Mission: The mission of the Computer and Office Studies (COS) Department is to:
- Train students and retrain displaced workers for immediate employment upon graduation or completion of COS certificate requirements.
- Prepare students in both academic and vocational majors to attain computer and office skills for employment, information systems/computer science education, soft skills necessary for workplace success, advanced proficiency for administrative careers, and other skills to meet students' personal goals.
- Meet the college's major goals of preparing students for employment, helping them understand technology as it relates to today's society, and preparing them to enroll in a four-year institution.
- Provides professional development and training for individuals employed or seeking entry level positions in the Computer Information Systems / Information Technology job markets.

Description: The Computer and Office Studies Department consists of seven distinct instructional areas: BCOM (Business Communications), COSA (Computer Application), COSK Keyboarding/Typing), COSN (Networking, OS and Hardware), COSP (Programming and System Analysis), COSS (Security), COSW (Web Design) and CPAS (Computer Proficiency for Academic Success)

Summary of Access (see Help for details): The COS department offers courses at both LAC and PCC, daytime and evening, online and hybrid. We are dedicated to providing our students the opportunity to completed courses at times that fit best with their schedules

Summary of Efficiency (see Help for details): The COS department continues to maintain good FTES and WSCH numbers dispite budget cuts. Also, the COS department has high waitlist for many courses. Finally, we continue to maintain the same numbers of Degreess and Certificates

Summary of Effectiveness (see Help for details): The COS department continues to improve the Success, Completion and Retention rates for all courses. Although many of our courses are very rigorous, we continue to incorporate strategies to that make our students successful

Internal Conditions (see Help for list): Technology: Classroom computers are covered under the school-wide technology plan that provides for a three-year rotation schedule. That plan has been suspended due to current state economic conditions. There is a current need to update all computer classrooms. Faculty computers are not adequately maintained or replaced. Faculty computers need to be updated with current hardware and software for curriculum development and distance learning delivery. To meet advisory committee recommendations and industry trends, the department makes major curriculum changes every two three years.

Budget: The budget for classroom and office supplies is currently sufficient but should be increased as enrollments and new hires grow. The budget for adjunct faculty, over-load teaching, and substitutes has been severely restricted due to the state's budget crisis. The LTE budget (to provide classroom support) has been eliminated.

Staffing: Due to retirements over the last six or seven years, the COS Department has 6 fewer full-time instructors compared to FY2006-2007. A reduction that has had negative consequences on the department's ability to offer a stable teaching environment for students, the lack of input on the development of curriculum, and the ability to participate on college-wide committees. The ratio of adjunct instructors to full-time instructors is seriously affecting student success in the program. We do not have a full-time faculty member for our Database Management program, and we currently have 20 adjuncts teaching in the BCOM and COSA designations. We are in need of an additional four full-time faculty members in that area.

Resources: The department cannot maintain currency in the discipline without funding for conferences and software training. The current district conference funding, does not cover the cost of keeping up with the current trends in technology.

Facilities: Inadequate classroom space exists on the LAC campus for the program. The lack of classroom space affects the number of classes offered. Also, inadequate office space exists for the adjunct instructors on both campuses to meet with students to ensure their
The COS department is requesting a four full-time faculty with the expertise in Business Communications and Application Software, in addition to one full-time faculty in the area of Database Management. A number of COS courses prepare students for Industry certifications such as the CompTia’s PC Hardware and Software server and repair, Microsoft’s Administrative networking certifications, MOS, and IC3 certification. These certifications change every 3 years requiring faculty professional development training to stay current with new trends and techniques.

Many faculty within the COS Department apply for Foundation Grants and VTEA grants each year to fund miscellaneous supplies/equipment for classrooms (servers, and computers) as well as grants to fund workshops/conferences for students.

The COS department has reviewed SB 1440 with recommendations to review and revise transferable prerequisite courses. Accreditation recommendations have required a significant amount of time and thought away from the regular business of teaching, creating curriculum, and serving on committees. Faculty are busy writing Student Learning Outcomes, assessment plans, and complying with the newly imposed program planning process, under the extreme pressure of a tight deadline.

The Advisory Committee participates on an annual basis to review programs and courses and provides valuable insight from the business community. The COS department has received recommendations from its advisory committee to continue its efforts in research and development of core courses in the area cyber security with two track emphasis of data security and network security. Another major area of concern is Soft Skills. The COS department continues to create courses to address the issue of students lacking basic soft skills.

The California State University Dominguez Hills has articulated with Long Beach City College two year transfer program with continuation to a four year degree in Information Security.

The president of the United States initiative encourages displaced workers to gain an education with employable skills.

U. S. Criminal Statistics states E-mail harassment and illegal downloading of copyrighted materials will increase the demand for forensics investigators. Recently training courses for computer forensics were limited. The Consortium of Computer Sciences in Colleges suggests that computer forensics training course should be available to anyone. Also, see documents in the Labor Trends folder.

Faculty & Staff:
- 14 full-time faculty
- 25-30 adjunct faculty
- 2 Instructional Assistants (45%) (10 month)
- 2 Instructional Assistants (100%) (10 months)
- 1 Instructional Associate (45%) (10 month)
- 1 Lab Technicians (100%) (10 month)

Names & Titles of Dept Planning Participants:
- Dr. Tahir Aziz, Professor
- Therese Butler, Professor
- Gene Carbonaro, Department Chair/Professor
- Melvin Cobb, Professor
- Susan Cully, Professor
- W. Neil Gailey, Professor
- E. Colin Ikea, Professor
- Gerry Jenkins, Professor
- Dena Laney, Professor
- Miriam Lynch, Professor
- Suman Mudunuri, Instructor
- Anthony Pagan, Instructor
- Renae Powell, Professor
- Garrett Whelan, Instructor

2011-2012 Accomplishments:
- Merged the CAOT and CBIS departments
- Converted all CAOT and CBIS curriculum to new course designations
- Started to revamped all curriculum guides
- Secured a Pepsi Grant to purchase 4 classroom sets of I-Clickers
- Secured a VTEA Grant for a Cyber Security Classroom
- Secured a VTEA Grant for a Service Learning Initiative
2012-2013 Accomplishments:
1. Completed the updated 6 curriculum guides
2. Created three new curriculum guides (Database Management, Web Design, and Computer Technology)
3. Created three new course
4. Updated and reactivated 3 courses
5. Secured a VTEA Grant for a Service Learning Initiative
6. Secured a VTEA Grant to update 2 computer classrooms
7. Placed five students in internships with local businesses
8. Hired one new full-time faculty member
9. One new 75% faculty member by the way of transfer
10. Merged the CPAS classes and one full-time faculty member
11. Continue to automate the SLO assessment process. Will have 95% of all classes reporting by the end of Spring 2013 semester

2013-2014 Accomplishments:
Accomplishments with regard to our automated SLO system:
* We now have 57 of our courses in our automated SLO system
* 23 courses were added to the system this last year.
* This year teachers in our department added 698 new assessment questions and now we now have a total of 1424 questions in our assessment banks.
* We had students participate in 2,854 assessments this last year.
* Students answered 11,124 questions as part of assessments last year.
* Assessments were taken in 176 class sections this last year.
* We had 34 full and part time teachers participate in the SLO assessment process.
* 95% of the courses in the automated assessment system had assessments in place. The two courses that did not have assessment questions were taught for the first time this spring, and will be assessed in the future.

Accomplishments with regard to curriculum:
Completed Routine Review of eight courses as well as updating four additional course as part of the out-of-cycle review
Created CS 61 - Discrete Structures. This allows our Computer Science students to complete their transfer classes without having to take this class at another community college.
Create CPAS 2 - Critical Thinking Using Computers. This class will be part of Plan B in the Critical Thinking section. This will allow our students to complete a required class at Long Beach City College before transferring to any Cal State school.
COSP 201 - Mobil Apps Development. This course is an introduction to building apps for Android devices, including Android phones and tablets, using MIT App Inventor or other App development tools.
COSP 231 - Adroid Apps Development with Java. This is a course that will teach the professional level of skills and practices needed to develop and publish a variety of types of applications or Apps on Android phones and tablets.
Accepted to apply for a National Science Association grant in the area of Cyber Security program. The grant if secured with concentrate on increasing the enrollment numbers of non-represented students in the program. Specifically, women and minorities.

Accomplishment with regard to Enrollments:
Annual enrollment for 2013-2014 - A total of 7688, which represents an increase of 12.24% from the 2012-2013 school year.
Annual number of sections offered - A total of 280, which represents an increase of 13.21% from the 2012-2013 school year.
Annual number of sections offered online - A total of 82, which represents an increase of 28.63% from the 2012-2013 school year.
This represents the shifting need for more online sections.
Annual number of students by CTE indicator - A total of 7214, which represents and increase of 13.02% from the 2012-2013 school year.
Annual number of sections by CTE Indicator - A total of 261, which represent an increase of 14.56% from the 2012-2013 school year.
Annual number of students enrolled by Gender - A total of 53% female and 47% male, which represents little or no change from the previous year.

Accomplishments with regards to classroom equipment:
Secured two new computer classes through the Perkins grant.
Secured a video camera for our Business Communications program.
Secured a site license for 10 licenses of video capturing software (Camtasia Studio), to be used by faculty to develop online material.
Secured 31 Dell Tablets to be used by students in our new Mobile Apps course (COSP 230).
### Projects/ Strategies

**Dept_Plan - Computer & Office Studies (COS) -**

New COS Faculty Positions - 4 full time faculty members are needed for the Computer and Office Studies Program.

The COS Department will work closely with the hiring committee and Human Resources in developing criteria in soliciting a new faculty member with the desired qualifications.

**EMP GOAL supported (hold CTRL to select multiple):**
- COMMUNITY - A. Internal Community of Students, Faculty and Staff
- COMMUNITY - B. Partnerships with Business and Industry
- EQUITY - A. Student Success
- RESOURCES - A. Human Resources
- RESOURCES - C. Facilities and Technology Plans

**Start Date (use 8/1/year - see help text):** 08/01/2012

**End Date (use 7/31/year - see help text):** 07/31/2015

**Project/ Strategy Status:** In Progress

**Rationale:**
The demand for Computer courses is very strong and growing rapidly. The COS departments full time faculty has been reduced by 4 full time faculty members due to retirement/resignation, including one recent retirement at the end of the 2013-2014 school year.

The COS Program Load average for the past 5 years is 623.31, which is substantially above the college average of 508.

**Responsible Parties:**
- COS Department
- Campus supported by this goal/project/strategy: Both

**Name of program or area of concentration:**
Three full-time faculty needed in the BCOM/COSA area and one full-time faculty member needed for Database Management

### Resources Needed & Additional Comments / Resources Needed

**Resources:**
- 4 Full-time faculty members

**Itemized Description of Resources:**
- Hire three full-time faculty members to replace retired faculty at the Pacific Coast Campus and three full-time faculty to replace retired faculty at the Liberal Arts Campus.

**Resource Requested Category:**
- New Positions (Faculty, Classified, Management)

**If requesting faculty, specify number:** 4

**List Faculty requests by priority & discipline:**
- three faculty in the area of Computer & Office Technologies (Business Communications and Application Software)
- One faculty in the area of Information Systems (Database Management)

**Estimated Cost:** 700000

**Program TOP Code(s):**
- 051400, 071000, 493011, and 493072

**Additional Comments:**
- We need to replace the 2 full-time faculty who have retired at the Pacific Coast Campus and 2 full-time faculty who have retired at the Liberal Arts Campus. We will be moving into our new building at the Pacific Coast Campus, and we currently only have two full-time faculty.

- Retirements/Resignations starting 2006-2007
  - Olympia Salmas
  - SueAnn Wiswell
  - Cheryl Stahl
  - Joan Haug
  - Sandra Rittman
  - Betty Keast
  - Laura Wan
  - John Hugunin (Spring 2014)

**School/ VP Decision re Resource Needed:**
- Dept still requests funding

### Project/ Strategy Progress Updates

**Impact of resource received & Follow-Up**

**Dept_Plan - Computer & Office Studies (COS) -**

Faculty Professional Skill Development -
Produce training for COS faculty to stay current in the rapidly changing field of computer

**Resources:**
- Conference funding

**Itemized Description of Resources:**
- Funds to spend on sending faculty to workshops,
The faculty need to stay current to be able to teach our students new and emerging technologies, which will prepare our students for the workplace.

**EMP GOAL supported (hold CTRL to select multiple):**
- COMMUNITY - A. Internal Community of Students, Faculty and Staff
- COMMUNITY - B. Partnerships with Business and Industry
- EQUITY - A. Student Success
- RESOURCES - B. Fiscal Resources
- STUDENT SUCCESS - C. Quality of Academic Programs and Services

**Start Date (use 8/1/year - see help text):**
08/01/2014

**End Date (use 7/31/year - see help text):**
07/30/2015

**Project/Strategy Status:**
NEW

**Rationale:**
The cost of workshops or professional development classes is much greater than the amount the college allocates to full-time faculty. We need a revenue source that will cover the cost of training with new technologies.

**Responsible Parties:**
All COS Faculty

**Campus supported by this goal/project/strategy:**
Both

**Specify if project/strategy is for dept or program:**
Department

**Other Area impacted by this goal/project/strategy:**
Faculty Professional Development

## Dept_Plan - Computer & Office Studies (COS) - Increase and Update Computer Classrooms - Upgrade four computer classrooms on the Liberal Arts Campus so we have the proper equipment to teach the new software that is required for our program. The classrooms are M107, M115, M116, M117, and N115.

**EMP GOAL supported (hold CTRL to select multiple):**
- COMMUNITY - A. Internal Community of Students, Faculty and Staff
- COMMUNITY - B. Partnerships with Business and Industry
- EQUITY - A. Student Success

**Resources:**
Upgrade and Replacement of Equipment

**Itemized Description of Resources:**
124 touch screen computers in the following computer classrooms:
- M107
- M115
- M116
- M117
- N114

**Resource Requested Category:**
Upgrade and/or replacement of equipment

**Estimated Cost:**
250000

**Program TOP Code(s):**
051400, 071000, 493011, and 493072

**Additional Comments:**
We need funds to help our faculty stay current in their field through workshops, classes, and conferences

**School/VP Decision re Resource Needed:**
NEW
EQUITY - B. Equitable Student Access
RESOURCES - B. Fiscal Resources
RESOURCES - C. Facilities and Technology Plans
STUDENT SUCCESS - A. Student Preparedness
STUDENT SUCCESS - B. Student Goal Attainment
STUDENT SUCCESS - C. Quality of Academic Programs and Services

Start Date (use 8/1/year - see help text):
08/01/2009
End Date (use 7/31/year - see help text):
07/31/2015

Project/ Strategy Status:
In Progress

Rationale:
The department needs more classroom space and computer technology to increase class offerings.

Responsible Parties:
Computer and Office Studies department and the Dean of the School of Business & Social Science.

Campus supported by this goal/project/strategy:
LAC

Specify if project/strategy is for dept or program:
Department

Name of program or area of concentration:
Increase and Update Computer Classrooms

Other Area impacted by this goal/project/strategy:
IITS (Instr & Info Tech Svcs)

Dept_Plan - Computer & Office Studies (COS) - Service Learning Initiative - Create a student learning initiative by developing relationships with local businesses and having our students placed in these businesses for internships, volunteer positions, or work experience.

We will place students in internships or volunteer positions with local businesses.
Faculty will mentor the students and serve as a liaison for the local business.
Give Faculty release time to manage this program or create a work experience program for our students.

Start Date (use 8/1/year - see help text):
08/01/2011
End Date (use 7/31/year - see help text):
07/31/2015

Resources:
Curriculum
Itemized Description of Resources:
The COS department needs to focus on Curriculum and Advisory Committee recommendations to have students placed in industry internships

Resource Requested Category:
Other (please provide details in "additional comments" section)

List Faculty requests by priority & discipline:
Department wide request

Estimated Cost:
5000

Additional Comments:
With current budget cuts we need to make sure our students are receiving the proper training.
**Projects/ Strategies**

<table>
<thead>
<tr>
<th>Resources Needed &amp; Additional Comments / Resources Needed</th>
<th>Project/ Strategy Progress Updates</th>
<th>Impact of resource received &amp; Follow-Up</th>
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<tbody>
<tr>
<td>before entering the workforce. We need to bring back the work experience program or give a faculty member release time to manage an internship program.</td>
<td>Dept still requests funding</td>
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</tbody>
</table>

**Project/ Strategy Status:**

In Progress

**Rationale:**

Many jobs require students to have current skills. We need to make sure our students are being taught the most current curriculum to meet the current job skills requirements. We want to place our students with local business, but we need to have a faculty member manage this program. This faculty member would need release time or bring back the work experience program.

**Responsible Parties:**

COS Department

**Campus supported by this goal/project/strategy:**

Both

**Specify if project/strategy is for dept or program:**

Department

**Name of program or area of concentration:**

Service Learning Initiative

**Other Area impacted by this goal/project/strategy:**

Other

**If Other select above, please specify:**

Community Relations & Marketing and Articulation office

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**Dept Plan - Computer & Office Studies (COS) - Replacement of Classroom Location and Furniture - Move computers and replace furniture in M117 to a larger room. The current room is not ADA compliant, and the workstations are too small for the students. We need to move to M104, which would better accommodate our students. Replace all the chairs in the remaining COS classrooms.**

**EMP GOAL supported (hold CTRL to select multiple):**

- EQUITY - A. Student Success
- EQUITY - B. Equitable Student Access
- RESOURCES - B. Fiscal Resources
- RESOURCES - C. Facilities and Technology Plans
- STUDENT SUCCESS - C. Quality of Academic Programs and Services

**Resources:**

Computer Chair Replacement

**Itemized Description of Resources:**

250 self-adjusting computer chairs

**Resource Requested Category:**

Replacement of classroom furniture (entire classroom)

**Estimated Cost:**

35000

**Program TOP Code(s):**

051400, 071000, 493011, and 493072

**Additional Comments:**

Moving on classroom to M104 and replacing all chairs for the COS department on the LAC campus

**School/ VP Decision re Resource Needed:**

NEW

**Start Date (use 8/1/year - see help text):**

08/01/2013

**End Date (use 7/31/year - see help text):**

07/31/2015

**Project/ Strategy Status:**

In Progress
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<tbody>
<tr>
<td>Dept_Plan - Computer &amp; Office Studies (COS) - Cyber Security Program (COSS) - A full time faculty member is needed for the COS Areas of Networking and Computer Forensics. (COSS) The COS Department will work closely with Human Resources in developing criteria in soliciting a new faculty member with the desired qualifications. <strong>EMP GOAL supported (hold CTRL to select multiple)</strong>: COMMUNITY - A. Internal Community of Students, Faculty and Staff COMMUNITY - B. Partnerships with Business and Industry EQUITY - A. Student Success RESOURCES - A. Human Resources RESOURCES - C. Facilities and Technology Plans</td>
<td>Resources: Full-Time Faculty Itemized Description of Resources: We need to hire a full-time faculty member for this new program. <strong>Resource Requested Category:</strong> New Positions (Faculty, Classified, Management) <strong>Estimated Cost:</strong> 120000 Additional Comments: We created a new program and we need a qualified faculty member to teach the courses.</td>
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Rationale:
The tables in M117 are not computer tables and students cannot work effectively. Also, all the computer chairs for the COS department at the LAC campus are over 11 years old. Many are broken and unsanitary.

**Responsible Parties:**
COS Department

Campus supported by this
LAC

Specify if project/strategy is for dept or program:
Department

Other Area impacted by this goal/project/strategy:
Facilities

**Start Date (use 8/1/year - see help text):** 10/01/2010

**End Date (use 7/31/year - see help text):** 07/31/2013

**Project/Strategy Status:**
Completed

**Rationale:**
The COS department full time faculty has been reduced by 7 full time faculty members due to retirement/resignation, one full-time faculty member to 50% reduced work load semi-retirement.

**Responsible Parties:**
COS Department

Campus supported by this
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<tr>
<td>Dept_Plan - Computer &amp; Office Studies (COS) - Develop Assessment Tools and Plans - Define tasks and write criteria by which student success in all Computer and Office Studies Department classes will be measured. Department faculty will develop plans, tools, and time-lines to complete the tasks over a multi-year period. Department-wide discussion during meetings and Flex Day activities will direct the overall development.</td>
<td>Resources: Release Time Itemized Description of Resources: The COS Department would like to have the adjunct faculty participate in developing assessment tools and plans. <strong>Resource Requested Category:</strong> Other (please provide details in &quot;additional comments&quot; section) <strong>Estimated Cost:</strong> 5000 <strong>Additional Comments:</strong> The COS department would like input from our adjunct faculty. The adjunct faculty need to be compensated for their time to participate in the assessment tools and planning process.</td>
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</tr>
</tbody>
</table>

**Start Date (use 8/1/year - see help text):** 09/18/2009

**Project/ Strategy Status:** Completed

**Rationale:**
This task has been necessitated by accreditation requirements but will also be used to assess and refine course delivery, if necessary.

**Responsible Parties:**
All COS faculty

**Campus supported by this goal/project/strategy:** Both

Specify if project/strategy is for dept or program: Department

Name of program or area of concentration: Develop Assessment Tools and Plans