



AAS, BUSINESS MANAGEMENT Program Review

Prepared for

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FACULTY

The certificate or degree program should have faculty necessary to accomplish its purposes.

CRITERION 1: Both full- and part-time faculty members are academically and professionally qualified and maintain expertise appropriate to their teaching responsibilities.

RESPONSE: The faculty has the academic credentials and experience to accomplish program goals. The Business Management Program currently consists of seven full-time business instructors. All the full-time instructors possess a master's degree or higher as shown in Table 1-1. More detailed information concerning faculty credentials is provided in Appendix A.

Table 1-1

BUSINESS MANAGEMENT FACULTY		
Highest Degree Earned	Full Time	Part Time
Master's or Higher	100.0%	----
Bachelor's	----	----
Associate	----	----
Professional Certification	----	----

Phillips Community College reviews the performance of faculty members. The evaluation process is based on two guiding principles. First is the belief that faculty evaluation must be linked with faculty development. Secondly, the evaluation process is also based on the principle that multiple sources of evidence of teaching effectiveness should be used. The faculty is evaluated each semester by students and annually by peers and division dean. Portfolios, submitted annually, document teaching effectiveness, college service, professional growth and community service. Each portfolio is evaluated by two instructors within the division, one instructor outside the division and by the division dean. Each section is quantified and weighted, resulting in a numerical score. A conference is scheduled at the end of the spring semester to discuss the findings. Part-time faculty members are evaluated by students each semester, and the student evaluation results are distributed to the division dean. Table 1-2 illustrates full-time business management faculty evaluation scores for 2004, 2005, and 2006.

Table 1-2

Business Management Faculty Portfolio Evaluation Percentages Overall Composite Rating			
Scale Range	Spring 2004- Fall 2004	Spring 2005- Fall 2005	Spring 2006- Fall 2006
Exceptional (4.50-5.00)	85.7%	100.0%	100.0%
Excellent (4.00-4.49)	14.3%	----	----
Fully Effective (3.50-3.99)	----	----	----

In today’s business environment, a manager must possess strong computer skills to compete and survive. Business Management instructors are encouraged to maintain expertise appropriate to their teaching discipline, stay current in the technology field, and incorporate technology into lecture-oriented classes. During the past three years, instructors teaching in the business management program have attended 65 specialized training sessions and 12 national conferences as outlined in Table 1-3 below. In addition, two faculty members were presenters at a state conference in 2005, and one presented at a community college in 2006.

Table 1-3

National Conferences	No. of Faculty Members Attending	Year
Thomson Course Technology Conference Orlando, FL	3	2007
Accounting Education Conference Phoenix, AZ	3	2007
Association of Collegiate Business Schools and Programs (ACBSP) – Orlando, FL	2	2007
WebCT Conference - Chicago, IL	2	2006
Thomson Course Technology San Francisco, CA	2	2006
TechEd Conference - Pasadena, CA	3	2006
ACBSP – Chicago, IL	2	2006
Higher Learning Commission Conference Lisle, IL	2	2006
Course Technology Conference - Orlando, FL	2	2005
Association of Collegiate Business Schools and Program Annual Conference – Washington, DC	2	2005
Shelly and Cashman Summer Institute at Purdue University – West Lafayette, IN	4	2004
ACBSP - Phoenix, AZ	2	2004

Two faculty members have received the PCCUA/AATYC Faculty Member of the Year. This honor was bestowed upon one faculty member in 1999 and 2006. The other faculty member was honored in 2004. The PCCUA/AATYC 2006 Outstanding Alumnus Award was also presented to a faculty member who teaches in the business management program. In addition, one faculty member serves as a site evaluator for the Association of Collegiate Business Schools and Programs.

As for external recognition for excellence in teaching, several Business Management faculty members have been nominated for Who's Who Among America's Teachers. In fact, some have been nominated more than once.

CRITERION 2: The number and utilization of full-time and part-time faculty are appropriate to meeting the program's goals.

RESPONSE: A summary of full-time and part-time faculty deployment is provided in Appendix A—Faculty Data Forms. Appendix B illustrates the course offerings, frequency, and the average enrollment for the program review period (Fall 2004-Spring 2007). According to these charts and the data in Table 2-1, the number of full-time and part-time faculty was sufficient to teach the 86 business management majors in 2006-07 and meet the program's goals. Of the seven full-time business faculty members, three taught all business management courses and four taught across the business curricula.

Table 2-1

SSCH AND FTE DATA 2006-2007								
Full-Time Faculty	Fall 2006			Spring 2007			Year Total	
	SSCH	Courses	FTE	SSCH	Courses	FTE	SSCH	FTE
Carolyn Alexander	412	7	27.47	440	6	29.33	852	56.8
Martha Brothers	261	6	17.40	213	5	14.20	474	31.6
Carolyn Harper	69	1	4.60	51	1	3.4	120	8.0
Tracie Karkur	143	4	9.53	214	6	14.27	357	23.8
Nan Nelson	268	6	17.87	252	5	16.8	520	34.7
Monica Quattlebaum	408	7	27.2	387	7	25.8	795	53.0
Arnell Willis	99	3	6.60	90	3	6.60	189	13.20
Totals	1660	34	110.67	1647	33	110.4	3307	221.1

STUDENT OUTCOMES

The program assures a teaching and learning environment conducive to student academic achievement.

CRITERION 3: Students are provided access to support services including academic advisement and placement assistance.

RESPONSE: Phillips Community College is committed to a strong, effective academic advisement system. Services provided include: course placement testing, advising, career services, student retention, freshmen programs, and disability services. Each campus has a full-time business instructor serving as advisor for students in the Business Management Program. A placement service is provided by the institution to assist graduates in communicating with employers. Instructors, Division Dean, and Advisory Committee members are also actively involved in assisting graduates in seeking employment. In addition, a Career Fair is held each spring on the DeWitt and Helena campuses where students have an opportunity to talk with prospective employers.

CRITERION 4: Prospective and current students are provided accurate and consistent information in the college catalog, recruitment brochures, advertisements, and student handbooks. Any admission, academic progress, graduation, grading, or grievance policies specific to the program should be included.

RESPONSE: Prospective and current students are provided accurate and consistent information concerning admission requirements, academic progress, graduation requirements, grading policies, absenteeism policies, and grievance procedures in the college catalog and student handbook. Syllabi also address grading and absenteeism policies. A lot of this information may also be found on the PCCUA web site.

CRITERION 5: Technical Certificate and AAS degree graduates will be well prepared for entry-level positions in their field.

RESPONSE: The Employer Satisfaction Survey aids in determining how well PCCUA business graduates are performing on the job. On this survey, employers rate PCCUA graduates' skills and knowledge in several areas. Employers who returned the Employers Satisfaction Survey in 2007 expressed 100% satisfaction with how well PCCUA prepared Business Management graduates for jobs with their companies. In addition, the Division Dean and faculty members visit one-on-one with employers and Advisory Committee members to ascertain their needs and degree of satisfaction.

The capstone course in the business management curriculum is an internship where students are assigned to an approved organization for one semester before graduation. This internship allows students to gain experience in combining classroom theory with on-the-job training which assists in preparing graduates for entry-level positions.

CRITERION 6: Technical Certificate and AAS degree graduates will find employment in their chosen field.

RESPONSE: Business Management graduates are able to find employment in a variety of positions. Some sources of employment include hospitals, banks, retailers, casinos and industry. Jobs are available in this field for those who are interested in working, and the pay scale is good for the area and educational background. An Alumni Survey was mailed to graduates to determine employment status, and if employed, did PCCUA provide adequate training for current job. Table 6-1 illustrates the percentage of 2006 and 2007 graduates employed in their chosen field. These percentages were compiled from the graduates who responded to the Alumni Survey. Graduates also expressed 100% satisfaction with program preparation.

Table 6-1

Business Management Graduates Percentage Employed in Field		
Year	Number of Graduates	Percentage Employed in Field
2006	6	NA (No Business Management Majors returned Alumni Survey)
2007	8	100%

CRITERION 7: AA graduates will be able to transfer courses intended for transfer.

RESPONSE: Does not apply to this degree although 12 of the required courses to complete the AAS Business Management degree will transfer to four-year schools. Also, four-year schools are beginning to offer Bachelor of Applied Science degrees which will give the AAS major an opportunity to seek a bachelor degree.

CRITERION 8: AA and AAS degree graduates will exhibit effective reading and writing skills.

RESPONSE: In accordance with Arkansas state law all students enrolling in college-level English courses will be tested for placement purposes.

Students must score 19 or above on the English portion of the Enhanced ACT, 470 or above on the SAT, 75 or above on COMPASS, or 45 or above on the ASSET Writing Skills test to enroll in college level courses. Students scoring below the standard are required to enroll in appropriate developmental courses, as determined by their test scores, and remain continuously enrolled until they have successfully completed their English requirements. Students who do not score 19 or above on the reading portion of the Enhanced ACT, 470 or above on the verbal portion of the SAT, 75 or above on COMPASS, or 45 or above on the ASSET Reading Skills test are required during their first or second semester to enroll in appropriate developmental reading courses, as determined by their test scores, and remain in such courses until they have successfully completed them. The CAAP Essay Writing Exam is given at the end of each term to all EH 123 students.

The Division of Business has also developed a comprehensive plan for assessment of student outcomes. This plan serves as a guide for assessment of student attainment of the College's core competencies. One of the core competencies is Communication which helps to assess writing skills, and 88% of business management students attained this competency.

CRITERION 9: Technical certificate and associate degree graduates will have interpersonal skills needed to relate to others in a professional setting.

RESPONSE: Three courses—Fundamentals of Speech, Business Communication, and PowerPoint—have an oral communication component and are required courses in the Business Management degree. In addition, the degree requires a semester of internship where students are placed in business and industry and will apply communication skills in a professional setting. These requirements assist in strengthening the interpersonal skills of the students.

Division surveys also indicate that students and employers are very satisfied with the importance PCCUA faculty place in oral communication and co-worker relations skills.

CURRICULUM AND INSTRUCTION

The program curriculum enables it to accomplish its educational and other purposes.

CRITERION 10: The length of the program enables students to achieve program objectives and to acquire knowledge and skills necessary for employment in the field or successful transfer to a four-year college.

RESPONSE: The degree requires a total of 67 semester credit hours. A full-time student enrolled in 16 hours or more can complete the degree in four semesters. Of course, students requiring remedial classes and part-time students will have to attend more than four semesters to complete the required courses.

The Division of Business also projects a three-year rotation plan of all day and night business course offerings for all three campuses so students can plan and achieve their educational objectives. Furthermore, the length of the program is adequate to provide business management skills necessary for employment.

Also, a student who cannot attend classes day or night does have an option of taking courses online. Currently, 13 of the 22 required courses in the business management degree are offered online.

CRITERION 11: The curriculum encompasses instructional materials, equipment, course and program content, and method and types of instructional delivery. The program curriculum should reflect current practices in post-secondary education and in the workforce.

RESPONSE: All business programs are accredited by ACBSP (Association of Collegiate Business Schools and Programs). This accreditation provides the means and incentives for continued growth through review, assessment, and revision and assures the curriculum is relevant. Instructors strive to utilize current textbooks as well as supplementary materials that reflect current trends. To enhance the students' learning experiences, a variety of teaching methods—lecture, labs, field trips, and internships—are utilized. Instructors are required to summarize significant changes and updates in syllabi, instructional materials, or instructional delivery in the teaching section of faculty portfolios.

As for the program curriculum reflecting current practices in the workforce, the Business Advisory Committee is consulted concerning curriculum decisions. The Committee consists of individuals in the community who are involved in business and information systems related fields. In addition, the Employer Survey includes questions that address adequacy of our graduates and

curriculum. Employers consistently express 100% overall satisfaction with the graduates and curriculum.

Curriculum modifications, additions, and deletions are presented to the Instruction and Curriculum Committee for approval and are reflected in the minutes.

In addition, the business management majors receive training on state-of-the art equipment. The Division of Business has microcomputer laboratories at each College campus location (a total of five labs) which are all equipped with smartboards and projection devices. The Division continuously updates software to include latest versions. Refer to Criterion 14 for more information on instructional equipment/technology available for the program.

CRITERION 12: Courses must be offered frequently enough so that students can complete the program in a reasonable period of time.

RESPONSE: As outlined in the Course Frequency and Enrollment Form in Appendix B, this criterion is being accomplished. In addition, the Division of Business projects a three-year rotation plan of all day and night course offerings for all three campuses so that students can plan and complete the program in a reasonable time period. Furthermore, some of the business management required courses are offered online.

RESOURCES

The program has the physical and fiscal resources necessary to accomplish its purposes.

CRITERION 13: The program's current operating budget is adequate to assure program quality.

RESPONSE: The annual budget is adequate to meet the program needs at this time.

CRITERION 14: Physical facilities are adequate to sustain the program.

RESPONSE: At the present time, office and instructional space is adequate to sustain this program. The Business Division also equips and maintains microcomputer labs at each college location.

DeWitt Campus

Microcomputer Business Lab, located in B101, is equipped with twenty-one computers purchased Fall 2007, one multimedia projector, one SMART Board,

one laser printer, one color laser printer, and one color scanner. Approximately thirteen different business courses are taught in this lab.

Helena Campus

Microcomputer Lab 1, located in room A110 of the John Easley Administration Building, is equipped with twenty-one computers purchased in Fall 2007, one multimedia projector, one SMART Board, four laser printers, one color laser printer, and one color scanner. Approximately nine different business courses and various computer workshops are taught in this lab.

Microcomputer Lab II, located in room A107 of the John Easley Administration Building, is equipped with twenty-one computers, one projection device, two color scanners, two laser printers, and network access to a color laser printer. Approximately six business courses are taught in this lab.

Microcomputer Lab III, located in A117 of the John Easley Administration Building, is equipped with twenty-two computers, one multimedia projector, one SMART Board, and one laser printer.

Stuttgart Campus

Microcomputer Business Lab, located in C110, is equipped with twenty-one computers, one multimedia projector, one SMART Board, one laser printer, one color laser printer, and one color scanner. Approximately thirteen different business courses are taught in this lab.

CRITERION 15: Library resources appropriate to support the program are available and accessible to faculty and students.

RESPONSE: The Lewis Library at the Helena campus offers the latest technology, including an on-line catalog accessible via the Internet. Inter-library loan requests are also available to faculty and students. Libraries are also maintained on the DeWitt and Stuttgart campuses. The resources of the libraries are appropriate, adequate, and current.

CRITERION 16: Student support and staff services are available.

RESPONSE: Student services include the following:

- 1) Student Advisory System. An academic advisor will be assigned to the student. The advisor will assist the student in choosing the appropriate courses prior to registration each semester. In addition, the advisor is available to give the student information concerning financial aid, testing, etc.

- 2) **Counseling and Guidance.** The services of professionally trained guidance counselors are available to students. The purpose of the service is to provide assistance with academic and personal concerns.
- 3) **Placement Service.** A placement service is provided by the institution to assist graduates seeking jobs.
- 4) **Student Support Services.** The goal of this counseling based Trio program is to achieve educational parity among traditionally underrepresented students, and to raise the academic progress and performance levels of its economically disadvantages, disabled, and first generation students.

PROGRAM STRENGTHS

- Administration is committed to providing a quality education to PCCUA students.
- Administration is committed to providing funds through grants and other means for faculty development.
- Academically and professionally qualified faculty.
- Experienced and knowledgeable faculty who stay current in field through professional development.
- Strong curriculum and ACBSP accredited.
- Strong Assessment Plan of student outcomes.
- Strong academic advisement system and student support services.
- State-of-the art computer laboratories.
- Well-maintained facilities.
- Three-year course rotation plan for day and night students.
- Online courses.
- Active Advisory Committee to ensure timely curriculum decisions.
- Internships to enhance students' learning experiences.

PROGRAM CONCERNS

- Remediation work and attending school part-time causes students to attend classes more than four semesters to complete degree.
- Aging Faculty.
- Declining population base in Helena.
- Budget Constraints.
- Student Recruitment and Retention.
- Insufficient numbers to make certain classes—such as Principles of Management. This class is offered by compressed video to ensure that the class makes.
- Lack of internship sites due to industry migration in Helena.

RECOMMENDATION

PCCUA is meeting a need in the communities by providing training in a field that is in demand. Graduates of this program find employment locally and out of the service areas. Enrollment (86 in 2006-07) and graduation rates are satisfactory. The Business Management program produced six graduates in 2006 and eight graduates in 2007. Although the number of graduates is low, the Business Management program complies with the ADHE productivity standard and is a strong, viable program that will enhance students' education and employment opportunities. The division is working to increase recruitment and retention rates which will in turn hopefully increase graduation rates. Therefore, it is my recommendation that PCCUA continue offering this program.

APPENDIX A
Faculty Data Forms

B: Faculty Data Form

School Year 2006-2007

Instructor: **Carolyn Alexander**

Title: Instructor

Date of Appointment: August 1985

Status: Full-time X Part-Time

List teaching assignments:

(Indicate course and hours per week below. Star* current assignment)

Semester	Course	Hrs Classroom Instruction Per Week	Hrs Lab Instruction Per Week	Total Contact Hrs Per Week
Fall 2006	*BAN 113-H20	3		3
	BMGT 273-H1	0		0
	CT 114-H1, H2, H3	3		3
	CT 114-I1, I2	3	1	4
	*CT 173-H1	3		3
Spring 2007	*CT 114-H1, H2	3		3
	*CT 114-I1, I2	3	1	4
	*BMGT 273	0		0
	*CT 253-H20	3		3
	*CT 114-H30	3	1	4
Summer I 2007	*CT 114-I1	3	1	4
Summer II				

Describe non-teaching assignments (committees, advisement, etc. for the past three years):

- Special Events Committee
- Graduation Committee
- Distance Learning Committee - chair
- U of A Online Committee
- Faculty Senate – president
- Instruction and Curriculum Team
- Faculty Salary Equity Committee
- College Council

FACULTY DATA FORM (CONTINUED)

Educational Preparation:

Institution	Credential	Year
Delta State University	MBA	1996
Delta State University	BBA	1994
Phillips Community College	AAS	1985

No. of graduate credits beyond highest degree: 12

Currently enrolled: Yes X No

Institution:

Degree:

Institution

No. of Years:

Professional Teaching Experience:

Institution	No. of Years	Courses Taught
Phillips Community College/UA Helena, AR	22	Computer Information Systems Introduction to Business Computer Operating Systems Network Administration I Computer Artistry and Design PowerPoint

Organizational Membership (Current Professional/Community):

Type	Position (Member, Chair, etc.)	Dates of Membership
Gideon Auxiliary BAS Organization (Bachelors of Applied Science)	Vice President Member	1996-Present 2005-Present

Professional Activities (workshops, seminars, conferences, speeches, publications for past three years):

Activity	Place	Date
Attended Understanding the Learning Styles of Today's College Student	ADHE & AATYC in Little Rock, AR	April 1, 2005
Attended Advancement Through Leadership Spring Symposium	Little Rock, AR	April 6, 2005
Attended Fostering Critical Thinking Across the Curriculum Workshop	Little Rock, AR	April 21, 2005
Attended Arkansas WebCT Users Meeting	Fort Smith, AR	July 2005
Presented Online Best Practices	UACCB, Batesville, AR	October 17, 2005
Presented "WebCT: Tips for Managing a Successful Online Course"	AATYC	August—December 2005
Attended Microsoft Office Troubleshooting – NT 104 Class	PCCUA, Helena, AR	February 7, 2006
Attended CIW Presentation Workshop	Harrisburg, AR	March 7, 2006
Attended Webcast presentation on CIW certification	Online	March 29-30, 2006
Attended Thomson Course Technology Conference 2006	San Francisco, CA	April 21, 2006
Attended WebCT Arkansas Day	UALR, Little Rock, AR	July 10-11, 2006
Attended WebCT Pre-Conference workshops	Chicago, IL	July 21, 2006
Attended Teach with Technology workshop	UAMS, Little Rock, AR	September 28, 2006
Participated in Microsoft—Live Meeting on Windows Vista	Online	October 15-17, 2006
Attended AATYC	Hot Springs, AR	February 28-March 1, 2007
Attended Thomson Course Technology Conference	Orlando, FL	March 22, 2007
Attended the Arkansas Blackboard Users Conference	Little Rock, AR	April 25, 2007
Participated in Course	Online	May 2007

Technology Webinar on SAM 2007 software		
Attended UA Online Consortium workshop	Helena, AR	July 2007

B: Faculty Data Form

School Year 2006-2007

Instructor: **Martha Brothers** Title: Business Instructor

Date of Appointment: Aug. 1999 Status: Full-time Part-Time

List teaching assignments:
(Indicate course and hours per week below. Star* current assignment)

Semester	Course	Hrs Classroom Instruction Per Week	Hrs lab Instruction Per Week	Total Contact Hrs Per Week
Fall	OT 133	3		3
	OT 1033	3		3
	BAN 103	3		3
	BAN 113	3		3
	WP 193/293	3		3
	BAN 213	3		3
	BAN 213-I	3		3
Spring	OT 133	3		3
	OT 1033	3		3
	BAN 103	3		3
	BAN 223	3		3
	WP 193/293	3		3
	BAN 223 – I	3		3
Summer I	BAN 213	3		3
Summer II				

Describe non-teaching assignments (committees, advisement, etc. for the past three years):

- Academic Advisor – Register and advise students for Information Technology, Web/Windows, Business Management, Office Technology-Administrative Support/Medical Records, Business and Banking, Medical Coding.
- Faculty Senate – Secretary, Vice-President, President
- Academic Council
- Faculty Development Committee
- Space and Utilization Committee
- Human, Fiscal, and Physical Resource Committee
- Grievance Committee
- College Council
- Distance Learning Committee
- Curriculum-Instruction Committee
- Arkansas County Academic Council

FACULTY DATA FORM (CONTINUED)

Educational Preparation:

Institution	Credential	Year
University of Central Arkansas	M. S. E. Business Education	2002
University of Arkansas at Little Rock	B. S. Secretarial Science – Major Physical Education – Major	1965

No. of graduate credits beyond highest degree: 9

Currently enrolled: Yes X No

Institution: University of Arkansas – Fayetteville, AR

Degree:

Institution **No. of Years:**
Professional Teaching Experience:

Institution	No. of Years	Courses Taught
Phillips Community College of the University of Arkansas	7 ½ years – Full Time	Spreadsheet Applications, Microsoft Word I, Microsoft Word II, Desktop Publishing, Introduction to Accounting, Accounting I/II (Traditional Class), Accounting I/II (Internet WebCT), Computerized Accounting, Computer Operating Systems, Introduction to Keyboarding, Keyboarding, Introduction to Business
Phillips Community College of the University of Arkansas	10 years – Adjunct	Introduction to Keyboarding, Keyboarding
Humphrey High School	13 years	Physical Education, Shorthand, Keyboarding, Business Math, Accounting, Desktop Publishing
Stuttgart High School	10 years	Keyboarding, Accounting, Introduction to Computers, Economics, Selling
Sylvan Hills High School	2 years	Physical Education

Organizational Membership (Current Professional/Community):

PCC/UA Academic Program Review Plan

Type	Position (Member, Chair, etc.)	Dates of Membership
J. M. Spicer Scholarship Committee	Chairman	2000-2007
Julia Shannon Scholarship Committee	Secretary	1999-2007
Turpin Trust/Stuttgart Youth Center	Secretary/Treasurer	1990-2007

Professional Activities (workshops, seminars, conferences, speeches, publications for past three years):

Activity	Place	Date
2007 National Conference for Information Technology Educators	Orland, FL	Spring, 2007
WebX – ThomsonNow	Internet Based	March, 2007/November 2006
Smart Board Training	Helena, AR (PCCUA)	May, 2007
Distance Learning Workshop	Helena, AR (PCCUA)	June, 2007/ July 2006/July 2005
Blackboard User Conference	University of Arkansas at Little Rock	March, 2007
ADHE Leadership Seminar	Little Rock, AR	April, 2005
WebCT Workshop	Ft. Smith, AR	April, 2005
Distance Learning Workshop	Little Rock, AR	June, 2005
Grant Writing Workshop	PCCUA	September, 2005
Web-Accounting Workshop on Personal Trainer	Internet Based	November, 2005
Gregg Document Processing Workshop	St. Louis, MO	November, 2005

B: Faculty Data Form

School Year 2006-2007

Instructor: **Carolyn Harper**

Title: Instructor

Date of Appointment: 1986

Status: Full-time X Part-Time

List teaching assignments:

(Indicate course and hours per week below. Star* current assignment)

Semester	Course	Hrs Classroom Instruction Per Week	Hrs lab Instruction Per Week	Total Contact Hrs Per Week
Fall	BAN263, OT113, OT223, OT243, OT1203, OT1213, SOS103	18	2	20
Spring	BAN263, OT113, OT123, OT203, OT1203, OT1213, SOS103, OT273	18	2	20
Summer I	OT1213	0	2	2
Summer II	OT1213	0	2	2

Describe non-teaching assignments (committees, advisement, etc. for the past three years):

Academic Advisor for the past 20 years. Register, advise and council students on a daily basis. The total contact hours per week average around 3 hours per week. During registration time, contact hours with students can average many more hours.

Faculty Senate member for 15 years. Attend monthly meetings of the Senate and two Association meetings during the year.

Member of the Retention Committee, Learning Dimension for Foundations of Excellence Team, Division of Business and Information Systems Recruitment Committee, and Faculty Professional Development Committee.

FACULTY DATA FORM (CONTINUED)

Educational Preparation:

Institution	Credential	Year
Arkansas State University	S . C . C . T .	1990
Arkansas State University	M . S . E	1972
Arkansas State University	B . S . E .	1970

No. of graduate credits beyond highest degree: _____

Currently enrolled: ___ Yes No

Institution: Degree:

Institution **No. of Years:**

Professional Teaching Experience:

Institution	No. of Years	Courses Taught
Phillips Community College/UA Helena, AR	21	Business Communication Medical Terminology I Administrative Support Procedures Bus Math/Machines Admin Support Internship Med Office Internship Freshman Seminar Mach/Med Transcription Computerized Med Office
Joe T. Robinson High School Little Rock, AR	5	Keyboarding, Accounting, Office Procedures, Career Orientation

Organizational Membership (Current Professional/Community):

PCC/UA Academic Program Review Plan

Type	Position (Member, Chair, etc.)	Dates of Membership
Association of Collegiate Business Schools and Programs (ACBSP)	Member, Site Evaluator	1996-present
	Member	1995-present
PCCUA Faculty Senate and Faculty Association	Member	2000-present
Phillips County Chamber of Commerce	Member	2002-2008
Delta Kappa Gamma Society International, Alpha Alpha Chapter	Member	2003-present
Work with numerous medical offices in Phillips County, Lee Counties in Arkansas and Coahoma County in Mississippi. Place Medical Office Internship students in these offices to work during the fall, spring and summer semesters.	Supervisor	1990-present
Phillips Community College Friends and Alumni Association	Member	2004-2006

Professional Activities (workshops, seminars, conferences, speeches, publications for past three years):

Activity	Place	Date
ACBSP National Conference and Pre-Conference training workshops for three years.	New York, Washington, Chicago, Orlando	2004-2007
Foundations of Excellence In-Service workshop.	PCCC/UA	2007
Accreditation Site Evaluator for ACBSP for seven years. Work as a member of a three-person team or serve as Team Chair two times during the year.	Numerous Community Colleges across the United States and one visit to Switzerland as assigned by ACBSP.	2000-present
Attended SMART Board training	PCCUA	2007
Administrative Assistant/Secretarial conference for instructors.	ASU-Beebe	2007
Student Response System "clickers" workshop	PCCUA	2007

Conducted a presentation on the new “clickers” software during the Division of Business and information Systems Advisory Committee meeting.	PCCUA	2007
Social Security Administration Seminar	PCCUA	2006
Attended Advanced Outlook, Excel Grade Book and SMART Board workshops.	PCCUA	2006
Attended the Arkansas Association of Women in Two-Year Colleges meeting.	North Little Rock, Arkansas	2005

B: Faculty Data Form

School Year 2006-2007

Instructor: **Tracie Karkur**

Title: Instructor

Date of Appointment: 08/2003

Status: Full-time x Part-Time

List teaching assignments:
(Indicate course and hours per week below. Star* current assignment)

Semester	Course	Hrs Classroom Instruction Per Week	Hrs lab Instruction Per Week	Total Contact Hrs Per Week
Fall	BAN 283 OT1033/133 CT 114 C 183	3 3 3 3	3	15
Spring	OT1033/133 CT 114 CT 153 CT 273	3 3 3 3	0	12
Summer I	BAN 213 OT 1033/133	9 9	0 0	18
Summer II				

Describe non-teaching assignments (committees, advisement, etc. for the past three years):

- Information Technology Team
- Academic Advising
- Academic Council
- Phi Theta Kappa Advisor
- Division of Business Recruitment Committee
- Learning Dimension/ Foundations of Excellence

FACULTY DATA FORM (CONTINUED)

Educational Preparation:

Institution	Credential	Year
University of Arkansas/Fayetteville	Master of Education- Vocational Education	2001
University of Central Arkansas	Bachelor of Business Administration- General Business	1988

No. of graduate credits beyond highest degree: 0

Currently enrolled: Yes x No

Institution:

Degree:

Institution

No. of Years:

Professional Teaching Experience:

Institution	No. of Years	Courses Taught
Phillips Community College	4	Principles of Accounting Principles of Management Intro to Business Keyboarding Computer Information Systems Computer Operating Systems Relational Databases Spreadsheet Applications Computerized Accounting Management Internship PowerPoint

Organizational Membership (Current Professional/Community):

PCC/UA Academic Program Review Plan

Type	Position (Member, Chair, etc.)	Dates of Membership
Beta Sigma Phi	Vice President	2005-2007

Professional Activities (workshops, seminars, conferences, speeches, publications for past three years):

Activity	Place	Date
Course Technology Conference 2005	Orlando Florida	March 2005
Course Technology Conference 2007	Orlando Florida	February 2007
Tech Ed Conference	Pasadena California	March 2006
Gregg Keyboarding Methodology	St. Louis, MO	
AATYC	Springdale, AR	2004
Women in Higher Education	Little Rock AR	2005
Phi Theta Kappa International Convention	Dallas Texas	2005

B: Faculty Data Form

School Year 2006-2007

Instructor: **Nan Nelson**

Title: **Instructor**

Date of Appointment:

Status: Full-time **X** Part-Time _____

List teaching assignments:

(Indicate course and hours per week below. Star* current assignment)

Semester	Course	Hrs Classroom Instruction Per Week	Hrs lab Instruction Per Week	Total Contact Hrs Per Week
Fall 2006	CT 114 S20	3	1	4
	BMGT 283	3		3
	BAN 263 I1	3		3
	BAN 263 S1	3		3
	BAN 263 D1	3		3
	BAN 113 S1	3		3
	OT 273 D1	3		3
	BMGT 233 CV	3		3
	OT 1033 S30	3		3
	OT 133 S30	3		3
Spring 2007	BAN 263 I1	3		3
	BAN 263 S1	3		3
	OT 1033 S20	3		3
	OT 133 S20	3		3
	OT 203 D1	3		3
	OT 223 D1	3		3
	BMGT 283 S30	3		3
Summer I	BAN 263 I1	3		3
Summer II	None	None	None	None

FACULTY DATA FORM (CONTINUED)

Educational Preparation:

Institution	Credential	Year
Nova Southeastern University	Masters of Business Administration (MBA)	1982
University of Arkansas at Little Rock	Bachelor of Science in Business Education (BSBE)	1977

No. of graduate credits beyond highest degree: _____

Currently enrolled: ___ Yes No

Institution:

Degree:

Institution

No. of Years:

Professional Teaching Experience:

Institution	No. of Years	Courses Taught
Phillips Community College of the University of Arkansas	4 full time 3 years adjunct	Business Communication Computer Information Systems Computer Operating Systems Principles of Marketing Principles of Management Business Statistics Introduction to Business Machine Transcription Medical Transcription Introduction to Keyboarding Keyboarding I Administrative Support Procedures Computers in the Medical Office Business Mathematics

Organizational Membership (Current Professional/Community):

PCC/UA Academic Program Review Plan

Type	Position (Member, Chair, etc.)	Dates of Membership
National Business Education Association	Member	1977 – 1995 2003 – 2007
Southern Business Education Association	Member	1977-1995 2003-2007
Phillips Community College Exceptions Committee	Member	2004-present
Phillips Community College Faculty Senate	Member	2006-2007
Phillips Community College Distance Learning Committee	Member	2005 – present
UA Online Consortium Distance Learning Committee	Member	2005 - present
Phillips Community College Curriculum and Instruction Committee	Member	2005 – present
Phillips Community College Recruitment Committee	Member	2007 – present
Phillips Community College Recruitment Committee Ad Hoc Committee for Student Ambassadors	Member	2007- present
Phillips Community College Division of Business and Information Systems Recruitment Committee	Chairman	2007 – present
Phillips Community College Discipline Committee	Member	2005-2006

Professional Activities (workshops, seminars, conferences, speeches, publications for past three years):

Activity	Place	Date
Course Technology Conference	Orlando, Florida	March 2005
Tech-Ed Conference	Pasadena, California	March 2006
UAOnline Consortium Distance Learning Committee Meeting	Batesville	July 2005
UAOnline Consortium Distance Learning Committee Meeting	Hope	July 2006
UAOnline Consortium Distance Learning Committee Meeting	Helena	June 2007
Business Communication Textbook Reviewer	Online	Spring and Summer 2006
Quoted in Preface of Business Communication Textbook Reviewed	Printed Publication	August 2006
Smart Board Workshop	Helena	May 2007
Smart Board Training Session	Stuttgart	June 2007
Web Ex Seminar for ThomsonNOW for Business Communication	Online	May 2007
Web Ex Seminar for Homework Manager for Business Statistics	Online	July 2006
Web Ex Seminar for Microsoft Vista	Online	March 2007
Microsoft Online Training for Microsoft Office 2007	Online	June 2007
Microsoft Online Training for Microsoft Expression Web	Online	June 2007
Reviewed Table of Contents for E-Commerce Business Textbook	Online	May and June 2007

B: Faculty Data Form

School Year 2006-2007

Instructor: **Monica Quattlebaum**

Title: Instructor

Date of Appointment: 08/1997

Status: Full-time X Part-Time _____

List teaching assignments:

(Indicate course and hours per week below. Star* current assignment)

Semester	Course	Hrs Classroom Instruction Per Week	Hrs lab Instruction Per Week	Total Contact Hrs Per Week
Fall	BAN 213 H1 BAN 223 H1 ES 213 H1, D1, S1 ES 213 H30, D30, S30 ES 213 I1, I2 BAN 283 H1	3 3 3 3 3 3		18
Spring	BAN 213 H1 BAN 223 H1 ES 223 H1, D1, S1 ES 223 H30, D30, S30 ES 223 I1 BMGT 283 H1 BMGT 283 I1	3 3 3 3 3 3 3		21
Summer I	ES 213 H1, D1, S1 BMGT 283 I1	3 3		6
Summer II				

Describe non-teaching assignments (committees, advisement, etc. for the past three years):

Faculty Association and Faculty Senate	Member for 7 years
Faculty Senate – Elections Committee Chair	Served 5 years
Special Events Committee Chair	Served 6 years
Graduation Committee Chair	Served 2 years
Distance Learning Committee	Member 3 years
PCCUA Assessment Committee	Member 4 years
Title III Evaluation Team	2005, 2006
Division of Business Gateway Course – Chair	2006, 2007
Division of Business Recruitment Committee	2005, 2006, 2007
FOE – Learning Dimensions Chair	2006, 2007
PCCUA WebCT Coach/Trainer	2005, 2006, 2007
AAWTC – AR Association of Women in Two Year Colleges State Chapter and Local Chapter	2005, 2006

FACULTY DATA FORM (CONTINUED)

Educational Preparation:

Institution	Credential	Year
University of Arkansas – Fayetteville	Master of Education – Vocational Education	2001
Arkansas State University – Jonesboro	Bachelor of Science – Accounting	1989
Phillips Community College of the University of Arkansas	Associate of Arts – Business Administration	1987

No. of graduate credits beyond highest degree: 9

Currently enrolled: Yes X No

Institution: Degree:

Institution **No. of Years:**

Professional Teaching Experience:

Institution	No. of Years	Courses Taught
Phillips Community College of the University of Arkansas	11	CIS – Lab CIS Principles of Management Principles of Marketing Principles of Accounting I Principles of Accounting II Macroeconomics Microeconomics Computerized Accounting Business Statistics

Organizational Membership (Current Professional/Community):

PCC/UA Academic Program Review Plan

Type	Position (Member, Chair, etc.)	Dates of Membership
Second Baptist Church <ul style="list-style-type: none"> Women's Ministry Team Music Ministry Team Children's Ministry Team 	Member	2004 - 2007
DeSoto School Board <ul style="list-style-type: none"> Student Activities Committee Faculty Curriculum 	Member Member Chair	2003 – 2007
PCCUA – Friends and Alumni	Member	2005, 2006, 2007
PCCUA – Faculty Association and Faculty Senate	Member	7 years
PEO – Women's Educational Organization	Member	2005, 2006, 2007
NBEA – National Business Education Association	Member	2005, 2006, 2007
Arkansas Council on Economic Education	Member	2005, 2006, 2007

Professional Activities (workshops, seminars, conferences, speeches, publications for past three years):

Activity	Place	Date
AATYC – Annual Conference <ul style="list-style-type: none"> Presented – “Assessment Loop” Presented – “WebCT: Tips for Successful Online Course” 	Springdale and Hot Springs Hot Springs Hot Springs	2005, 2006, 2007 2005 2005
AAWTYC – Annual Conference	Little Rock	2005
ACBSP – Annual Conference	Washington, D.C. Chicago, IL Orlando, FL	2005 2006 2007
WebCT – User Conference	Chicago, IL	2006
Distance Learning Summer Instructor Workshop	Batesville, AR Hope, AR Helena, AR	2005 2006 2007

WebCT – Arkansas User Meeting	Fort Smith, AR Little Rock, AR	2005 2006
WebX – Online Demonstration <ul style="list-style-type: none"> • Technology Enhancements • Personal Trainer • Thomson Now • Homework Manager • Aleks 	Internet	2005, 2006, 2007
HLC – Assessment Workshop	Chicago, IL	2006
Presented Assessment Training	EACC, Forrest City, AR	2006
SmartBoard Training	Helena, AR	2007
FOE – Team Leaders Training	Helena, AR	2006, 2007

B: Faculty Data Form

School Year 2006-2007

Instructor: **Arnell Willis**

Title: Business Administration

Date of Appointment: August 1984

Status: Full-time X Part-Time

List teaching assignments:
(Indicate course and hours per week below. Star* current assignment)

Semester	Course	Hrs Classroom Instruction Per Week	Hrs lab Instruction Per Week	Total Contact Hrs Per Week
Fall 2006	BAN 233 Legal Environment of Business	3		3
Spring 2007	BAN 233 Legal Environment of Business	3		3
Summer I 2007				
Summer II 2007				

Describe non-teaching assignments (committees, advisement, etc. for the past three years):

Volunteer with Phillips County Self-Help Federal Credit Union
Recruiter for Port Authority/Chamber of Commerce
True Vine M.B. Church Men and Youth Development Group

FACULTY DATA FORM (CONTINUED)

Educational Preparation:

Institution	Credential	Year
Central High School	High School Diploma	1973
Philander Smith Little Rock AR	BA - Business Administration Accounting	1977
Atlanta University Atlanta GA	MBA – Finance	1980

No. of graduate credits beyond highest degree: 0

Currently enrolled: Yes No

Institution: _____ Degree: _____

Professional Teaching Experience:

Institution	No. of Years	Courses Taught
Phillips Community College of the University of Arkansas	23 years	BAN 103 BAN 113 BAN 233

Organizational Membership (Current Professional/Community):

PCC/UA Academic Program Review Plan

Type	Position (Member, Chair, etc.)	Dates of Membership
MBA Executives, Inc Incubator Project	Member	1980 - Current

Professional Activities (workshops, seminars, conferences, speeches, publications for past three years):

Activity	Place	Date
Micro-Business Workshops	Helena AR	March 14, 2006 April 11, 2006 October 31, 2006 November 9, 2006 January 20, 2007 February 17, 2007 March 29, 2007 April 21, 2007
Philander Smith College	Little Rock, AR	2006
University of Arkansas at Little Rock	Little Rock, AR	2006
Pulaski Tech	Little Rock, AR	March 8-9, 2007

APPENDIX B
Course Frequency and Enrollment Form

C: Course Frequency and Enrollment Form

Course Name/Number	Frequency of Offering	Semester/Year Last Offered	Avg. Enrollment For Last 3 Academic Years
Intro to Business BAN 113- DeWitt	1	Fall 2004 Fall 2005	13
Intro to Business BAN 113- Helena	2	Fall 2004 Fall 2006	16
Intro to Business BAN 113- Stuttgart	3	Fall 2004 Spring 2006 Fall 2006	11
Prin. of Accounting I BAN 213- DeWitt	3	Spring 2005 Spring 2006 Summer I 2007	17
Prin. of Accounting I BAN 213- Helena	8	Fall 2004 Summer I 2004 Spring 2005 Fall 2005 Spring 2006 Fall 2006 Spring 2007	24
Prin. of Accounting I BAN 213- Stuttgart	6	Fall 2004 Summer I 2004 Spring 2005 Fall 2005 Spring 2006 Fall 2006	11
Prin. of Accounting I BAN 213- Internet	5	Fall 2004 Fall 2005 Summer I 2005 Fall 2006 Summer I 2007	13
Prin. of Accounting II BAN 223- DeWitt	1	Spring 2007	6
Prin. of Accounting II BAN 223- Helena	6	Fall 2004 Spring 2005 Fall 2005 Spring 2006 Fall 2006 Spring 2007	11
Prin. of Accounting II BAN 223- Stuttgart	3	Spring 2005 Spring 2006 Spring 2007	10
Prin. of Accounting II BAN 223- Internet	3	Spring 2005 Spring 2006 Spring 2007	16
Legal Env. Of Business BAN 233- DeWitt	1	Fall 2004	9
Legal Env. Of Business BAN 233- Helena	6	Fall 2004 Fall 2005 Spring 2006	13

		Fall 2006 Spring 2007	
Legal Env. Of Business BAN 233- Stuttgart	1	Fall 2005	11
Bus. Communication BAN 263- DeWitt	2	Spring 2005 Spring 2006	12
Bus. Communication BAN 263- Helena	6	Fall 2004 Spring 2005 Fall 2005 Spring 2006 Fall 2006 Spring 2007	18
Bus. Communication BAN 263- Stuttgart	5	Spring 2005 Fall 2005 Spring 2006 Fall 2006 Spring 2007	11
Bus. Communication BAN 263- Internet	5	Fall 2005 Spring 2006 Fall 2006 Spring 2007 Summer I 2007	17
Computerized Acct BAN 283- DeWitt	2	Fall 2004 Fall 2006	12
Computerized Acct BAN 283- Helena	4	Fall 2004 Spring 2005 Fall 2005 Fall 2006	13
Computerized Acct BAN 283- Stuttgart	1	Spring 2006	20
Prin. of Management BMGT 233- DeWitt	2	Fall 2005 Spring 2007	8
Prin. of Management BMGT 233- Helena	3	Spring 2005 Fall 2005 Spring 2007	8
Prin. of Management BMGT 233- Stuttgart	4	Spring 2005 Fall 2005 Spring 2006 Spring 2007	10
Bus Management Intern BMGT 273- DeWitt	3	Fall 2005 Fall 2006 Spring 2007	3
Bus Management Intern BMGT 273- Helena	5	Fall 2004 Fall 2005 Spring 2006 Fall 2006 Spring 2007	2
Bus Management Intern BMGT 273- Stuttgart	2	Spring 2005 Spring 2006	4
Business Statistics BMGT 283- DeWitt	2	Fall 2004 Fall 2006	12
Business Statistics BMGT 283- Helena	3	Spring 2005 Spring 2006 Spring 2007	26
Business Statistics	3	Spring 2005	20

BMGT 283- Stuttgart		Spring 2006 Spring 2007	
Business Statistics BMGT 283- Internet	6	Spring 2005 Spring 2006 Spring 2007 Summer I 2005 Summer I 2006 Summer I 2007	18
Principles of Macroeconomics ES 213- DeWitt	7 Fall 2004 & 2206 Day & Night classes offered	Fall 2004 Summer I 2005 Fall 2005 Summer I 2006 Fall 2006	8
Principles of Macroeconomics ES 213- Helena	7 Fall 2004 & 2206 Day & Night classes offered	Fall 2004 Summer I 2005 Fall 2005 Summer I 2006 Fall 2006	20
Principles of Macroeconomics ES 213- Stuttgart	7 Fall 2004 & 2206 Day & Night classes offered	Fall 2004 Summer I 2005 Fall 2005 Summer I 2006 Fall 2006	16
Principles of Macroeconomics ES 213- Internet	6 Includes Hope & Batesville classes	Fall 2004 Fall 2005 Fall 2006	33
Principles of Microeconomics ES 223- DeWitt	5 Spring 2005 & 2007 Day & Night classes offered	Spring 2005 Spring 2006 Spring 2007	13
Principles of Microeconomics ES 223- Helena	5 Spring 2005 & 2007 Day & Night classes offered	Spring 2005 Spring 2006 Spring 2007	24
Principles of Microeconomics ES 223- Stuttgart	5 Spring 2005 & 2007 Day & Night classes offered	Spring 2005 Spring 2006 Spring 2007	13
Principles of Microeconomics ES 223- Internet	3	Spring 2005 Spring 2006 Spring 2007	26

EXTERNAL PROGRAM APPROVAL

January 8, 2006

Dr. Steven Murray
Chancellor
Phillips Community College of the University of Arkansas
1000 Campus Drive
Helena, Arkansas 72342

Dear Chancellor Murray:

The Board of Commissioners of the Associate Degree Commission met on November 16-17, 2005, and accepted your Quality Assurance Report.

Since you are fully accredited, your next Quality Assurance Report is due by August 31, 2007. You are scheduled for a reaffirmation in 2009.

Please respond to the following in your next Quality Assurance Report:

Provide justification for exceptions and update faculty composition for the next QA report.

Performance measures, measurement instruments, and analysis are all good. The board recommends further expansion from core competencies into individual program competencies/assessment.

ACBSP is looking forward to a continued relationship with Phillips Community College of the University of Arkansas in providing quality business programs for your students. We are happy to have you as one of our valued members.

Sincerely,



Steve Parscale
Director of Accreditation

Cc: Ms. Linda Killion, Dean Business and Information Systems