducted on an annual basis to assure consistency of outcomes with Master Course Record Forms and among sections of specific courses.
- Transcript Analysis: Transcript analysis will be conducted as triggered by deficiencies in course level assessment activities.
- Advisory Committee Review: Annual advisory committee review will provide qualitative evaluation of program effectiveness in meeting regional paraprofessional educator needs.
- Course evaluation surveys will be used as indirect assessment measures of student success and satisfaction.
- Graduate Placement Rate: Tracking of students completing the Certificate will be done by a survey to determine the number of graduates obtaining employment in their field of study. The survey will include questions to collect data on location, salary, job preparedness, and reasons why graduates are not working in their field if applicable.

Courses in the program are being assessed on a cyclical basis. A minimum of four course learning outcomes are being selected from the targeted courses for evaluation. Dependent upon assessment findings, some outcomes will be assessed over multiple years to validate effectiveness of changes in curriculum or course materials. Exam questions addressing the target learning outcomes serve as indicators of student attainment of course learning outcomes. In the event that the minimum performance standard is not met, the unmet learning outcome will be targeted for further monitoring. The results may also trigger an evaluation of course materials supporting the learning outcome, revision of course materials or further curriculum revision. The information regarding the assessment is being shared with the faculty teaching the course.

#### **IV. Curriculum**

The Computer Applications Specialist, C.A.S. requires students to develop effective computation and communications skills. The graduates of the certificate program will have basic skills in computer applications. They will also have a solid foundation for pursuing an AAS degree in Information Technology, Business Management or Administrative Support Technology. Applicants with a high school diploma or GED are accepted into this program.

The graduates of this certificate can transfer all of their courses to the AAS degree in Business Management depending on which program electives they have taken.

#### **List of courses:**

The course lists with credit hours are listed in Appendix I

#### **Delivery modes:**

Many courses in the program are offered in the form of face-to-face, online, hybrid and web-enhanced formats. Program courses like PC Repair and Trouble Shooting, Spreadsheet Software, Data Base Management Software, Networking, and Web Design which require a significant “hands on” component, are regularly offered in face-to-face format to assure development of application skills and to help struggling students.

#### **V. Faculty**

The Computer Applications Specialist, C.A.S. currently utilizes part-time adjunct faculty for all of the certificate technical core courses. Typically, Eastern offers 7 courses in the fall and 7 in the spring semester. Eastern currently employs 5 adjunct faculty to teach Computer Applications Specialist, C.A.S. related Courses. Data on individual instructors, their education and courses taught are listed in Appendix II. All of the adjunct instructors have many years of professional experience, ranging from 7 – 30 years in industry and 1 to 25 years in educational settings. A typical adjunct will have more than 5 years of experience.

Appendix II contains additional information regarding faculty credentials

## **VI. Enrollment and Graduates**

Enrollment data is provided in Appendix III.

Due to low number of graduates, there is as yet insufficient data in terms of places of employment, starting salary ranges, and numbers employed in the field of specialization. As more students graduate in the near future, there should be more relevant information available.

**Graduate I:** This graduate completed an AAS degree in IT in addition to Computer Applications Specialist, C.A.S. and Information Technology, C.A.S. She has been accepted to the BS program in Information Technology at American Public University. This graduate works in IT related field receiving \$12 an hour and has the goal of becoming an IT teacher/instructor.

**Graduate II:** This graduate completed an AAS degree in IT in addition to Computer Applications Specialist, C.A.S. and Information Technology, C.A.S. He has been accepted to the BS program in Information Technology at American Public University.

**Graduate III:** This graduate completed an AAS degree in IT in addition to Computer Applications Specialist, C.A.S. She is planning to apply to Franklin University to pursue a bachelor's degree in IT.

## **VII. Financial**

All required courses in the Computer Application Specialist, C.A.S. are being offered through AAS programs in Business Management, Administrative Support Technology, and Information Technology. As a result, the cost of running these courses is very minimal and is fully absorbed by the AAS programs in Business Technologies.

### **Projection of future resource requirements and source of funding**

There is sufficient enrollment in related AAS programs to sustain this Certificate program. Courses like Spreadsheet Software and Data Base Management Software require the newest version of the software. The spreadsheet software (Excel) and Data Base Management Software are upgraded once every three years and their cost is being absorbed by the IT department, which purchases license for office suite for the entire institution. Courses like PC Repair and Troubleshooting and Networking require software, computers and equipment. In the past, the IT department of the college has been cooperating with the academics department by providing hardware and software and IT resources to the instructors and students.

## **VIII. Advisory Committee**

The advisory committee has been instrumental in determining the course curriculum and overall content. The advisory committee was integrally involved in all levels of program development from the initially conceptualization of the program, needs assessment and curriculum content. With implementation, the program courses are continually assessed and changed at the recommendation of both the faculty and the advisory committee. Students who are working in the field have also provided recommendations to strengthen the curriculum.

#### Advisory Committee members

Beth Ludwig	Director Small Business Development Center
Tyson Riggelman	American Woodmark Corp
Penny Reardon	Executive Dean
Ashley Anderson	Owner / Operator The Kaposy
Sharon Gallery	Owner / Operator Gallery Communications

More members will be added to this advisory committee as the program expands and the college hires more faculty. An IBM staff will be recruited to serve on this committee.

#### **IX. Accreditation**

No accreditation process is available in this field of study.

## APPENDIX I Required Courses

### Computer Applications, Certificate in Applied Science

First Year—Fall Semester				First Year—Spring Semester			
Dept.		Course Title	Sem. Hrs.	Dept.		Course Title	Sem. Hrs.
BUS	101	Introduction to Business	3	CIS	117	Word Processing Software	3
CIS	108	Computer Fundamentals	3	CIS	121	Database Management Software	3
CIS	119	Spreadsheet Software	3	CIS	133	Designing a Web Page	3
ENL	101	English Composition I	3	Elective		Mathematics Elective (100 level or higher)	3
Elective		Computer Applications Specialist Elective	3	Elective		Computer Applications Specialist Elective	3
<b>Total Semester Hours</b>			<b>15</b>	<b>Total Semester Hours</b>			<b>15</b>

Computer Applications Specialist Electives (Select 6 credits)		
Dept.	Title	Sem. Hrs.
BUS 204	Fundamentals of Ecommerce	3
CIS 111	Introduction to Electronic Presentations	1
CIS 154	Management Information Systems	3
IT 134	Networking Fundamentals	3
IT 180	PC Repair and Troubleshooting	3
MGT 250	Principles of Management	3
MKT 260	Principles of Marketing	3

**APPENDIX II**  
**Faculty Data**

*(No more than **TWO** pages per faculty member)*

Name: Seyed Mirkhani

Rank: Instructor

Full-time:

Part-time: X

Highest Degree Earned: MS/MS/MS

Date Degree Received: 1998/2000/2008

Conferred by: Johns Hopkins University/Strayer University/Nova Southeastern University

Area of Specialization: Business Finance/Information Systems/Mathematics

Professional registration/licensure:

Yrs. of employment at present institution: 10+

Yrs. of employment in higher education: 10+

Yrs. of related experience outside higher education: 5+

Non-teaching experience : 20+

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
2012 / Spring	CIS 108 - Computer Fundamentals	80
2012 / Spring	IT 278 – IT Internship	2
2012 / Spring	BUS 276 – Business Management Capstone (Team Taught 20%)	4
2011 / Fall	CIS 108 – Computer Fundamentals	40

**If degree is not in area of current assignment, explain:**

**APPENDIX II  
Faculty Data**

*(No more than TWO pages per faculty member)*

Name: Sharon Gallery  
Rank: Instructor

Full-time:  
Part-time: X

Highest Degree Earned: MBA  
Date Degree Received: 1992

Conferred by: George Washington University

Area of Specialization: Business Management

Professional registration/licensure:  
Yrs. of employment at present institution: 2.5  
Yrs. of employment in higher education: 2.5  
Yrs. of related experience outside higher education: 15 +  
Non-teaching experience : N/A

To determine compatibility of credentials with assignment:

- (b) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
2011 / Spring	CIS 121 / Database Management	10
2011 / Spring	CIS 133 – Designing a Webpage	10
2011 / Fall	CIS 119 – Spreadsheet Software	8
2012 / Spring	CIS 121 – Database Management	14
2012 / Spring	CIS 133 – Designing a Webpage	9

**If degree is not in area of current assignment, explain:**

**APPENDIX II**

**Faculty Data**

*(No more than TWO pages per faculty member)*

Name: Shirley Murphy  
Rank: Instructor

Full-time:  
Part-time: X

Highest Degree Earned: MBA  
Date Degree Received: 2003

Conferred by: Frostburg University

Area of Specialization: Business Administration

Professional registration/licensure:  
Yrs. of employment at present institution: 8  
Yrs. of employment in higher education 8  
Yrs. of related experience outside higher education N/A  
Non-teaching experience 20+

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
Spring 2012	ACC 121/ Principles of Account. II	10
Spring 2012	ACC 240 Computerized Account.	10
Spring 2012	ECN 201 Principles of Micro	19
Fall 2011	ACC 120/Principles of Account. I	16
Fall 2011	ECN 202/ Principles of Macro.	14
Fall 2011	BUS 101 / Intro to Business	23
Spring 2011	ACC 121/ Principles of Account. II	5
Spring 2011	ACC 240 Computerized Account.	10
Spring 2011	ECN 201 Principles of Micro	22

If degree is not in area of current assignment, explain: N/A

## APPENDIX II

### Faculty Data

(No more than **TWO** pages per faculty member)

Name: Mahmudur Bhuiya

Rank: Instructor

Full-time:

Part-time: X

Highest Degree Earned: MS/MBA

Date Degree Received: 2004/2010

Conferred by: Purdue University/Indiana University

Area of Specialization: Applied Computer Science/Business Management

Professional registration/licensure:

Yrs. of employment at present institution: 3

Yrs. of employment in higher education: 6

Yrs. of related experience outside higher education

Non-teaching experience: 6

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
2011 / Spring	IT 194 – Intro to Programming Java	4
2011 / Fall	IT 194 – Intro to Programming Java	8

**If degree is not in area of current assignment, explain:**

Approved by Assessment: 6-14-12 e-vote

Approved by LOT: 7-16-12 e-vote

Approved by Cabinet: 08/07/12

Approved by BOG: 8-15-12

**APPENDIX II**

**Faculty Data**

*(No more than TWO pages per faculty member)*

Name: John Holmes  
Rank: Instructor

Full-time:  
Part-time: X

Highest Degree Earned: MBA  
Date Degree Received: 2001

Conferred by: St. Edwards University Austin, TX

Area of Specialization: Business Management

Professional registration/licensure:  
Yrs. of employment at present institution: 6  
Yrs. of employment in higher education: 6  
Yrs. of related experience outside higher education 5  
Non-teaching experience 5

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
2011 / Spring	BUS 203 – Communications in Bus.	9
2011 / Fall	BUS 101 – Introduction to Business	14
2012 / Spring	BUS 203 – Communications in Bus.	10
2012/ Spring	MGT 250 – Principles of MGT	11

**If degree is not in area of current assignment, explain:**

**APPENDIX II  
Faculty Data**

*(No more than TWO pages per faculty member)*

Name: Salim Bhuiyan  
Rank: Instructor

Full-time:  
Part-time: X

Highest Degree Earned: MS  
Date Degree Received: 2009

Conferred by: Purdue

Area of Specialization: Computer Science

Professional registration/licensure:  
Yrs. of employment at present institution: 3  
Yrs. of employment in higher education: 3  
Yrs. of related experience outside higher education: 3  
Non-teaching experience N/A

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
Spring 2011	IT 228 - System Analysis and Design	2
Spring 2011	IT 269 - Project Management	2
Fall 2011	IT 228 - System Analysis and Design	7
Fall 2011	IT 269 - Project Management	5
Spring 2012	IT 228 - System Analysis and Design	5
Spring 2012	IT 269 - Project Management	2

**If degree is not in area of current assignment, explain:**

**APPENDIX II  
Faculty Data**

*(No more than TWO pages per faculty member)*

Name: Ashley Anderson  
Rank: Instructor

Full-time:  
Part-time: X

Highest Degree Earned: MBA  
Date Degree Received: 2009

Conferred by: West Virginia Wesleyan

Area of Specialization: Business Management

Professional registration/licensure:  
Yrs. of employment at present institution: 1  
Yrs. of employment in higher education: 1  
Yrs. of related experience outside higher education 3  
Non-teaching experience N/A

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
2011 / Fall	CIS 119 - Spreadsheet Software	10
2012 / Spring	BUS 206 – Business Law	7
2012 / Spring	CIS 119 - Spreadsheet Software	15

**If degree is not in area of current assignment, explain:**

**APPENDIX III**  
**Headcount and Statistics on Graduates**

**Three year trend data on graduates and majors enrolled:**

<b>Number of Majors and Graduates by Term</b>				
<b>Academic Term</b>	<b>Majors</b>	<b>Credit Hours</b>	<b>FTE</b>	<b>Graduates</b>
Fall 2009	2	23	1.5	0
Spring 2010	2	23	1.5	0
Summer 2010	1	3	.2	0
Fall 2010	3	29	1.9	0
Spring 2011	5	41	2.7	2
Summer 2011	1	3	.3	0
Fall 2011	1	12	.8	0
Spring 2012	1	14	.9	1
<b>Total</b>	16 (duplicated HC)	147	9.8	3

**Enrollment in Technical Core**

	<b>Fall</b>	<b>Spring</b>	<b>Fall</b>	<b>Spring</b>	<b>Fall</b>	<b>Spring</b>	<b>Total</b>	<b>Total</b>
	<b>2009</b>	<b>2010</b>	<b>2010</b>	<b>2011</b>	<b>2011</b>	<b>2012</b>	<b>HC</b>	<b>FTE</b>
BUS 101 (3 Cr)	36	0	33	0	37	0	<b>106</b>	<b>7.1</b>
CIS 117 (3 Cr)	0	6	18	12	15	13	<b>64</b>	<b>4.3</b>
CIS 119 (3 Cr)	25	11	15	3	18	15	<b>87</b>	<b>5.8</b>
CIS 121 (3 Cr)	0	25	0	16	0	14	<b>55</b>	<b>3.7</b>
CIS 133 (3 Cr)	0	17	0	10	0	9	<b>36</b>	<b>2.4</b>