Business Operations, Applications and Technology Curriculum Committee

The Business Operations, Applications, and Technology curriculum committee developed preliminary program level outcomes based on feedback from industry partners and regional advisory committee members from across the state. The feedback received from the Advisory Committees guided the development of program level outcomes to ensure the curriculum meets current and future employer needs, such as proficiency in Microsoft Office applications; thus, including Microsoft Certifications in the curriculum. As stated, the program level outcomes are preliminary, as the committee will continue to develop the program outcomes as the committee continually looks at the program curriculum in its entirety. The program outcomes are provided below.

The Business Operations, Applications, and Technology Curriculum Committee has developed student level outcomes (SLO) for the courses in the Microsoft Office CT. The course outline of record (COR) for each course was updated reflecting the new outcomes. In terms of assessment, Business Operations, Applications, and Technology uses a LinkedIn portfolio as a Program Assessment; however, the committee is planning to re-evaluate the assessment tool in the 2019-2020 academic year.

The Business Operations, Applications, and Technology Program includes many opportunities, such as Microsoft Office Certifications, and program career ladders (CT, TC, AAS). The program has challenges as well, such as the program is predominantly female—the committee has rebranded the program (formerly Office Administration) by adding Technology to the name in order to make it more appealing to male students.

The curriculum committee discussed CIP codes at the previous curriculum meeting and verified that the CIP codes being used to program are accurate. The CIP codes currently being used for the program are 52.0101, 52.0201, 52.0299, 52.0401, 52.0402, 52.0406, 52.0407, 52.0408, 52.0204, 52.0501.

In the Demand Data Review for the programs within the College, there are 4 quadrants: Quadrant 1 is Demand for program graduates is greater than supply, and this is where Business Operations, Applications, and Technology lies. There are plenty of job opportunities for graduates of the program, especially within Indiana's increasing industry of national call centers, and one of Ivy Tech's initiatives is to increase enrollment where workforce demand is high and supply is low.

Regards,
Pam Boone

Program Outcomes

At the completion of the program, graduates will be expected to:

- **Communications** – Communicate clearly and effectively verbally and in writing using appropriate media and cultural sensitivity with all stakeholders.
- **Professionalism** - Demonstrate professional human relations skills with integrity in the workplace to assist the completion of individual and team tasks, while promoting a positive image for the organization.
  - Demonstrate responsibility, professionalism, positive attitude, self-management, honesty, and confidentiality, conflict resolution.
- **Operations** – Understand general business concepts/practices to incorporate project and time management skills and coordinate daily activities, utilizing appropriate administrative office procedures to enhance the effective operation of the workplace.
  - Perform and analyze office accounting tasks and activities.
- **Critical Thinking** – Apply problem solving skills and techniques using analytical and critical thought processes to identify the best solutions, which meet the needs of the organization.
- **Technology** – Identify and apply current technologies and remain on the cutting edge of emerging technologies to research, create, manage, and analyze information across multiple platforms and continuously improve processes and procedures.
  - Create, modify, and share business documents using Microsoft Office Suite.
  - Create and maintain electronic file management systems including cloud technologies.
  - Identify and utilize the appropriate software applications to complete presentations, tasks, and projects.
  - Analyze and report data to solve problems and make decisions.
  - Conduct research using electronic resources and evaluate the quality of the results.
  - Demonstrate the ability to use desktop and mobile devices.
  - Demonstrate the ability to maintain and manage web pages and social media sites.

Other Important Topics
- Leadership
- Analyze information and graphics for problem-solving
- Conflict resolution
- Coordinate daily activities
- Project Management
- Customer Service
- Event/Conference/Travel Planning
- Call Center Support Center