

Program Review Executive Summary Template

Based on the thorough program review addressing all criteria in policy, a comprehensive report should be possible within ten or fewer pages. This template is provided to assist institutions in providing a brief summary, which is to be presented to the institutional governing board prior to submission to the State Regents. Executive summaries should be possible within two pages using this template format.

Program Name and State Regents Code: AAS In Technical Supervision and Management #119 Date of Review: 10-13-2017 Centrality to Institutional Mission:	Institution Name: Rose State College List Any Options: N/A Recommended Date of Next Review: Fall 2022 Centrality to Institutional Mission: As a public and open admission institution that grants associate degrees, Rose State College provides higher education programs and services intended to foster lifelong learning for a diverse population. Centrality to Institutional Core Values: Service: The College builds lasting relationships with the communities it serves - recognizing the unique opportunity it has to positively impact the lives of both students and the greater citizenry.	Program Objectives and Goals: According to experts, the next few years will see a vast number of our current workforce becoming eligible to retire. Major industries are facing the same dilemma. The goal of the Associate in Applied Science Degree Program in Technical Supervision and Management is to prepare the current technical expert to expand his/her horizons beyond the technical field into the arena of supervision and management. The case study, problem solving approach will be used to achieve the major objectives of the program and include: • Providing students skills in leadership and communication to enable them to guide employees who work under their supervision in an organized manner in the workplace; • Providing students with knowledge and expertise about how to appropriately handle a diverse workforce including a study of basic human relations issues in personnel, the impact of diversity in the workplace and, effectively using alternative dispute resolution methods to resolve conflict; • Providing students with more global information concerning the financial management of an organization and the impact of the organizational structure and strategic management on different levels of the organization; and,
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• Providing students with more extensive information in management and supervision in elective areas such as labor relations, employee coaching and counseling, production and operations management and business communications. Students who have completed TSM courses successfully in addition to the TAFB "Superman" course through the Tinker Air Force Base Supervisors' Training Program (STP) or the Tinker Air Force Base Employee Leadership Program (ELP) are eligible for the TAFB Supervisors' Certificate.	
Quality Indicators Such As: – Student Learning Outcomes – Effective Teaching – Effective Learning Environments – External Curricular Evaluation – Capacity to Meet Needs and Expectations of Constituencies	Upon completion of the course and given a choice of responses to given leadership situations, the student should be able to (outcomes of the course are): A. Identify and apply leadership skills, styles and qualities. B. Identify and apply methods to motivate workers. C. Define the supervisor's role in management including the management principles and management approaches. D. Define and/or determine how to set goals, organize, plan and schedule tasks to achieve these goals within the scope of the organization's policy. E. Determine and demonstrate effective employee communications. F. Demonstrate the ability to improve productivity and quality. G. Describe smart e-mail practices including the formatting, introduction, content, tone, correctness, and replies. H. Distinguish between positions, issues and interests. I. Identify approaches to resolution and promotion of cooperation. J. Understand the processes of ADR including Binding Arbitration, Conciliation, Cooperative Problem-Solving, Dispute Panels, Early Neutral Evaluation, Facilitation, Fact-finding, Mediation, Settlement Conferences and Partnering. K. Identify management approaches to improving quality and productivity. L. Identify ways to redesign and enrich jobs with psychological motivators. M. List steps of the performance appraisal cycle, identify appraisal tools, extrinsic/intrinsic rewards, and/or discipline methods. N. List types of conflict, ways of managing conflict, responses to change, organizational interventions, and or steps in the change process. O. Apply the fundamentals of organizational behavior to the workplace. P. Develop a motivation and reward systems that can positively affect the workplace. Q. Apply leadership, empowerment and participation practices to the affect the workplace. R. Understand change and its effects on the workplace especially as the organization works

	toward continual improvement. - The Division of Business and Information Technology at RSC has the capacity to re-start the AAS in Technical Management and Supervision program. The issue becomes to what extent, dependent upon the demand from the civilian and military personnel at Tinker Air Force Base, which in great part, will be most likely dependent upon funding from the DOD for such academic pursuits. If demand does pick up, the students will most likely be funneled into the AAS in Human Relations Option program. - The Technical Supervision and Management Associate in Applied Science Degree at Rose State College was created to help permit both military and civilian personnel located at Tinker Air Force Base to obtain an associate's degree that would help in advancement and/or promotion. The location of Tinker Air Force Base (which is located on the other side of I-40) to Rose State College encourages partnerships and educational opportunities that benefit both parties																																				
Productivity for Most Recent 5 Years	Number of Degrees: 22 Number of Majors: 5 - Number of courses taught exclusively for the major program for the last five years by total student count:<table><thead><tr><th>COURSE NAME</th><th>PREFIX</th><th>NO. OF STUDENTS</th></tr></thead><tbody><tr><td>TSM – Special Topics</td><td>TSM 2093</td><td>154</td></tr><tr><td>Dev. HR Skills for the Workplace</td><td>TSM 2411</td><td>7</td></tr><tr><td>Dev. HR Skills for the Workplace</td><td>TSM 2423</td><td>127</td></tr><tr><td>Human Relations in Business</td><td>TSM 2703</td><td>39</td></tr><tr><td>Organizational Behavior</td><td>TSM 2903</td><td>141</td></tr></tbody></table> - Student credit hours by level generated in all major courses that make up the degree program for five years:<table><thead><tr><th>COURSE NAME</th><th>PREFIX</th><th>NO. OF STUDENT CREDIT HOURS</th></tr></thead><tbody><tr><td>TSM – Special Topics</td><td>TSM 2093</td><td>462</td></tr><tr><td>Dev. HR Skills for the Workplace</td><td>TSM 2411</td><td>21</td></tr><tr><td>Dev. HR Skills for the Workplace</td><td>TSM 2423</td><td>381</td></tr><tr><td>Human Relations in Business</td><td>TSM 2703</td><td>117</td></tr><tr><td>Organizational Behavior</td><td>TSM 2903</td><td>423</td></tr></tbody></table> 5 year summary of direct institutional costs for the program for the review period: \$67,500	COURSE NAME	PREFIX	NO. OF STUDENTS	TSM – Special Topics	TSM 2093	154	Dev. HR Skills for the Workplace	TSM 2411	7	Dev. HR Skills for the Workplace	TSM 2423	127	Human Relations in Business	TSM 2703	39	Organizational Behavior	TSM 2903	141	COURSE NAME	PREFIX	NO. OF STUDENT CREDIT HOURS	TSM – Special Topics	TSM 2093	462	Dev. HR Skills for the Workplace	TSM 2411	21	Dev. HR Skills for the Workplace	TSM 2423	381	Human Relations in Business	TSM 2703	117	Organizational Behavior	TSM 2903	423
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Other Quantitative Measures Such As: - Number of Courses for Major - Student Credit Hour in Major - Direct Instructional Costs - Supporting Credit Hour Production - Roster of faculty members including the number of FTE faculty in the specialized courses within the curriculum - If available, information about employment or advanced studies of graduates of the program over the past five years - If available, information about the success of students from this program who have transferred to another institution																																					

	Roster of faculty members in the specialized courses within the curriculum (note: the number of FTE faculty working with the program in any year during the review period would be .5) <table><tr><th>Faculty</th><th>Credential</th><th>Institution that granted degree</th></tr><tr><td>Amanda Foote</td><td>MBA</td><td>Oklahoma State University</td></tr><tr><td>Mark Tippin</td><td>Ph.D.</td><td>Oklahoma City University</td></tr></table>	Faculty	Credential	Institution that granted degree	Amanda Foote	MBA	Oklahoma State University	Mark Tippin	Ph.D.	Oklahoma City University
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Amanda Foote	MBA	Oklahoma State University								
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Duplication and Demand	- It has been determined that, even though the AAS in Technical Supervision and Management was developed with the needs of both the civilian and military personnel in mind, the AAS in Human Resources Option degree is a very viable alternative. The required and program elective courses needed in the AAS in Human Resources Option are about 75% to 80% correlated with those in the AAS in Technical Supervision and Management. - The issue with demand will be more of a promotional issue, if funding from the DOD ever returns to the point where civilian and military personnel have the monetary ability to pursue a degree for job enhancement/enrichment/promotion. The AAS in Technical Supervision and Management is still known on Tinker Air Force Base. The civilian and military personnel will need to be convinced that the AAS in Human Resources Option degree is just as viable to the goals and desires of the military and civilian population as the AAS in Technical Supervision and Management degree.									
Effective Use of Resources	Resource allocation for the review period was: For FY 2015, \$12,050 For FY 2016, \$11,485 For FY 2017, \$6,935									
Strengths and Weaknesses	Strengths: During its peak period, the AAS in TSM graduated over 200 students. The design of the program was such that it was a good fit for the civilian and military personnel of Tinker Air Force base. It enabled those students to pursue advancement/promotion at Tinker. Weaknesses: The demand for the program has declined considerably. The lack of funding from the DOD for civilian and military personnel to be reimbursed for their academic efforts was a direct cause of the decrease in demand for the program. The possibility exists to offer the AAS in Human Resources Option as an alternative program for the civilian and military personnel.									

Recommendations	• Suspend the program until such time as it can be determined if 1) demand specifically for the TSM program is warranted and 2) If the AAS in Human Resources Option is a viable option to replace TSM for the military and civilian personnel at Tinker Air Force Base.
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Program Review Summary Template

3.7 Academic Program Review

(optional)

Based on the thorough internal or external program review addressing all criteria in policy, a comprehensive report should be possible within ten or fewer pages. This program review template is provided to assist institutions in compiling the program review information, which is to be presented to the institutional governing board prior to submission to the State Regents. Executive Summaries should be possible within two pages using the provided template (Program Review Executive Summary Template).

Description of the program's connection to the institutional mission and goals:

The Technical Supervision and Management Associate in Applied Science Degree at Rose State College was created to help permit both military and civilian personnel located at Tinker Air Force Base to obtain an associate's degree that would help in advancement and/or promotion. The location of Tinker Air Force Base (which is located on the other side of I-40) to Rose State College encourages partnerships and educational opportunities that benefit both parties.

3.7.5 Process (Internal/External Review):

Previous Reviews and Actions from those reviews:

Analysis and Assessment (including quantitative and qualitative measures) noting key findings from internal or external reviews and including developments since the last review:

In the previous review, submitted for the years 2007 – 2011, the average number of majors in the AAS Technical Supervision and Management degree was 35.8. For the current review, submitted for the years 2012 – 2016, the average number of majors is 5.2, which represents an 85.5% decrease. The average number of graduates for the previous review was 1.2. For the current review, that number is 1.0, which represents a 16.7% decrease. The graduation rate for the previous review was 3.4%. The graduation rate for the current is 22.7%, which represents a 567.6% increase. A closer look at the number of majors reveals that in 2007, there were a reported 127 majors. In 2008, there were 36 reported majors. Since 2008, the highest number of reported majors in any year has been 8. There are several factors that seem to explain the dramatic decrease in the program's enrollment and graduates. 1) Funding for the DOD at the federal level has been greatly cut. This, in part, was most likely due to the severe recession in the US that started during 2007-2008. This means that much less scholarship/reimbursement monies were available to civilian and military personnel. 2) The program has never really had a faculty member assigned to "oversee" the program. Thus when funding and, subsequently enrollment, started to drop, there was no one to address to dramatic change in the program. 3) As both enrollment and the focus on this program declined, there was an every bit as dramatic increase in focus and enrollment in RSC's Cyber Security program. It is very apparent that all of this factors have played a role in the decline of the AAS program in Technical Supervision and Management.

A. Centrality of the Program to the Institution's Mission:

Centrality to Institutional Mission: As a public and open admission institution that grants associate degrees, Rose State College provides higher education programs and services intended to foster lifelong learning for a diverse population.

Centrality to Institutional Core Values: Service: The College builds lasting relationships with the communities it serves - recognizing the unique opportunity it has to positively impact the lives of both students and the greater citizenry.

B. Vitality of the Program:**B.1. Program Objectives and Goals:**

According to experts, the next few years will see a vast number of our current workforce becoming eligible to retire. Major industries are facing the same dilemma. The goal of the Associate in Applied Science Degree Program in Technical Supervision and Management is to prepare the current technical expert to expand his/her horizons beyond the technical field into the arena of supervision and management. The case study, problem solving approach will be used to achieve the major objectives of the program and include:

- Providing students skills in leadership and communication to enable them to guide employees who work under their supervision in an organized manner in the workplace;
- Providing students with knowledge and expertise about how to appropriately handle a diverse workforce including a study of basic human relations issues in personnel, the impact of diversity in the workplace and, effectively using alternative dispute resolution methods to resolve conflict;
- Providing students with more global information concerning the financial management of an organization and the impact of the organizational structure and strategic management on different levels of the organization; and,
- Providing students with more extensive information in management and supervision in elective areas such as labor relations, employee coaching and counseling, production and operations management and business communications. Students who have completed TSM courses successfully in addition to the TAFB "Superman" course through the Tinker Air Force Base Supervisors' Training Program (STP) or the Tinker Air Force Base Employee Leadership Program (ELP) are eligible for the TAFB Supervisors' Certificate.

B.2 Quality Indicators (including Higher Learning Commission issues):

N/A

B.3. Minimum Productivity Indicators:

Time Frame (e.g.: 5 year span)	Head Count	Graduates
<u>YEAR</u>	<u>NUMBER OF MAJORS</u>	<u>GRADUATES</u>
2012	6	1
2013	5	2
2014	5	1
2015	3	0
2016	3	1

B.4. Other Quantitative Measures:

a. Number of courses taught exclusively for the major program for each of the last five years and the size of classes:

COURSE NAME	PREFIX	YEAR	NO. OF STUDENTS
TSM – Special Topics	TSM 2093	2012	91
		2013	63
		2014	0
		2015	0
		2016	0
Dev. HR Skills for the Workplace	TSM 2411	2012	7
		2013	0
		2014	0
		2015	0
		2016	0
Dev. HR Skills for the Workplace	TSM 2423	2012	63
		2013	0
		2014	64
		2015	0
		2016	0
Human Relations in Business	TSM 2703	2012	39
		2013	0
		2014	0
		2015	0
		2016	0
Organizational Behavior	TSM 2903	2012	0
		2013	0
		2014	0
		2015	43
		2016	98

b. Student credit hours by level generated in all major courses that make up the degree program for five years:

COURSE NAME	PREFIX	YEAR	NO. OF STUDENT CREDIT HOURS
TSM – Special Topics	TSM 2093	2012	273
		2013	189
		2014	0
		2015	0
		2016	0
Dev. HR Skills for the Workplace	TSM 2411	2012	21
		2013	0
		2014	0
		2015	0
		2016	0
Dev. HR Skills for the Workplace	TSM 2423	2012	189
		2013	0
		2014	192
		2015	0
		2016	0
Human Relations in Business	TSM 2703	2012	117
		2013	0
		2014	0
		2015	0
		2016	0
Organizational Behavior	TSM 2903	2012	0
		2013	0
		2014	0
		2015	129
		2016	294

c. Direct instructional costs for the program for the review period:

For FY 2012	0.5 X \$45,000 = \$22,500
For FY 2013	0.5 X \$45,000 = \$22,500
For FY 2014	0.5 X \$45,000 = \$22,500
For FY 2015	0.0 X \$45,000 = \$0
For FY 2016	0.0 X \$45,000 = \$0

d. The number of credits and credit hours generated in the program that support the general education component and other major programs including certificates:

N/A

e. A roster of faculty members, faculty credentials and faculty credential institution(s). Also include the number of full time equivalent faculty in the specialized courses within the curriculum:

Faculty	Credential	Institution that granted degree
Amanda Foote	MBA	Oklahoma State University
Mark Tippin	Ph.D.	Oklahoma City University

f. If available, information about employment or advanced studies of graduates of the program over the past five years:

N/A

g. If available, information about the success of students from this program who have transferred to another institution:

N/A

B.5. Duplication and Demand:

In cases where program titles imply duplication, programs should be carefully compared to determine the extent of the duplication and the extent to which that duplication is unnecessary. An assessment of the demand for a program takes into account the aspirations and expectations of students, faculty, administration, and the various publics served by the program. Demand reflects the desire of people for what the program has to offer and the needs of individuals and society to be served by the program.

B.5. Duplication and Demand Issues:

Address Duplication:

It has been determined that, even though the AAS in Technical Supervision and Management was developed with the needs of both the civilian and military personnel in mind, the AAS in Human Resources Option degree is a very viable alternative. The required and program elective courses needed in the AAS in Human Resources Option are about 75% to 80% correlated with those in the AAS in Technical Supervision and Management.

Address Demand:

The issue with demand will be more of a promotional issue, if funding from the DOD ever returns to the point where civilian and military personnel have the monetary ability to pursue a degree for job enhancement/enrichment/promotion. The AAS in Technical Supervision and Management is still known on Tinker Air Force Base. The civilian and military personnel will need to be convinced that the AAS in Human Resources Option degree is just as viable to the goals and desires of the military and civilian population as the AAS in Technical Supervision and Management degree.

B.5.a. Detail demand from students, taking into account the profiles of applicants, enrollment, completion data, and occupational data:

N/A

B.5.b. Detail demand for students produced by the program, taking into account employer demands, demands for skills of graduates, and job placement data:

Although actual numbers cannot be provided, it is estimated that well over 200 students went through the TSM degree program in the early to middle 2000's. The goal of the program, at that time, as it is now, was to provide a vehicle whereby civilian and military personnel at Tinker Air Force Base would then become eligible for advancement/promotion. The number of graduates from the program would indicate how successful the program was at achieving that goal.

B.5.c. Detail demand for services or intellectual property of the program, including demands in the form of grants, contracts, or consulting:

Some of the TSM courses have been offered as non-credit training through Rose State College's Workforce and Community Development Division.

B.5.d. Detail indirect demands in the form of faculty and student contributions to the cultural life and well-being of the community:

N/A

B.5.e. The process of program review should address meeting demands for the program through alternative forms of delivery. Detail how the program has met these demands:

Approximately 50% of the courses listed as "Program Requirements" for the AAS in TSM are offered online.

B.6. Effective Use of Resources:

Resources include financial support, (state funds, grants and contracts, private funds, student financial aid); library collections; facilities including laboratory and computer equipment; support services, appropriate use of technology in the instructional design and delivery processes, and the human resources of faculty and staff.

For FY 2015, \$12,050

For FY 2016, \$11,485

For FY 2017, \$6,935

*Low Producing Program Reviews follow a different format and template.

Institutional Program Recommendations: (describe detailed recommendations for the program as a result of this thorough review and how these recommendations will be implemented, as well as the timeline for key elements)

Recommendations	Implementation Plan	Target Date
1) Suspend the program until such time as it can be determined if 1) demand specifically for the TSM program is warranted and 2) If the AAS in Human Resources Option is a viable option to replace TSM for the military and civilian personnel at Tinker Air Force Base.	1) Promote the AAS in Human Resources Option on Tinker Air Force Base to see if it will meet the civilian and military personnel needs.	1) Immediately submit the request to the Oklahoma State Regents to suspend the AAS in TSM degree program.

Summary of Recommendations:

	Department	School/College	Institutional
Possible Recommendations:			
Expand program (# of students)			
Maintain program at current level			
Reduce program in size or scope			
Reorganize program			

Suspend program	X		
Delete program			

Department/
Program Head

(Signature)

Date

Dean

(Signature)

Date