



Keweenaw Bay Ojibwa Community College

Business Department

770 Main St.
L'Anse, MI 49946

Phone: (906) 524-8303
Fax: (906) 524-8106

Business Department Program Review

Memo and summary to KBOCC Board of Regents
June 6, 2022

Introduction

Throughout the 2021-2022 academic year, the Business Department completed a comprehensive academic program review (APR) for the five-year review period of 2016-2021. The academic review process including preparation of a self-study completed by the Business Department, an external review meeting, and a resulting final report that includes feedback from a panel of external reviewers. The Business Department is the second academic department to successfully complete the comprehensive review since initiation of the process at KBOCC in 2017-2018. Findings resulting from this process are described in this memo.

Sources of information in the self-study and final report include data from various KBOCC offices (e.g., Registrar, Accounting, Assessment) and internal departmental assessment and evaluation reports that are completed biennially. The primary feedback on the department's quality was provided by external partners on the external reviewer panel, which included faculty and personnel from Bay Mills Community College, Saginaw Chippewa Tribal College, Finlandia University, and Keweenaw Bay Indian Community government. This panel met virtually on Friday, March 4th, for a half-day meeting with KBOCC administration, Business Department, alumni, and current students. Additional evaluation with recommendations was provided by the KBOCC Assessment Committee, which were also approved by the KBOCC Faculty Council on May 23rd, 2022 (meeting minutes attached).

Synthesizing these sources of information, key **strengths** and **opportunities** for the Business Department are summarized below.

Strengths:

Although the resulting program review report emphasizes many opportunities for improvement, it also demonstrates the achievements of the department:

- **Faculty:** faculty are well-qualified and committed to the success of students. They are active in the community, experienced in their field, and have been provided an adequate amount of professional development opportunity to remain educated. Opportunities (see opportunities) do exist to further enhance the department in this area.
- **Student and Alumni Success:** Students have a wide variety of resources available to them, especially recently with the changes to the technology available, and are supported by many programs during their time at KBOCC. Alumni of the program can attest that their education assisted with their career development and personal growth.
- **Ability to Impact KBOCC:** While the program currently does not have any external funding, there are many opportunities for collaboration with outside agencies and partnerships to ensure program sustainability and provide value to KBOCC and the community. The Assessment Committee has agreed that the department, particularly the Business Administration degree program, does well in meeting KBOCC's mission and brings strong enrollment and completion relative to other academic departments at KBOCC.

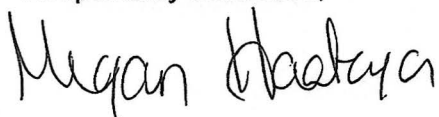
Opportunities (and plans to address them):

- **Increase Cultural Component:** In order to fulfill our mission statement, the department should incorporate an Anishinaabe cultural course learning outcome in each course throughout the program. This will ensure that every class has Anishinaabe culture embedded in every course.
- **Revise Course Learning Outcomes:** As shown in the course learning outcomes listing, the majority of courses have learning outcomes that exceed the current recommendation of four to five per course. Each course should have the learning outcomes revised to meet the recommendation.
- **Revise Program Learning Outcomes:** Along with the course learning outcomes, the program learning outcomes also exceed the current recommendation of four to five. The program should have the learning outcomes revised to meet the recommendation. It is also recommended that one of the course learning outcomes also have an Anishinaabe culture component embedded.
- **Develop Relationships with Local High Schools:** Although student enrollment has been stable throughout 2016-2021, there is a need to increase enrollment in the program. There are currently no dual enrolled students at the time of this review. It is vital to develop relationships and adapt programming to meet the needs of local high schools. This will also assist with ensuring program sustainability.
- **Research LMS Systems to Use in Place of Jenzabar for LMS:** With the recent incorporation of hybrid and online courses and programs, there is a need for a more advanced LMS. The current LMS is adequate for its current use, but it does not allow for the programming needed for community workshops, CEU, and other types of training. It is also very cumbersome to train faculty to use which results in lower levels of efficiency and an increased amount of expenses being paid for training.
- **Recruit Additional Qualified Faculty:** Although increasing enrollment and course and program offerings is a positive event, it does require additional qualified faculty to be hired. The department is currently in the process of recruiting and should continue to do so.

Conclusion

The academic program review process was a valuable experience for the department and was made possible with tremendous assistance from the KBOCC Assessment Coordinator, several faculty and staff members, and the grateful participation of external reviewers. The department will maintain areas of strength and continue addressing areas for opportunity over the coming 5-year cycle. For final recommendations on the future of the Business Department, please see the attached KBOCC Assessment Committee recommendations and Business Department APR Final Report.

Respectfully submitted,



Megan Haataja
Business Department Chair

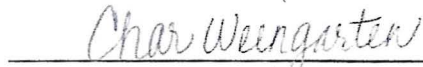
SIGNATURE PAGE FOR COMPLETED ACADEMIC PROGRAM REVIEW (APR)




 Department Chair



 Dean of Academic Affairs



 Assessment/Accreditation Coordinator



 President

Department: Business

Program(s) of Study: Business Administration A.S., Business Administration Certificate, Culinary Arts Certificate, Office Services Certificate, Small Business Start-Up Certificate

Date of Review: 5/23/2022

Assessment Committee recommendation: Maintain the strongest criteria and enhance the programs as needed and as identified through the program review process.

Criteria	Rating				Comments
	Maintain	Enhance	Reconfigure	Reduce or Phase-out	
Academic Rigor	Maintain	Enhance	Reconfigure	Reduce or Phase-out	Enhance program(s) through revision of course learning outcomes (CLOs) and program learning outcomes (PLOs). Update Curriculum Mapping as necessary.
Student and alumni success	Maintain	Enhance	Reconfigure	Reduce or Phase-out	Maintain the level of student and alumni success and the processes to assess program effectiveness.
Faculty	Maintain	Enhance	Reconfigure	Reduce or Phase-out	Maintain the quality of Department's faculty.
Effective Instruction	Maintain	Enhance	Reconfigure	Reduce or Phase-out	Ensure faculty are using information collected through evaluation to improve instruction.
Facilities, Resources and Institutional Support	Maintain	Enhance	Reconfigure	Reduce or Phase-out	Enhance programs through exploration of potential external funding sources & partnerships. The institution should enhance the Department through provision of evening IT support; explore upgrades to learning management system (LMS); and improvements to budgeting process.
Anishinaabe Culture	Maintain	Enhance	Reconfigure	Reduce or Phase-out	Enhance programs through infusion of cultural components throughout curriculum (CLOs & PLOs) and utilization of newly hired cultural advisor.
Ability to benefit and positively impact KBOCC and the wider community	Maintain	Enhance	Reconfigure	Reduce or Phase-out	The Department is particularly strong in this area and should maintain these current strengths.