



Program Review - Overall Report

2024 - 2027

Instructional: Retail Management

Overall Trends

What overall trends do you see in success, retention, program of study, educational planning, and awards over the past 3 or more years?

The short explanation on this program is that it's on hold pending curriculum changes. The longer explanation will be addressed below. The revised curriculum will consist of the following courses:

WAFC certificate required courses:

- ACC 40, Accounting for Managers
- BUS 22, Management Communications
- CIS 1A, Introduction to Computer Information Systems
- MAG 44, Principles of Management
- MAG 53, Human Relations
- MAG 56, Human Resource Management
- MKT 20, Principles of Marketing
- MKT 42, Retail Management

There have been no "awards" over the last 3 years because of the following:

During the previous Comprehensive Program Review cycle, it was stated that this program is supported by the Western Association of Food Chains ("WAFC"), which sets its standards and involves students taking our standard courses. In 2014 the WAFC decided to reduce the number of courses needed from ten courses to eight courses. This change required that community colleges to change their current curriculum. The BEIT Department was opposed to making these curriculum changes (changing ACC 1A and ACC 1B) to support this program doing so would make our current ADT in Business Administration non-compliant for our transfer students and we would lose our ADT in Business.

BEIT also discussed whether it was even worth pursuing developing new curriculum to support WAFC because we had so few completers in the program. That is, the cost: benefit was not achievable.

At the end of 2021, the BEIT Department took another look at this program. It was then decided that we could support this program by adopting RCC's ACC 40, Accounting for Managers which was designed specifically for this program. ACC 40 would then replace ACC 1A, Principles of Accounting and BUS 20, Business Math.

In November 2022, the founding director of WAFC reached out to us about reactivating the Retail Management certificate at Norco College. Norco consulted with RCC and received an endorsement from them to include ACC 40 at Norco College.

In the fall semester of 2022, the BEIT department voted to move forward with the required curriculum changes and submitted:

1. Program modification request.
2. Course Inclusion request for ACC 40

Data Review

Quickly thereafter it was rejected and were told the program didn't currently exist at Norco, so it had to be treated as a new program instead of program modification. Therefore, we were required to submit the entire certificate (PLOs, courses and so on).

We were then told by Tech Review that they need items #1-8 filled out in the program document (page 4, Program Narrative). And that's where it remains.

During Spring 2023 the School of Business and Management was involved with writing the Self-Study Report for our ACBSP accreditation. All of our attention and focus was needed here because of the upcoming Fall 2023 accreditation site visit.

Now that the School of Business and Management has received ACBSP accreditation, attention can be redirected to making the curriculum changes required by Tech Review for the Retail Management program.

It's also worth mentioning that the decision to retain this program was largely influenced by the enrollment success achieved at Cerritos College. Cerritos College has over 1000 student completers in this program and we're hopeful that we can grow to similar enrollment numbers over time.

The data for this program reveals the following:

The most recent program of study / student education plan reveals the following:

2019-2020: 1 female (white) and 1 male (hispanic)

2020-2021: 1 female (hispanic)

2021-2022: 1 female (american indian), 2 females (hispanic) 1 female (2 or more) and 1 male (asian)

2022-2023: 1 female (hispanic), 1 female (white), 1 male (asian), 3 males (hispanic) and 1 male (white)

Next, looking at the following for the 8 courses required for this certificate (note again that the program was dormant so these numbers don't actually reflect how this program would have performed)

Retention at the course level (the total of all 8 courses)

Female: 83.6%

Male 82.3%

Unknown 94.4%

Overall 83.3%

Success at the course level (the total of all 8 courses)

Female: 69.5%

Male 69.8%

Unknown 66.7%

Overall 69.7%

Program Awards in 2021-2022 = 3 total; 2 white females and 1 male hispanic/latino

Please add any relevant documents here.

Data Review

Disaggregated Student Subgroups

Look at the disaggregated student subgroups in success, retention, program of study, educational planning, and awards for your area. Are there any equity gaps that you will address in the next 3 years?

If there are any concerning trends over the past 3 or more years, or if equity gaps exist, what is your action plan to address them?

Please add any relevant documents here.

Retail Management- Reinstated Program

Program/Unit Goal

Seek curriculum approval to get this program reinstated.

Goal Cycle

2024 - 2027

What are you doing now in support of this goal?

Now that the School of Business and Management has received ACBSP accreditation, attention can be redirected to making the curriculum changes required by Tech Review for the Retail Management program.

What are your plans (3-year) regarding this goal?

Once the program has been reinstated our hope is to grow enrollment. This program is a vital training program for State Brother's Employees. The company supports their employees earning this certification so we hope to be able to support the Inland Empire Stater's employees by offering this 8 course certificate.

Please add any relevant documents here.

Mapping

Educational Master Plan (2020-2025): ()

- 2025 Objective 5.2 - KPI 14 (Academic Affairs):
- 2025 Objective 7.2 (Academic Senate):

Evidence

Evidence Date

03/19/2024

Please provide any assessment data or other evidence that supports this Program/Unit Goal.

Attached a variety of files (Program request, labor industry data, ACC 40 request for inclusion) that demonstrate this is a work-in process.

Is there a resource request associated with this Goal?

No

If yes, please provide a short description.

Please add any relevant documents here.

1. Which equity-related professional development trainings have members of your area participated in to improve student learning, student support, and/or college support?

Patty Worsham attended the following equity related webinars/trainings: 2020-2021: Employing Equity Minded and Culturally Affirming Teaching, Introduction to Prisons, Mindful Practices . 2021-2022: Black Ally Training, Supporting Undocumented Students, CORA Course Design for Racial Equity and Equitable Placement. 2022-2023: Dismantling Structural Racism, I Don't See Color, Supporting Foster Youth, NAPE conference. 2023-2024: Guided Pathways Equity Summit, Distance Education Recertification which addresses DEI in the classroom.

2. What knowledge or skills/techniques have members in your area implemented from these trainings and what changes have you seen?

Based on what I learned from these trainings, I redesigned my classes startign with the discussion boards assignments. I rewrote the instructions to include supportive, nurturing, bias free, and equitable language. Additionally I redesigned these assignmetns so that they would have a sequential flow that strives to develop a community of learners. In the second posting (after the proverbial self introduction posting), students share a personal story of a challenge they faced. This post is completley unreleated to the course content. The intention is to develop a place where students can connect on a human level, see the collective faces of the class and bond over shared experiences. I also redesigned my end of the course Term Project to include a section that asks students to review, evaluate, analyze and comment on the the DEI practices of a publicly traded company. The intention here is to not only familiarize students with reading an Annual Report but to learn about corporate DEI initiatives. Students learn that these aren't just terms thrown around in everyday vernacular but rather they are practices that develop, enhance, support and sustain an organization.

3. What additional equity-related professional development/trainings do you seek to better support your area?

I will continue with the trainings offered to me by the college. Additionally, I will continue to revise my online courses with a phase 2 focus on ensuring I have coursewide bias free and equitable language.

Please add any relevant documents here.

Are all your courses current (within four years)?

Yes

What percentage of your courses are out of date?

0%

If you have courses that are not current, are they in the curriculum process?

For out of date courses that are not already in progress of updating, what is your plan?

Do you have proposals in progress for all the DE courses you intend to file?

Yes

Do you require help to get your courses up to date?

No

Please add any relevant documents here.

Retail Management

Date

03/19/2024

Observation**What did you notice?**

See notes below

Course(s)

See notes below

SLO(s)

See notes below

Discussion/Analysis**Please paste any relevant screenshots here.**

We have course level SLO data. In fact, the School of Business and Management collects this data for every SLO for every course not only as an institutional "best practice" but also in support of our ACBSP accreditation. We have course level SLO's that support several of our Business programs. With just 3 completers in Retail Management back in 2021-2022 there isn't course specific SLO data to share here.

Please add any relevant documents here.

Resource Requests

Resource Request

What resources do we already have?

Besides the inclusion of ACC 40 to support this program we have all the classes needed to support this program. We don't have a need for any additional Human Resources or equipment.

Potential Funding Source(s)

CTE: Strong Workforce Project (SWP)

What resources do you need?

Nothing needed

Request related to EMP goal or Assessment?

\$ Amount Requested

0

Resource Type

FACULTY: Professional Development

The evidence to support this request can be found in:

This request for my area is Priority #:

Professional Development Activity Funding Request Application

Attendee and Activity Information

Has this professional development request been discussed and approved by your department chair?

Date of Request

Activity Date(s)

Attendee Name

Position

Discipline

Name of Activity and Organization/Sponsor

Faculty Professional Development Requests

Link to Activity Website

Location

City, State

Have you sought any other co-sponsorship (other internal and/or external funding)?

If yes, list source and total dollar amount.

Estimated Costs (\$)

Registration

What is included with Registration?

Air Travel or Mileage (65.5 cents/mile)

Hotel (tax included)

Airport Parking

Ground Transportation

Meals (\$75/day maximum)

Hotel Parking

Incidentals

Total Costs

Justification for Funding Request

Select the categories of professional development that best support your request. (Check all that apply)

Briefly describe the objective of the activity and how it will benefit you and the work you do for the college. If this activity aligns with the objectives of any special programs, grants, or plans (e.g., Equity, AB 705, Guided Pathways, STEM, etc.) please explain.

How do you plan to share the information gained from the activity to your department/division? See "Dissemination Plan Ideas" document for ways to disseminate information and check all that apply.

Faculty Professional Development Requests

Briefly explain your selection above.

Is there anything else you would like to add?

Approve and Submit

Proof of approval is uploaded, ready to submit?

Please upload proof of approval for travel from your department chair or Dean.

For Administrative Use Only

Funding Status

Notes

Faculty Hiring Resource Requests

Program Review Reflections

What would make program review meaningful and relevant for your unit?

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Reflections and Submission

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What questions do we need to ask to understand your program plans, goals, needs?

Nothing needed here. We know what we need to do and will shift our attention to revising our original curriculum requests so that we can get this moved through Tech Review.

What types of data do you need to support your program plans, goals, needs?

Nothing needed other than Tech Review to approve our curriculum requests.

If there are any supporting documents you would like to attach, please attach them here.

Submission

All parts of my Program Review have been completed and it is ready for review.

Yes