

2006-2007 Business External Review Summative Report

Instructional	Yes <input type="checkbox"/>	Division	Business	Review Year	2006-2007	View	Print
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Division	Year	Dept	Program	Question	Action	Comments
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	IV. Enrollment Data Question: (A.) After receiving the data indicating the number of students enrolled in the program/department, by total students, number of full-time equivalents and number of completers determine if there is more than a one-year anomaly. 1. If so, provide the faculty and staff analysis of their assessment of the problem.	Commentation	Good job with the increase in FTE's.
Business	2006-2007	Office Administration	3 degrees & 2 certificate s	1. Purpose Question: (A.) State the purpose of the program/department. How is this purpose within the mission of Amarillo College?	Commentation	Purpose is well stated, but the AC mission statement Goal VI could be spelled out.
Business	2006-2007	Office Administration	3 degrees & 2 certificate s	1. Purpose Question: (B.) When was the last time the programs/department s purpose statement was reviewed/revised by faculty and staff in the program/department?	Commentation	Review is documented and elaborated upon with coordinator names and dates of revisions.
Business	2006-2007	Office Administration	3 degrees & 2 certificate s	"2. Improvements Question: (D.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010. "	Commentation	
Business	2006-2007	Office Administration	3 degrees & 2 certificate s	IV. Enrollment Data Question: (A.) After receiving the data indicating the number of students enrolled in the program/department, by total students	Commentation	Enrollment, marketing, and recruitment are all addressed and appear to create a positive shift.

				number of full-time equivalents, and number of completers, determine if there is more than a one-year anomaly. 2. Create an action plan for needed improvement and commendation for any dramatic improvement.		
Business	2006-2007	Office Administration	3 degrees & 2 certificates	"IV. Enrollment Data Question:(B.) For programs/departments with majors, review the graphs of program majors and the number of new majors by year. 1. Provide an analysis of the programs/departments faculty and staff assessment of the problem and an action plan for needed improvement and commendation for any dramatic improvement "	Commendation	
Business	2006-2007	Office Administration	3 degrees & 2 certificates	V. Resources (A.) Faculty Question:(2.) In the database for Roster of Instructional Staff (also known as Roster of Faculty), review the credentials of each full-time and part-time faculty member within the program/department. If any faculty member does not meet the SACS and THECB requirements, evaluate whether additional documentation is significant to grant an exemption.	Commendation	There are no faculty listed as being deficient on SACS requirements.
Business	2006-2007	Paralegal Studies	Paralegal Studies	IV. Enrollment Data Question:(A.) After receiving the data indicating the number of students enrolled in the program/department, by total students, number of full-time equivalents, and number of completers, determine if there is more than a one-year	Commendation	American Bar Association affirmation is excellent, and should be a selling point for interested students. Continue to refine an action plan which will address the need to increase enrollment, including specific tasks and a timeline for working with College Relations to get the message out to interested students.

				anomaly. 2. Create an action plan for needed improvement and commendation for any dramatic improvement.		
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	1.Purpose Question:(B.) When was the last time the programs/departments purpose statement was reviewed/revised by faculty and staff in the program/department?	Concern	Concern: The reader should be hyperlinked to the above referenced documents.
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	1.Purpose Question:(D.) Does the program have admissions policies? 1.Where are the policies published?	Concern	Concern: Because all AC students have Admission policies to be adhered to, a statement regarding AC admission policies and a hyperlink to those policies would be helpful.
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	2. Improvements Question:(B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Concern	COMMENT: This is a good example but the paragraph is poorly written (incomplete sentences) and there are typos in it. Also it would be helpful if you could quote the actual program review recommendation. Since the Department was unable to follow through with this particular recommendation, it would be a good idea to add another improvement/revision that could be accomplished.
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	"2. Improvements Question:(E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department. 1. Explain the primary reasons behind the competencies that were selected."""	Concern	COMMENT: Have the competencies been developed yet?
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	2. Improvements Question: (E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department. 2. Identify the primary reasons for the assessment tool(s) selected.	Concern	COMMENT: Again, if no competencies have been developed, then there are no valid and/or reliable results. Competencies should be developed.
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	2. Improvements Question: (F.) For student or program/course outcome assessments review the programs/departments five-year graph(s) of quantitative results or provide a brief	Concern	

				narrative summary of qualitative results		
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	2. Improvements Question:(I.) For general education and/or core curriculum required by this program/department	Concern	COMMENT: The relevant competencies have been developed but they have not been presented in detail in the answer to the question. The measures for the competencies need to be developed and included in the answer. This particular answer also needs some revision as far as typos and grammatical errors are concerned.
Business	2006-2007	Management	Travel and Tourism	2. Improvements Question:(E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department.	Concern	null
Business	2006-2007	Office Administration	3 degrees & 2 certificates	1.Purpose Question:(E.) Is the program/department accredited? 2. How many years are in the accreditation cycle?	Concern	N/A should be the appropriate response.
Business	2006-2007	Office Administration	3 degrees & 2 certificates	1.Purpose Question:(E.) Is the program/department accredited? 3. When was the accreditation affirmed or granted?	Concern	N/A should be the appropriate response.
Business	2006-2007	Office Administration	3 degrees & 2 certificates	1.Purpose Question:(E.) Is the program/department accredited? 4. What is the current status of the accreditation?	Concern	N/A should be the appropriate response.
Business	2006-2007	Office Administration	3 degrees & 2 certificates	1.Purpose Question:(F.) Is this program/discipline required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board) in order to offer courses? 1. Identify the external approver(s) for the department/program.	Concern	N/A should be the appropriate response.
Business	2006-2007	Office Administration	3 degrees & 2 certificates	1.Purpose Question:(F.) Is this program/discipline required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board)	Concern	N/A should be the appropriate response.

				in order to offer courses? 2. What approval schedule is required by the external approver(s)?		
Business	2006-2007	Office Administration	3 degrees & 2 certificates	1. Purpose Question: (F.) Is this program/discipline required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board) in order to offer courses? 3. When did the program/department last receive approval?	Concern	N/A should be the appropriate response.
Business	2006-2007	Office Administration	3 degrees & 2 certificates	2. Improvements Question: (A.) Identify at least one example of an improvement/revision which resulted from the annual PET forms for the last five years.	Concern	Well stated, but a link to the PET form would be most helpful in determining specifics on improvements and revisions.
Business	2006-2007	Office Administration	3 degrees & 2 certificates	2. Improvements Question: (E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department.	Concern	Is this the complete list of faculty ? Are there other AC staff that should have input ?
Business	2006-2007	Office Administration	3 degrees & 2 certificates	"2. Improvements Question: (E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department. 1. Explain the primary reasons behind the competencies that were selected."""	Concern	The reasons are listed but not explained in this area.
Business	2006-2007	Office Administration	3 degrees & 2 certificates	2. Improvements Question: (E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department. 2. Identify the primary reasons for the assessment tool(s) selected.	Concern	Concern will not uncheck after accidentally be checked (no Concern is listed)
Business	2006-	Office Adminic	3 degrees & 2	2. Improvements Question: (F.) For	Concern	Concern will not uncheck after accidentally be checked (no Concern is listed)

	2007	tration	certificate s	student or program/course outcome assessments review the programs/departments five-year graph(s) of quantitative results or provide a brief narrative summary of qualitative results.		
Business	2006-2007	Office Administration	3 degrees & 2 certificates	2. Improvements Question: (K.) For all technical programs/departments offering one or more technical programs (Associate in Applied Science or Certificates) review the programs/departments graphs of the results for job placement during the past five years 1. Explain any increase or decrease that is more than a one-year anomaly	Concern	
Business	2006-2007	Office Administration	3 degrees & 2 certificates	III. Curricula Question: (A.) Does the program/departments have affiliation(s)/agreement(s)/contract(s) with any other entity for the purpose of delivering instructional content? 2. Provide an analysis of the review.	Concern	There is no affiliation listed for the delivery of instructional content, but it is unclear whether there is one available. If there is an affiliation, there should be documentation, and if there is no affiliation, then a response determining that should be listed.
Business	2006-2007	Office Administration	3 degrees & 2 certificates	III. Curricula Question: (B.) How many curricula changes were approved by the Academic Affairs Committee during the past five years? 3. Which steps in the curricula change process had faculty involvement prior to submitting the curricula proposal(s) to the Academic Affairs Committee?	Concern	Faculty representation is documented, but not detailed as to their input. A listing of the faculty involved and the name of the program coordinator would be helpful in this section.
Business	2006-2007	Office Administration	3 degrees & 2 certificates	III. Curricula Question: (C.) Is any program within the department a technical program (e.g. AAS or certificate)? 2. Provide a link to the minutes of the	Concern	A working link to the minutes would be helpful as well as documentation if the Advisory Committee has met at least once a year.

				last advisory committee(s) minutes in the Electronic Archives.		
Business	2006-2007	Office Administration	3 degrees & 2 certificates	IV. Enrollment Data Question:(A.) After receiving the data indicating the number of students enrolled in the program/department, by total students, number of full-time equivalents and number of completers determine if there is more than a one-year anomaly. 1. If so, provide the faculty and staff analysis of their assessment of the problem.	Concern	
Business	2006-2007	Office Administration	3 degrees & 2 certificates	"V. Resources (A.) Faculty Question:(1.) Review the five-year graph(s) of the student to faculty ratio in the program/department. a. Explain any increase or decrease that is more than a one-year anomaly. "	Concern	The number of computer stations will limit the size of a class, but no reference is made as to actual class size. (number of students per instructor)
Business	2006-2007	Office Administration	3 degrees & 2 certificates	V. Resources (A.) Faculty Question:(1.) Review the five-year graph(s) of the student to faculty ratio in the program/department. b. Provide an action plan for improvement of any identified problem.	Concern	A reference to the actual or average student to instructor ratio would be helpful in determination of the Action Plan's ability to increase student enrollment.
Business	2006-2007	Office Administration	3 degrees & 2 certificates	V. Resources (D) Support Services for Students Question:(3.) Describe any indicators or problems that hamper adequate physical facilities, both on and off campus, to meet the needs of the program/department	Concern	
Business	2006-2007	Office Administration	3 degrees & 2 certificates	VI. Budget Question:(A.) Which program/department outcomes have resulted in budget requests to date?	Concern	Budget requests appear to cover inherent costs of supplies at present.
Business	2006-2007	Office Administration	3 degrees & 2 certificates	VI. Budget Question:(B.) Project the	Concern	Funding for the next five years will likely need to be supplied for instructors to maintain current proficiency in this field. Travel funds would be appropriate for

	07		s	programs/department strategic initiatives for the next five years based on the programs/department s outcomes		faculty to attend professional conferences and recruiting endeavors, as well as maintaining membership in professional organizations.
Business	2006-2007	Office Administration	3 degrees & 2 certificates	VII. Publications Question: (A.) If the program/department publishes any advertising or recruitment documents (electronic or paper), do the documents accurately represent Amarillo College and the program/department?	Concern	One copy of each document published for advertising or recruiting should be attached for external review. Unable to determine accurate representation of Amarillo College at present.
Business	2006-2007	Paralegal Studies	Paralegal Studies	1. Purpose Question: (A.) State the purpose of the program/department. How is this purpose within the mission of Amarillo College?	Concern	The department purpose statement as written above reflects the Purpose Statement from the 2003-2004 PET form. The department's purpose statement was revised on the 2004-2005 PET form. Please clarify which purpose statement applies. A hyperlink to the corresponding PET form within the textual response would assist reviewer comprehension. In addition, please clarify the direct correlation to the AC Mission Statement. In what way does the departmental purpose support the mission of the College? A more specific explanation is needed here. And, a hyperlink within the text to the AC Mission Statement and/or Strategic Plan was be beneficial. "Additional Information" below links to both texts.
Business	2006-2007	Paralegal Studies	Paralegal Studies	1. Purpose Question: (B.) When was the last time the programs/department s purpose statement was reviewed/revised by faculty and staff in the program/department?	Concern	Because this is an electronic document, any external sources should be hyperlinked. If catalog is necessary to explanation, a hyperlink should be provided. A more beneficial resource may be a link to the departmental Web site which should include program purpose and have a date stamp. Once again, a hyperlink to the most recently updated PET form would be beneficial.
Business	2006-2007	Paralegal Studies	Paralegal Studies	1. Purpose Question: (D.) Does the program have admissions policies? 1. Where are the policies published?	Concern	A statement of how the program defers to the College's general admissions policy would be appropriate here: "open" access, testing requirements, etc. A hyperlink to the Registrar's Web page would be beneficial as well as acknowledgment of any locations/documents in which admissions policies are published.
Business	2006-2007	Paralegal Studies	Paralegal Studies	1. Purpose Question: (D.) Does the program have admissions policies? 2. Explain how these policies are consistent with the mission of Amarillo College.	Concern	Related to the previous answer, this answer requires the writer acknowledge that the admission policies recognized by the department adhere to the College's mission statement.
Business	2006-2007	Paralegal Studies	Paralegal Studies	1. Purpose Question: (E.) Is the program/department accredited? 4. What is the current status of the accreditation?	Concern	In previous answer, "accredited" is not the appropriate term applied by the ABA. Please clarify for reviewer the official term of "approved" and associated benefits and commendations accompanying approval. ABA approval is held by few, if any, community college programs. Spread the news.
Business	2006-2007	Paralegal Studies	Paralegal Studies	1. Purpose	Concern	No answer. Please respond to all questions.

ness	06-2007	al Studies	Studies	Question:(F.) Is this program/discipline required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board) in order to offer courses? 1. Identify the external approver(s) for the department/program.		
Business	2006-2007	Paralegal Studies	Paralegal Studies	1. Purpose Question:(F.) Is this program/discipline required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board) in order to offer courses? 2. What approval schedule is required by the external approver(s)?	Concern	No answer. Please respond to all questions, even if response is "not applicable."
Business	2006-2007	Paralegal Studies	Paralegal Studies	1. Purpose Question:(F.) Is this program/discipline required to receive approval from an external agency or organization (other than the Texas Higher Education Coordinating Board) in order to offer courses? 3. When did the program/department last receive approval?	Concern	No answer. Please respond to all questions, even if response is "not applicable."
Business	2006-2007	Paralegal Studies	Paralegal Studies	2. Improvements Question: (A.) Identify at least one example of an improvement/revision which resulted from the annual PET forms for the last five years.	Concern	Answer needs to be more comprehensive. Please hyperlink to PET forms to provide reviewer access to review process and improvement implementation. And, "spell check" all answers.
Business	2006-2007	Paralegal Studies	Paralegal Studies	2. Improvements Question:(B.) Identify at least one example of improvements/revisions which resulted from the last Program Review.	Concern	Two very commendable improvements are identified here. However, evidence of improvement should also be included in answer via the use of hyperlinks to the survey document created by Institutional Research, the pdf file of the paralegal studies marketing brochure, and statistical data.
Business	2006-2007	Paralegal Studies	Paralegal Studies	2. Improvements Question:(E.) Provide names and titles of those who determined the process used to	Concern	Please provide a more comprehensive answer to better identify broad-based involvement in implementation of student learning outcomes. Specifically, identify advisory committee members and part-time faculty and provide titles within community to validate

				assess outcomes of the program and/or courses in the department.		expertise. Participation appears to be broad-based, it simply needs to be fully identified.
Business	2006-2007	Paralegal Studies	Paralegal Studies	"2. Improvements Question:(E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department. 1. Explain the primary reasons behind the competencies that were selected."""	Concern	The PET forms indicate departmental goals; Amarillo College's goals are identified in the Strategic Plan. Both documents should be hyperlinked and tied to this response, as necessary, to clarify the departmental goals which support the College mission and/or Strategic Plan. In addition, identify the primary reasons the advisory committee and part-time paralegal studies faculty supported the choice of competencies selected. Any hyperlinks to Advisory Committee Minutes and PET forms would enhance answer.
Business	2006-2007	Paralegal Studies	Paralegal Studies	2. Improvements Question:(H.) Does the program/department provide for alternative methods of awarding credit? (Select all that apply).	Concern	No response. It is unclear whether or not there are alternative methods of awarding credit. And, if there are, what approaches are used to ensure comparable outcomes.
Business	2006-2007	Paralegal Studies	Paralegal Studies	2. Improvements Question:(I.) For general education and/or core curriculum required by this program/department identify the relevant competencies approved by the Academic Affairs Committee 1. Explain how outcomes for the competencies have been assessed and achieved and provide links to the documentation.	Concern	Provide hyperlinks to advisory committee minutes, graduate surveys, and employer surveys which are used to assess outcomes for the competencies. Hyperlinks in textual response will document the program's efforts.
Business	2006-2007	Paralegal Studies	Paralegal Studies	III. Curricula Question:(B.) How many curricula changes were approved by the Academic Affairs Committee during the past five years? 3. Which steps in the curricula change process had faculty involvement prior to submitting the curricula proposal(s) to the Academic Affairs Committee?	Concern	Answer question fully.
Business	2006-2007	Paralegal Studies	Paralegal Studies	"V. Resources (A.) Faculty Question:(1.) Review the five-year graph(s) of the student to faculty ratio in the program/department	Concern	Tell reviewer specifics: what was the student-faculty ratio? Explain what this ratio means to students and/or department.

				a. Explain any increase or decrease that is more than a one-year anomaly. "		
Business	2006-2007	Paralegal Studies	Paralegal Studies	V. Resources (A.) Faculty Question:(1.) Review the five-year graph(s) of the student to faculty ratio in the program/department. b. Provide an action plan for improvement of any identified problem.	Concern	Unclear what the actual student-faculty ratio is to consider suggested ratio of 25:1. Hyperlinks to graphs and source of "instructional efficiency" definition would aid argument. No action plan is explained.
Business	2006-2007	Paralegal Studies	Paralegal Studies	V. Resources (A.) Faculty Question:(2.) In the database for Roster of Instructional Staff (also known as Roster of Faculty), review the credentials of each full-time and part-time faculty member within the program/department. If any faculty member does not meet the SACS and THECB requirements, evaluate whether additional documentation is significant to grant an exemption.	Concern	List names of all instructional staff, full- and part-time, in above explanation.
Business	2006-2007	Paralegal Studies	Paralegal Studies	V. Resources (A.) Faculty Question:(3.) List the names and the last date for all full-time faculty evaluations based on the schedule indicated in the Faculty Performance Review (FPRP).	Concern	Last date of full-time instructor's evaluation is not noted.
Business	2006-2007	Paralegal Studies	Paralegal Studies	V. Resources (C) Technology and Security/Privacy Question:(1.) After assessing the strengths and weaknesses of the programs/department's access to technology, what improvements would ensure that students have access and training in the use of technology?	Concern	Cite specific improvements which could be implemented to ensure students have access and training in the use of technology. Visionary planning should look beyond what is currently available to identify what will be needed in the future.
Business	2006-2007	Paralegal Studies	Paralegal Studies	V. Resources (D) Support Services for Students Question:(1.) Which support services need to be strengthened to	Concern	Identification of key support services would better assist reviewer and College in identifying services which should be maintained or improved through the College system.

				better serve students in this program/department?		
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	1.Purpose Question: (A.) State the purpose of the program/department. How is this purpose within the mission of Amarillo College?	Recommendation	Hyperlinks should be included in references to the AC Strategic Goal and other documents or the reference needs to be quoted. Complete sentences should be used in the answer.
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	2. Improvements Question: (A.) Identify at least one example of an improvement/revision which resulted from the annual PET forms for the last five years.	Recommendation	http://www.actx.edu/archives/files/uplink/Business Administration PET (rev) 2007 2008.pdf PET FORM COMMENT: Hyperlinks should be included within the answer and need to work take the reader to the actual document. These do not work. The answer should also address how this ties into the PET plan, reasoning behind addition, and if it was taken to the Academic Affairs and approved.
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	2. Improvements Question:(C.) Identify all the delivery approaches used for courses within this program/department: (Select all that apply). traditional classroom web video interactive TV (ITV)	Recommendation	Unclear how the improvement is related to the Strategic Plan.
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	"2. Improvements Question:(D.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010. "	Recommendation	COMMENT: This particular question relates directly to Strategy 1.1 of the Strategic Plan. It would be helpful if the reader was either directed by hyperlink to this section of the Strategic Plan or it was directly quoted. Also, the second part of the question regarding the relation of the business division to the institution's future has not been addressed. The degree is now offered online and this is something that should be noted.
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	2. Improvements Question:(E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department.	Recommendation	COMMENT: This section needs to be updated as there have been changes since this was written. Were any other faculty involved in the implementation of student learning outcomes?
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	2. Improvements Question: (E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department.(E.) 3. Evaluate the assessment	Recommendation	

				approaches to date.		
Business	2006-2007	Business Administration	Business Admin/Accounting Assoc.	2. Improvements Question: (F.) For student or program/course outcome assessments review the programs/departments five-year graph(s) of quantitative results or provide a brief narrative summary of qualitative results.	Recommendation	Same as previous comments.
Business	2006-2007	Paralegal Studies	Paralegal Studies	2. Improvements Question: (C.) Identify all the delivery approaches used for courses within this program/department: (Select all that apply). traditional classroom web video interactive TV (ITV)	Recommendation	<p>Strive to provide a more comprehensive answer which would address the following concerns: Is there a reason the program is limited to traditional classroom delivery? Is teaching enhanced using SMART classroom technology, professional speakers, field trips, etc.? Can access to paralegal studies be expanded through the use of Web or hybrid courses?</p> <p>In addition, program advancement and success should be directly tied to the College strategic plan. Provide a hyperlink to the Strategic Plan and connect the program's improvements/revisions to specific, strategic goals and/or objectives.</p>
Business	2006-2007	Paralegal Studies	Paralegal Studies	"2. Improvements Question: (D.) Identify at least one example of an improvement/revision that is a response to accomplish a strategy or tactical objective within the Strategic Plan through 2010. "	Recommendation	<p>The identified improvement/revision is not clearly tied to a strategy or tactical objective within the Strategic Plan through 2010; consequently, it is unclear whether the department is aware of how it contributes to the realization of the Strategic Plan or how it is related to the institution's future. Explanatory text with a hyperlink to Goal 2 of the Strategic Plan is essential for connecting the departmental goal with the broader College mission.</p> <p>Reference to teaching technology and utilizing Lexis Nexis alludes to Goal 8 of the Strategic Plan. However, a more comprehensive response with related hyperlink is necessary.</p>
Business	2006-2007	Paralegal Studies	Paralegal Studies	2. Improvements Question: (E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department. 2. Identify the primary reasons for the assessment tool(s) selected.	Recommendation	Response reflects strategic goals of program; however, assessment tools for measuring attainment of goals is unclear.
Business	2006-2007	Paralegal Studies	Paralegal Studies	2. Improvements Question: (E.) Provide names and titles of those who determined the process used to assess outcomes of the program and/or courses in the department. (E.) 3. Evaluate the assessment approaches to date.	Recommendation	Current methods are anecdotal/qualitative data. "Beginning stages" doesn't reflect possible methods for assessment which would be viewed as credible or more reliable. Please clarify.

Business	2006-2007	Paralegal Studies	Paralegal Studies	2. Improvements Question: (G.) Review the five-year graph(s) of course completions for the program/department. 1.Explain any increase or decrease that is more than a one-year anomaly.	Recommendation	Identify the plan of action for maintaining and/or improving retention efforts. It is unclear how program analysis stats and utilizes them to determine how to best serve students to ensure their continued enrollment and success in the program.
Business	2006-2007	Paralegal Studies	Paralegal Studies	2. Improvements Question: (G.) Review the five-year graph(s) of course completions for the program/department. 2. Provide the programs/department's plan of action for improving any identified problem or results from the implementation of the plan of action.	Recommendation	Specifically detail how the program "consistently updates and evaluates to remain in compliance with the SACS and ABA guidelines." What are the chronological steps? Is there a timeframe which program adheres to when updating and evaluating? Is there a checklist of components?
Business	2006-2007	Paralegal Studies	Paralegal Studies	2. Improvements Question:(K.) For all technical programs/department's offering one or more technical programs (Associate in Applied Science or Certificates) review the programs/department's graphs of the results for job placement during the past five years 1. Explain any increase or decrease that is more than a one-year anomaly	Recommendation	Unclear how the local paralegal job placement rate compares to the state annual benchmark. Please be specific with data. Hyperlink to files which confirm response statements. A clear plan of action should be detailed, explaining how analysis of the graduate and employer surveys is utilized to remain in compliance with ABA program approval while maintaining job placement rates. The plan of action should include a timeline of activities, including analysis and intervention steps, as necessary.
Business	2006-2007	Paralegal Studies	Paralegal Studies	2. Improvements Question:(K.) For all technical programs/department's offering one or more technical programs (Associate in Applied Science or Certificates) review the programs/department's graphs of the results for job placement during the past five years 2. Provide a plan of action for the identified problem.	Recommendation	See above.