

Business and Professional Studies Grossmont College

PROGRAM REVIEW FALL 2007

Priscilla E. Rogers, Instructor & Coordinator

PROGRAM REVIEW FALL 2007 Completed SPRING 2008

SIGN OFF SHEET

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SECTION 1 – OVERVIEW

Concise History

1.1 Introduce the self-study with a brief department/program history. Describe any unique characteristics, concerns or trends affecting the program and any significant changes or needs anticipated in the next three years. These may include items such as increases or decreases in number of full-time and adjunct faculty, sections offered, and growth or decline of the department/program. Remember that this is a broad general assessment versus the more detailed responses and recommendations covered in the following emphasis areas.

The department offers five degree/certificate programs. Of the five programs, the Marketing major is the oldest. Established in 1971 by Robert Peck, formerly of the Woolworth Corporation, the degrees offered were Marketing Mid-management and Retailing Mid-Management. In 1986 these two programs were combined into one Marketing major using a single core curriculum and creating areas of emphasis. Subsequently, in response to suggestions by the Western Association of Food Chains (WAFC) and several of the largest retails chains in California, a Retail Management Certificate Program was established.

In 1975, Gene Britt, was hired to teach management courses. The following year Mr. Britt wrote the curriculum to establish the Management major. In 1978, James Wegge, a local entrepreneur, was hired to teach in both the marketing and Management Programs. Today, both majors are popular with the working adult who wishes to have a certificate or degree to improve his or her chances for promotion.

In 1983, Mr. Britt completed a one year sabbatical that included teaching assignments in Beijing and Helsinki. As a result of those experiences and with the help of an advisory committee, Mr. Britt developed and implemented the International Business Program. This was one of the first such programs in San Diego and one of the earliest in the State. In 1990 the International Business program was cited as having a model curriculum for other community colleges and much of which was incorporated in the International Trade Model Curriculum published by the Chancellor's office in May 1992.

In 1987, using a grant from Sears, the department began publishing the International Business Calendar, a monthly newsletter for the international trade community. It grew to a circulation of 8000 and because of its size, was then handed over to the World Trade Center. Grossmont College interns continued for many years to help with the publication. Due mostly to the internet as well as the increasing cost of postage, this activity has moved to the World Trade Association is now maintained by them.

In August 1993, based on the recommendations of the program's advisory committee, Mr. Britt recruited Customs Broker Leslie Pembroke and the first Customs Broker License Exam Review Course was offered. Today, Grossmont is the only organization in

this end of the State to offer this service to the international trade community. As a result, participants commute from as far away as Yuma, Arizona to take this semi-annual course. Ms. Pembroke has an outstanding record of successfully preparing examinees for the difficult Customs Broker Exam that is given twice annually by the US Treasury Department. We are currently preparing for our next session which will start on February 2, 2008.

In 2000 The Western Association of Food Chains approached the Chancellor's office with a model curriculum they wanted to offer statewide. The purpose of the program was to help train their workers for advancement to management positions. The food chains promised to promote this program heavily to their employees. A curriculum proposal was developed and actually no new courses were necessary. The program was started and is still running today.

In 2003 Gene Britt retired and no one was hired to replace him or the position of coordinator. That also left the department with no full time employees as James Wegge was on reduced time and retired in 2005. Adjunct faculty members, Priscilla Rogers and Patricia Miller were engaged on a limited basis to coordinate the activities of the department until a full time faculty member could be hired. In Fall 2006, Priscilla Rogers was hired full- time and took over the activities of the coordinator for the department.

After several earlier attempts, the Hospitality and Tourism program was launched successfully in 2005 by Priscilla Rogers, an adjunct faculty member working under special contract. A brochure was created and distributed. Eric Lund, Manager for the East County Visitor's Bureau, was recruited to teach the first section of the program. Ms. Rogers worked with Carl Winston of San Diego State University to ensure that graduates of our Hospitality and Tourism program will enter SDSU as Juniors. This program is viewed very positively by SDSU and we receive quite a few referrals from them for our program. A member of the SDSU program also participates on our Hospitality and Tourism Advisory Committee.

At this time, we are in the process of developing online programs. Our goal is to allow students to complete all the requirements for a degree on line. We are focusing in the areas of Entrepreneurship and Management. At the same time, the same courses will allow the working student to improve their skills even if they are time challenged. In preparation for these changes we have up-dated our GC website and are already seeing the results of that improvement in the form of increased inquiries.

Department/Program Goals

- 1.2 Appendix 1 contains the most recent Educational Master Plan for the department/program.
 - Which goals have been met?

The Educational Master Plan contained the following goals/activities which have been partially or fully met.

- 1. Replace the coordinator of the department who retired 12/31/2003
- 2. Replace marketing/management instructor who died in February 2003
- 3. Work with the advisory committee to develop a Marketing Plan to target the Hospitality and Tourism Industry in San Diego County with the objective of increasing student enrollment

What actions have been taken in achieving these goals and objectives?

The actions which have been taken in achieving these goals and objectives are as follows:

- Priscilla Rogers was hired in Fall of 2006 to assume the responsibilities of the department coordinator and full-time instructor in International Business, Management, Marketing and Retail Management.
- 2. The teaching responsibilities of the position of Marketing Instructor were assumed by Nate Scharff who now teaches part-time (one third time) in the Marketing Program and part-time (two thirds time) in the Business Administration area. We need one full time instructor to replace James Wegge and who can teach in Marketing, Management and possible Hospitality and Tourism.
- 3. The Hospitality and Tourism Department had its first advisory committee meeting in 2007. The recommendations of the committee were to continue as we are doing with the help of the East County Visitors Bureau and to look at adding some short, subject specific courses or seminars. The department is looking at that now and will come up with a plan of action this year. The committee also recommended that we look at marketing our program online as that seems to be the direction of the industry.

• What obstacles have been encountered?

Some of the obstacles have been the actual learning curve related to the activities of the new coordinator and the lack of full time faculty to help with activities. With the exception of the coordinator, all instructors in the department are adjunct faculty with full time jobs in their area of expertise. It is difficult to get free participation from these adjunct instructors.

• How have these goals changed and why?

These goals are in the process of slowly changing for several reasons. The overall business climate is changing. People are working longer hours and are now connected 7/24 via the internet. There has been a push for more online classes and, ultimately, careers available online. However, there has been no one in the department for several

years to lead the change in this area. Also methods of advertising products have turned increasingly to the internet and the World Wide Web and Grossmont College marketing has not moved in that direction at all.

Implementation of Past Program Review Recommendations

1.3 Appendix 2 contains the most recent Program Review Committee recommendations for the department/program. Describe changes that have been made in the department/program in response to recommendations from the last review.

Point #1 called for the immediate replacement of the retiring coordinator so that there would be a smooth transition. A new fulltime coordinator was hired in 2006 so there were several years in which the department suffered from lack of full time attention. Now that we have a coordinator the department there is a new cohesiveness and things are getting back on track.

Point #2 called for the consideration of merging the MMIB department with the Business Administration Department. This has been considered but really would not prove to be practical. A coordinator would still be needed to run it and the focus of the two departments is quite different. The Business Administration department is all about transfers and the MMIB department is about improving your skills and improving your career opportunities.

With the exception of the Hospitality and Tourism Program, all of the programs in MMIB are geared towards the student getting or improving a job or career after the certificate or degree. They may also be taking courses to improve a job in which they are already working. The Business Administration Department is directed towards the student who will transfer to SDSU or one of the UC schools. So, as mentioned before, the focus of the two programs is different.

Point #3 called for the MMIB and the Business Administration Department to work more closely with each other as well as with counseling. We have made substantial improvements in both areas. For the last 3 semesters we have held joint department meetings during professional development week. We have made a special effort to interact and to get to know the faculty in the Business Administration Department. We have collaborated in many areas and now have an excellent working relationship. In terms of counseling, we have made presentations to counseling regarding programs and we return all calls and inquiries from them. Our department also has a large percentage of foreign students so we work closely with Drew Massicot in counseling to resolve those student issues.

Point #4 called for the MMIB department to hire faculty, recruit students, and provide more outreach to small San Diego businesses of our multicultural community. We have made limited progress in this area. We have hired multicultural faculty members (who

are also Grossmont Alumni) and we have provided outreach to some of the businesses in the area. The biggest drawback in this is lack of available time on the part of the coordinator.

Point #5 called for updates of course outlines for a variety of courses. Many courses were up dated in 4/02 but they again need to be done. I have attached a list with the most recent dates for each outline. We will continue to work on that as we are also working to establish the SLOs for each course. However we are limited as to how quickly this can be done by the fact that there is only one full time person in the department.

Advisory Committee Recommendation

1.4 If appropriate, summarize the principal recommendations of the program advisory committee since the last program review. Describe how the department/program has responded to these recommendations. Include the date of last meeting and frequency of meetings. List organizations represented.

The last Advisory Committee Meeting notes for the department as a whole that were available were from May 2002. In 2007 we re-started our advisory committee meetings with a separation of the Hospitality and Tourism and the rest of the MMIB program. This was decided as the Hospitality Program is transferable to SDSU and we want to make sure that any changes or suggestions continue to keep us on that path. We included a member of SDSU Program on our Advisory Board to insure that and to keep us up-to-date on any course changes.

The members of the 2002 MMIB committee included:

Carlos Arteaga – General Manager, MIT Services Inc.
Gene Britt – Coordinator, Intl. Business, Marketing & Management
Olivia Carroll – Human Resource Manager, Vons Supermarkets
Tom Dean – Adjunct Instructor, Hospitality Program
Pat Miller – Owner, Miller Global Logistics
Leslie Pembroke – Customs Broker, Paxton, Shreve and Hayes
Art Phelps – Manager, San Diego Web Offset
Priscilla Rogers – Owner, Ooh-La-La Designs
Robert Turnier – Grocery Manager, Vons Supermarkets, El Cajon
Dal Watkins - Retired Executive Director, SD Convention Center
James Wegge – Owner, Flight Suits Ltd., Marketing Instructor

The following were the major concerns for the 2002 Advisory Committee Meeting for the whole department:

Program Continuity Issues

Of major concern was program continuity in light of the planned retirement of Gene Britt. There was discussion of merging with the Business Administration Department but there was no action recommended. It was also discussed that we would probably have to use adjunct faculty to keep the program together until a replacement could be found and hired. That was what happened and Priscilla Rogers and Pat Miller acted as part-time coordinators. In 2006 Priscilla Rogers was hired as a full-time instructor and assumed the responsibilities as the coordinator.

Customs Broker Course

It was discussed that due to changes in US Customs examination procedures there had been a falling off of enrollments and that the course should only go forward if there were at least eight students enrolled. Since that time, Leslie Pembroke took a one year sabbatical in 2007 so we did not have a class last year. We were unable to find another equally qualified instructor in the San Diego/Long Beach area. However, we are back on track and our next class will start on Feb 2, 2008 with fifteen students already enrolled.

Hospitality Management Program

It was discussed that in spite of significant promotional efforts on part of the San Diego Convention and Visitors Bureau, enrollments were lagging and, in fact, the class had to be cancelled several times.

When Priscilla Rogers, acting as the adjunct coordinator, took over the program we were able to form a partnership with the East Country Visitor's Bureau. We hired Eric Lund, the Manager of the Bureau, to be our adjunct instructor. This has helped substantially as Mr. Lund has advertised the program through his own networking channels. After we established a relationship with SDSU, we have been getting referrals from their Hospitality Department as well.

Retail Management Program

It was discussed that the program was moving forward and that the Western Association of Food Chains were encouraging their employees to enroll. No additional classes or action were required.

Work Experience Internship Program

At that time there were changes in the rules governing the program. With those changes, the Internship program suffered substantially. However, we are pleased to report that the program is back on track and we have had an increasing number of students each semester. We now have three different internships, Management, Marketing and

International Business. We are frequently being contacted by companies in the San Diego area looking for our interns. I have attached one such request to this report.

We are planning an advisory Committee Meeting for Management, Marketing and International Business in the Spring 2008.

The following are the list of advisors and comments from the Hospitality Management Program Advisory Committee Meeting in 2007:

Evonne Darby – Barona Valley Ranch Resort & Casino
Brian P. Blake - Internship & Placement Director- San Diego State University
Laura Kuebel- Program and Outreach Coordinator Hostelling International, San Diego Council
Beverly Mascari - Owner, Director of Guest/Public Relations – Anthony's La Mesa
Jeff Wood - Business/Virtual Enterprise Teacher - Mount Miguel High School
Jeanette Perez – Director of Guest Services – SDEVB
Charles Hansen – Vice President of Community Affairs – Viejas Enterprises
Dan Conaway – Historic Highway 80 Corporation / Retired Attorney
Fred Allen – Dean, Professional Studies, Grossmont College

Eric Lund – Manager, East County Visitors Bureau, GC Adjunct Instructor Priscilla Roger – Coordinator, Hospitality Management

The main comments of the Advisory Committee were as follows:

- 1. Continue doing what we are doing. The Committee commented that the program had grown and was receiving recognition in the community.
- 2. Look at some short, subject specific courses to offer to those students who will be entering the work place after graduation. Some of the courses recommended were Event Planning, Activities Coordinator, Spa Management, Concierge Training and English as a second language focused on the Hospitality and Tourism Industry.
- 3. Also discussed was provide a survey to our students to identify any additional needs or wants to satisfy their career and/or educational pathways.

We are in the process of planning our next meeting to fine tune those programs and any other recommended changes.

SECTION 2 – CURRICULUM, ACADEMIC STANDARDS, AND SUPPORT SERVICES

Appendix 3, Catalog Descriptions

2.1 Review all course outlines and comment on where your department/program is in the process of maintaining currency. Verify that the course outlines reflect the writing, reading, and problem-solving skills, quantitative reasoning, and critical thinking across the department/program's curriculum.

All course outlines contain requirements for writing assignments, critical thinking and problem-solving skills. Many of the outlines are several years old and should be revised in the next few semesters. The pending up-dates and revisions will also include the SLOs that the department is working on for the future. Also, as more classes go online, revisions will be a natural outcome of that process.

- 2.2 Describe how your department makes decisions related to the following:
 - Identification of student learning outcomes
 - Methods to demonstrate achievement of these learning outcomes. Explain how your department uses this information for course and program improvement.

The department has just started to work on identifing the student learning outcomes (SLOs) for each of the areas. As a starting point, the department coordinator has distributed the official program and course outlines for each of the areas. We will first identify the SLOs for the major program areas and then carry those forward for each course within the area. In the case of Hospitality and Tourism the core curriculum must articulate the courses with SDSU and we will create the SLOs from there.

We will depend on guidance from our adjunct faculty in the other areas as they, in fact, have the expertise and the knowledge to help us decide what a student must know in their areas. They will provide up-to-date guidance as they are hiring people regularly to do these jobs. As mentioned earlier, once the SLOs have been determined, we will up-date the Course Outlines.

2.3 Explain how the department/program maintains academic standards, integrity and consistency to assure that current curriculum adequately meets students' needs (e.g., general education, prerequisites, job-specific training, and transfer). Explain how the department/program ensures that all instructors teach to the official course outline.

All newly hired adjunct faculty members receive copies of the official course outline. During the evaluation process, the instructor's syllabus is reviewed for conformity to course outline. Being a small department, information about what is being taught in related courses is easily obtained.

2.4 Using Appendix 5, Grade Distribution Summary Report, comment on retention and grading variability figures. Discuss any specific courses that have unusual retention patterns or grading variances.

Retention patterns have remained fairly consistent in the past. In the International Business area it is rare that a foreign student drops a class. In the areas of Management and Marketing students do drop and it is usually due to their work and travel loads. Many times we get the student back the next semester.

Grading seems to be relatively consistent as well. The Grade Distribution Summary has brought to our attention some variances in the norm and those issues will be addressed directly with the instructor.

2.5 Describe strategies employed to ensure consistency in grading in multiple section courses (e.g. mastery level assessment, writing rubrics, departmental determination of core area which must be taught).

As we area small department, we have very few multiple section courses. The multiple section courses that we do have are normally taught by the same instructor such as the cases of BUS 146 Marketing or BUS 156 Management. The fact that the same instructor teaches the multiple sections helps to ensure consistency.

2.6 Describe how your department/program encourages students to extend learning outside the formal classroom.

We have internships offering work experience programs in International Business, Management and Marketing. These internships with San Diego businesses ensure ample opportunities for learning outside the classroom. Ms. Pat Miller has been the sole faculty member running these internships and this ensures consistency for all students and employers with very specific requirements for all parties. We have set rigid standards and deadlines to further develop a sense of responsibility and real-life work experience.

In classes such as Introduction to International Business (BUS 250) and the Cultural Dimensions in International Business (BUS 258) students are required to attend outside community activities such as the World Trade Organization functions and Women in World Trade meetings.

In International Marketing students are required to do all of the market research for the country they have selected as well as provide all of the product information for the product they will be marketing to a foreign country.

Additionally students are required to use publications and the internet to investigate current issues in world business culture. Students are required to relate this material to their text books as well as to the world around. The student first writes about the

different issues and then these issues are discussed in class so they can learn to appreciate diversity and different points of view.

2.7 Describe and give the rationale for any new courses or programs you are developing or have developed since the last program review. How have current issues (environmental, societal, ethical, political technological) been reflected in your curriculum.

In the area of business management we are looking at several things in terms of entrepreneurship. We are working on creating the first completely online program for the small business owner. Our goal is to use classes that already exist and introduce them online as well as develop a few new ones. This program will allow the new business owner the opportunity to study and take classes at their convenience - completely on line.

We are also hoping to offer a program in International or Global Entrepreneurship. Priscilla Rogers will be attending a seminar program at Michigan State University in June 2008 put on by CIBER (Center for International Business Education and Research). CIBER offers a certificate program in this area and we are thinking to use a model similar to theirs to create our own program. We already have many of the components in place through our International Business Certificate Program.

The reasoning behind this program is that the trend in business today is to go global at start up rather than after many years of domestic business. The internet has radically changed the way we do business in international business and the (small to medium) size of the company is no longer a limiting factor in international business.

2.8 In Appendix 4, Course Status, list the courses in the department/program that are duplicated at the Cuyamaca College and identify their alignment status. Comment on courses which have not been aligned and describe the plans for alignment.

With the assistance of Marsha Rayborne, we have kept up with the changes and as much as possible with the alignment at Cuyamaca College. Since 2005, we have brought our internship programs BUS 137 Marketing Internship and BUS 159 Management Internship into alignment with Cuyamaca.

Cuyamaca wanted to change the course number on BUS140 Entrepreneurship but it was identical to our course and we brought that to their attention. We have also been working closely and as each course outline comes up for changes or up dates, we have mutually provided information. At this time all of the relevant courses in the MMIB area are aligned with Cuyamaca.

Innovation/Special Projects/Community Involvement

2.9 Describe instructional innovations and/or special projects undertaken by the department/program or individual faculty members, including the use of technology.

We have worked with the CSIS department to create one of two new classes which form a "how to market a product on the internet". Nate Scharff developed an 8 week course which is the first part of the two sections. The course is called "Principles of Internet Marketing" and is directed at the company or person interested in creating a marketing plan for the internet. CSIS has the practical version where students are actually taught to create their website and implement the plan they created in our class. It has been slow to get it off the ground. One of the reasons may be that we are not advertising it online. The student who would be looking for this class already is using the internet and tends not to look at traditional informational sources.

2.10 With the interest and needs of the community in mind, describe any outreach or community activities initiated by the department/program.

In conjunction with the Hospitality Management Program, we have been very active in East County events. Through the Grossmont Foundation, we offer a scholarship to students planning on a career in Hospitality and Tourism.

Priscilla Rogers participates in the Mount Miguel High School Virtual Enterprise program by sitting on the advisory board and helping supply business people for their various programs. We will be part of the judges for their program contest presented at the Scottish Rite in Mission Valley in February 2008.

We have renewed our relationship with the Western Association of Food Chains to increase awareness of our Retail Management Program. We are now listed on their website and will link to our website in the future. We will continue to do in-store presentation at the different grocery chains as well as at local Wal-Mart and Target stores.

In International Business we have reached out to several of the language schools as well as through former Grossmont Students. We keep in touch with the World Trade Organization and, as mentioned earlier, our interns continue to be requested by companies doing business internationally. We also have a direct link through our internship program.

A possible new course we are looking at offering, Shipping Dangerous Materials, is also in response to community needs and community outreach. Our internship instructor, Pat Miller, visits each business where we have interns. And Ms. Miller always initiates a conversation with the business owner or supervisor or manager about their educational

needs for their employees and company. We are always looking for ways to fulfill community needs.

2.11 Provide specific examples of departmental or individual effort aimed at encouraging students to become actively engaged in the learning process.

All of the instructors in the Marketing, Management, & International Business area work in their fields of expertise. Students are introduced and encouraged to learn about and keep up with all the new things that are happening in the business world. In every class, students are either encouraged or required to learn about the business world around them. As instructors, we provide information about programs, seminars and activities outside of the Grossmont Campus. We encourage the use of the internet, newspapers like the Wall Street Journal and publications such as the Economist. As mentioned before in **2.6**, students are required to go out and seek out information.

2.12 Explain the department/program's relationship to others on campus (e.g., fulfill prerequisites for other general education programs, cross-listing, interdisciplinary course offerings, learning communities.)

All of our programs require students to take courses from other areas. Things such as accounting, economics, a foreign language or a history course are required in every program for the Degree and in many even for the Certificate so there is a relationship to other departments on campus. And we will continue to add or change those courses as the marketplace changes.

- 2.13 Indicate what the department/program has done to formalize links with the following college support services:
 - Learning centers (writing and reading labs, math study center, tutorial center
 - Instructional Media
 - SETL
 - Others

SETL and the Tutoring Center are referenced in the syllabi and students are encouraged repeatedly during class sessions to use both. Students are also encouraged to get help in writing and preparing papers especially those students with English as a second language.

Students in all programs are encouraged to use all of the facilities on campus and all of the services for them that makes going to a community college a great experience. In the business area, we also recommend that students make full use of the Career Center for the resumes they need to present to get an internship. Also the special programs such as testing and hiring skills presented in the Career Center are announced in classes.

2.14 Evaluate and provide a summary of the current status of library resources related to the department/program. Use the subject-specialist librarian assigned to your

department/program to assist in the evaluation. Consider books, periodicals and online resources.

For most of the classes in our department, students are required to use publications such as the Economist, Wall Street Journal, New York Times and the LA Times. All of these are available in the library. Also many of the students subscribe to the online versions of these publications. Students have commented the library staff is helpful to them and their biggest problem is making time to get to the library.

With the cost of text books rising, students are having difficulty purchasing books. To address this we will make an effort in the future to place textbooks, for those courses that use a textbook, in the library for limited time use.

2.15 Describe the working relationship between the department/program and the Counseling Department in terms of exchanging specific information about your department/program that counselors can use to help students develop education plans and make career decisions.

Our department has a good working relationship with the Counseling Department. We work closely with Drew Massicot for the foreign students and with any of the other counselors who have questions or student issues. The coordinator has visited the department and discussed many of the programs, offering information and suggestions for student success. We keep the counseling department stocked with our current brochures. We also recommend to students to visit a counselor and set up their educational program so that they are working towards their goals.

2.16 Comment on the results of the student survey, **Appendix 6**, regarding campus resources.

The following are the results for campus resources from our student survey:

Bookstore

Basically the students use the bookstore at the beginning of the semester for books and during the semester for quiz answer sheets. 6% of our students use it more frequently, 2-4 times a week, 23% of our students use it once a week and 64% 1-2 times per semester.

Career Center

Some students reported using the Career Center but the numbers were not impressive. 3% said they went 2-4 times a week. 32% said they went 1-2 times a semester. And 65% said they never went to the Career Center. As mentioned before, we do recommend the students who are entering into the Internship Program go the Career Center to get help with their resumes.

Counseling Office

3% of the students go to the Counseling Office 2-4 times a week. 6% of the students go once a week to the office. 62% go 1-2 times a semester and 29% reported that they had never gone to the Counseling Office.

The foreign students tend to use the Counseling Office the most but we do recommend it to students who decide that they will continue their education or those that have specific issues. The most difficult group to convince to go to Counseling Office is the returning and older students. There seems to be resistance to seeking out help.

English Writing Lab

Here the numbers are better. This is good news considering the importance of being able to write in business. In our survey 8.4% of the students said they went 2-4 times a week. 8.4% of the students said they went at least once a week. And 20% of the students said they went 1-3 a semester. Unfortunately, 63% said that they did not go at all to the English Writing Lab.

LRC: Computer Lab- SETL

Again the numbers were better here. 18.5% of the students said they went to 2-4 times a week to the Computer Lab. 13% said they went once a week and 16% said they went 1-2 times a semester. 53% said they had never gone to the Computer Lab. We do have to consider that many of the students in our program work with computers on a daily basis and have access to help in their places of business. It appears that the numbers represent those students who do not have access to a system at home and the foreign students who like to get the additional help.

Instructional Media

88 % of our students said they had never used these campus resources.

LRC: Main Library

Our students were divided up pretty evenly in this area. 24% went 2-4 times a week. 25% went once a week and 23% went 1-2 times a semester. 27% reported that they had never gone to the library.

<u>Tutoring Center – LRC</u>

About 6% of the students reported going to the Tutoring Center 2-4 times a week. About 8% went once a week. 26% went 1-2 times a semester and 60 reported never going to the Tutoring Center.

Articulation

2.17 List the courses that have been formally articulated with high schools and/or four-year universities.

There are two courses which have been articulated with Mount Miguel High School. The courses are BUS 146 Marketing and BUS 140 Entrepreneurship. Most of the courses in our area are taught by faculty who are experts in their field. We have concerns that the rigor and the reality of the classes will be lost when taught by someone with no business experience.

The Coordinator has worked with Janice Johnson on articulation for the Hospitality and Tourism Program as it pertains to SDSU. This is the only program we have that transfers.

2.18 Describe the status of articulation with the CSU and UC systems as well as with regional private universities and other entities. Describe how the program ensures that transferable courses are current and articulate with four year institutions.

Although most of our courses are accepted by the CSU system as lower division business electives, our programs are associate degree or certificate programs designed to prepare students for immediate entry into the job market. 31.4% of our students already have degrees (please see Question 14b on our student survey, Appendix 6) and what they are looking for are courses or programs that will prepare them for the job market.

SECTION 3 – STUDENT ACCESS AND SUCCESS

31. In addition to the innovations listed in 2.11 describe specific ways the department/ program has adjusted or developed curriculum to foster student success (e.g., addition of pre-collegiate introduction courses, bridge courses, variable unit courses, on-line courses, honors courses, web enhanced learning).

Our instructors work or have worked in business and in industry so we are constantly presenting ways to foster student success. With the use of the web and the fact that the students must seek out information, we feel we are preparing them for the business world. The majority of our classes are offered in the evening to allow working adults the opportunity to attend classes and better their careers. As mentioned earlier, we are in the process of introducing a complete program online to enable those students with time issues the opportunity to improve their knowledge and skills.

We will have our first hybrid course in Hospitality and Tourism starting in Spring 2008. Taking what has been learned from our hybrid experience, it is our plan to then introduce a fully online version of this class in Fall 2008.

3.2 Analyze Appendix 7, Statistical Data: Outcomes Profile and comment on strategies utilized to address the needs of the various cohort groups. Provide specific strategies that have been used to meet the different needs of your students (e.g. re-entry, academically under prepared, working, disabled, limited English.)

The greatest advantage we have in our program to help meet the different needs of our students in our class size. Having smaller classes allows the instructors to get to know the students and at the same time provide help and suggestions for student success.

We provide many of our classes at night which allow the students who are working or reentering the educational process, the chance to work, study and attend classes. Also we work with any student with a disability as long as they go to the Student Services office and register. This is also covered on every syllabus.

In the International Business Program we deal more with students with limited English. We encourage those who need some additional help to use the tutoring services available as well as to form study and networking groups. At the beginning of the semester we create "buddies" and students share contact information. This allows students to have someone else to speak to and with whom they can study. Foreign students or students with English as a second or third language are encouraged to have a "buddy" who has English as a first language. This fosters cultural diversity and encourages confidence in both groups.

Age

Students in the Management, Marketing, International Business, Retail Management and Hospitality Management area have the highest concentration in the 20-49 age groups. This age group also has the highest Success and Retention Rate. As we have mentioned before, many of our students are working adults and have a dedication and purpose for attending college.

Ethnicity

Our department is quite diverse and our success rate is fairly strong in Asians, Hispanic and White, non-Hispanic. There is a trend in the Black, non-Hispanic group to have a lesser success rate. The Asians and Latin students tend to be the most successful but the majority of these students are foreign students. They come to the USA to get an American education and improve their language skills. Possibly due to the higher cost of classes for foreign students, dropping out or withdrawing from a class is not an option they treat lightly as do some of our other groups.

Gender

The students attending classes in our program are on a trend with the female population increasing slightly and with a slightly higher success rate over a five year period. This seems to be a trend for the entire college.

Overall in terms of number of students and number of degrees and certificates awarded, our success rate had declined. We believe this can be attributed to several factors including lack of a full-time coordinator for several years, the loss of many students to the military actions in Iraq and Afghanistan, and to the overall decline of students in our area. There also may be some residual reluctance on the part of foreign parents to send there children to the USA to study after 9/11.

3.3 If state or federal licensing/registration examinations govern the program, please comment on student success.

The only course which has a federal licensing requirement is the Customs Broker Exam Preparation Course. In recent years US Customs has increased the difficulty of the test to limit the number of new Customs Brokers. However, we have had a quite a few students pass the test on the first time. US Customs will no longer provide us with the statistical information so we have no current numbers.

3.4 Discuss strategies and/or activities that have been, can be, or will be used to promote/publicize the courses/department program. Include activities your faculty have implemented to provide closer connections to primary, secondary and post secondary schools. Consider campus/district resources that have been

useful. Using the Student Survey, comment on how students learned of this program.

There are several ways we have advertised or promoted our programs:

- Priscilla Rogers has made presentations to the WAFC and to local Targets,
 Wal-Mart and grocery store managers.
- We have advertised the Hospitality Program through various industry websites. Eric Lund has been instrumental in many of these activities.
- We have created a brochure for the Hospitality Program, updated the brochure for International Business. We are in the process of up-dating several of the older brochures to a more modern & lively looking format.
- We have issued press releases for the Customs Broker classes and advised the local Custom Brokers association. Our Customs Broker Exam Preparation Class website has also been the source of interest for students.
- We have participated in high school programs.
- We have done a post card mailing to the members of World Trade Organization to let them know about up coming classes.
- We will be meeting with the Small Business Administration regarding upcoming classes and will try to get them on their website.
- We need to pay greater attention to and make greater use of our websites and develop internet marketing.
- 3.5 Referring to Appendix 7, Statistical Data, Outcomes Profiles, Appendix 8, Efficiency Report, and Appendix 5, Grade Distribution Summary Report, comment on emerging trends of course completion, success, retention and enrollments.

All the data provided by the district includes all courses with BUS as their designations. This data commingles courses from bothe the Business administration department and the MMIB department. As a result of this, the data and the comments may be inaccurate.

Success

Success

	Year	%	
Fall	2001		78.6%
Fall	2002		74.4%
Fall	2003		70.1%
Fall	2004		68.9%
Fall	2005		72.8%

Success has followed the same trend as most of the other statistics. It starts our at 78.6% in Fall 2001, drops to a low of 68.9% in Fall 2004 and starts to rise again in Fall 2005 to 72.8%.

Retention

Retention

	Year	%
Fall	2001	88.40%
Fall	2002	80.60%
Fall	2003	82.00%
Fall	2004	80.80%
Fall	2005	75.60%

Retention has not followed the other statistics and that may be because of the faulty statistics.

Enrollments

Enrollment

	Year #	
Fall	2001	468
F & Sp	2002	987
F & Sp	2003	931
F & Sp	2004	617
F & Sp	2005	521
Spring	2006	312

Enrollments have followed the other data in that they start out high in 2002 and fall to a low in 2005. They seem to be on an upward trend in 2006.

3.6 Referring to Appendix 9 if the department/program offers a major or certificate in the college catalog, comment on the trends regarding number of students who earn these degrees and/or certificates.

Degrees and Certificates

Degrees & Certificates

_		
Years	Degrees	Certificates
2001-		
2002	24	26
2002-		
2003	20	29
2003-		
2004	17	30
2004-		
2005	13	21
2006	14	11

In the last program review in 2000 there is a mention that the three majors had awarded approximately 35 degrees and certificates annually. That number increased to approximately 43 degrees and certificates annually through Spring 2006. We have seen that number declining in 2006 although we are not sure exactly what caused that decline and if it is a trend. It can probably be attributed to the lower enrollments. We have not yet seen an up turn in these numbers.

SECTION 4 – DEVELOPMENT OF HUMAN RESOURCES

In Appendix 10, complete Conference, Workshops, Staff Development and Sabbaticals forms.

4.1 Describe how participation in activities listed in Appendix 10 have resulted in improvement in curriculum and instructions.

All of the seminars, activities and business trips our instructors participate in add to their business knowledge. All of our faculty, with the exception of Priscilla Rogers since Fall 2006, are adjunct faculty so they are driven by there jobs and professions to continue learning. That continuous learning translates to our students in instructors who are current in their areas of expertise and real world business experience and knowledge.

Priscilla Rogers, Eric Lund and Nate Scharff have all completed ED214 How to Teach an Online Course. This will lead to the development and preparation of online classes in Management, Marketing, International Business and Tourism.

4.2 Forecast your staff development needs both within and outside of the institution.

At this time and due to the fact that the coordinator is new in this area, it is difficult to forecast the needs of the department. However, if we are to regain our enrollments, we need to replace the position of James Wegge.

If one had to predict into the future, one might predict that the Hospitality and Tourism Management area will continue to be one of the fastest growing areas. According to SD Workforce data, at this time, tourism is the second largest employer in San Diego County with retailing being the number one. So it would seem logical that another full time instructor with skills in Tourism, Marketing and Human Resource Management will be necessary.

4.3 Describe how the members of the department/program are helping to shape the direction of the college (e.g. writing grants, serving on college/district committees, task forces, Academic Senate representation, etc.)

Basically the department is made up of adjunct faculty – one full-time instructor and nine adjunct instructors. As such those members do not participate in any of the above mentioned areas. Eric Lund is very active in the Grossmont Foundation and works on a variety of projects in that area. As mentioned before, Mr. Lund also serves on the Mount Miguel High School Advisory Committee.

Priscilla Rogers since becoming full-time in 2006 has participated in the Committee for Chairs and Coordinators, Academic Senate and is a member of The Enrollment Strategies Committee. Ms. Rogers is also looking at participating with the Foundation on a project

to create a data bank of alumni. Once the data bank has been created, the Foundation hopes to increase alumni participation and support of the efforts of Grossmont College.

4.4 Describe how the members of the department/program contribute to the community beyond the college, locally, statewide and nationally.

Most of our adjunct faculty are members of organizations relating to their particular industries such as the World Trade Association, the Customs Brokers Associations, and Tourism Council. This participation and membership allows our instructors to keep up with business developments in their areas. Individual faculty members have served in the following capacities:

- Members of professional organizations
- Officers and Mentors for volunteer centers
- Advisory Board members to college business departments and high schools
- Church and community volunteers
- **4.5** Describe how decisions are made in your department/program.

Decisions/incidents/problems in the department are usually discussed with the faculty by the coordinator via e-mail and telephone conversations. It is then brought to the attention of the Dean, Fred Allen, by the coordinator. After discussions with the Dean and any additional information required is collected, a decision is made. The adjunct faculty members are always encouraged to go directly to the dean if they want or feel the need to do so.

4.6 Describe how computer resources, such as the internet, department and faculty web pages, and e-mail are used by the faculty in the department/program.

The internet is extremely important to all business faculty because it is so important in business communication today. Faculty and department coordinator communicate via email extensively. Students communicate via e-mail with their instructors on a regular basis. This is especially important in our department as adjunct faculty do not have regular paid office hours.

We are adding web pages and encouraging students to check those pages for instructor information. In the area of International Business we have noticed an increase in communications from foreign students interested in our program due to the improved website and available coordinator information.

4.7 If your department/program has hiring equivalencies, explain the rationale and comment of alignment with Cuyamaca.

We use equivalencies in our department when we are looking for an instructor who has general business experience but also has expertise in a certain area but who may not have a Master's Degree. In business a person can be considered an expert in a particular area because of work related experience and not formal education. If they do not have a Master's Degree the applicant must have significant work experience in their field.

4.8 List and describe the duties of classified staff, work study and student workers who are directly responsible to the department/program.

The department has no classified staff, work study, or student workers.

4.9 Discuss staffing factors that influence the effectiveness of the program. Does your department/program need to decrease, maintain or increase the number of full-time faculty? Support your response with enrollment trends, future outlook for your department/program and any information related to changes in the economy, business or human services needs. Include discussion of part-time vs. full-time rations and dependence overloads.

At this time the department does needs to hire one full time faculty member to replace James Wegge. The numbers indicate that we are again on a growing trend with increases in the day classes as well as evening. It is difficult for us to find well qualified adjunct business instructors for daytime classes in business, marketing and human resource management. Marketing is such a vital area in business and currently Nate Scharff teaches marketing for the MMIB Program. At this time we schedule about one third of his time with the remaining going to the Business Administration area. Having a fulltime instructor in the marketing area would continue to help further revitalize that program.

The programs offered in Management, Marketing, International Business, Hospitality and Tourism are all areas of importance to San Diego County. Hospitality and Tourism are two of the larges employers in San Diego and we are playing a significant part in preparing students for jobs in those areas. Every business today needs good management, creative marketing and global business knowledge - all of which are available through our programs.

SECTION 5 - SCHEDULING EFFECTIVENESS AND ROOM UTILIZATION

5.1 Using Appendices 7 and 8, comment on student success figures since the last program review. How does this compare to the campus-wide figures?

The figures provided in Appendix 8 are not correct for the MMIB department. All the courses with BUS are combined and include courses from the BOT department, the Business Administration department and ROP. If you will note there are a series of spreadsheets 5.2a-e (attached) which have been prepared to show the correct WSCH figures and analysis for the MMIB department.

5. 2a										
Total enrollr		rived fron					nary):			
51.10	F	SP	F	SP	F	SP	F	SP	F	SP
BUS	2001	2002	2002	2003	2003	2004	2004	2005	2005	2006
115	62	71	64	54	29	32	31	37	19	29
118	18	30	19	24	28	19	16	14		18
137*	10	15	29	41	7					
140	17		36							
141					21	28			26	
142			29		18		21		12	
144	10			33		22		22		26
146	87	89	76	69	80	66	73	63	32	44
147**	40	33	68	91	19					
148										
155	15		25		33		18		16	
156	39	27	49	18	35	37	21	26	13	35
158				20			28	20	29	18
159*	34	18	46	59	12					
160										13
250	30	28	20	23	18	16	15	19	17	25
251	32		29		29		27		34	
252		36		36		24		20		30
253	41		31		25		21		22	
256		34		27		25		16		28
257		34		35		28		19		25
258	27		25		18		13		13	
265*	3	14	7	9	14	13	14	10	9	15
266*	1		1		3	3	2	5	4	
267*	2	3	1	1	2	2	2	4		6
TOTALS	468	432	555	540	391	315	302	275	246	312
								5		· · · ·

^{*} Internships

^{**} Previously tied to internships

5.2b

Number of sections offered (derived from Appendix 5-Grade Distribution Summary):

Number o	F	SP								
BUS	2001	2002	2002	2003	2003	2004	2004	2005	2005	2006
115	2	2	2	2	1	1	. 1	1	1	1
118	1	1	1	1	1	1	1	1		1
137*	2	2	4	3	4					
140	1		1							
141					1	1			1	
142			1		1		1		1	•
144	1			1		1		1		1
146	2	2	2	2	2	3	2	2	1	2
147**	4	8	7	8	4					
148										
155	1		1		1		1		1	
156	2	1	2	1	1	1	1	1	1	1
158				1			1	1	1	1
159*	3	3	4	4	3					
160										1
250	1	2	1	1	1	1	1	1	1	1
251	1		1		1		1		1	
252		1		1		1		1		1
253	1		1		1		1		1	
256		1		1		1		1		1
257		1		1		1		1		1
258	1		1		1		1		1	
265*	4	1	2	1	4	2	2	3	3	4
266*	1		1		1	1	1	1	1	
267*	1	1	1	1	1	1	1	1		1
TOTALS	29	26	33	29	29	16	16	16	15	17

^{*} Internships

5.2c

Average class size (derived from Appendix 5-Grade Distribution Summary):

Averag	Average class size (derived from Appendix 5-Grade Distribution Summary):											
	F	SP	F	SP	F	SP		SP	F	SP		
BUS	2001	2002	2002	2003	2003	2004	F 2004	2005	2005	2006		
115	31.0	35.5	32.0	27.0	29.0	32.0	31.0	37.0	19.0	29.0		
118	18.0	30.0	19.0	24.0	28.0	19.0	16.0	14.0		18.0		
137*	5.0	7.5	7.3	13.7	1.8							
140	17.0		36.0									
141					21.0	28.0			26.0			
142			29.0		18.0		21.0		12.0			
144	10.0			33.0		22.0		22.0		26.0		
146	43.5	44.5	38.0	34.5	40.0	22.0	36.5	31.5	32.0	22.0		
147*												
*	10.0	4.1	9.7	11.4	4.8							

^{**} Previously tied to internships

148										
155	15.0		25.0		33.0		18.0		16.0	
156	19.5	27.0	24.5	18.0	35.0	37.0	21.0	26.0	13.0	35.0
158				20.0			28.0	20.0	29.0	18.0
159*	11.3	6.0	11.5	14.8	4.0					
160										13.0
250	30.0	14.0	20.0	23.0	18.0	16.0	15.0	19.0	17.0	25.0
251	32.0		29.0		29.0		27.0		34.0	
252		36.0		36.0		24.0		20.0		30.0
253	41.0		31.0		25.0		21.0		22.0	
256		34.0		27.0		25.0		16.0		28.0
257		34.0		35.0		28.0		19.0		25.0
258	27.0		25.0		18.0		13.0		13.0	
265*	0.8	14.0	3.5	9.0	3.5	6.5	7.0	3.3	3.0	3.8
266*	1.0		1.0		3.0	3.0	2.0	5.0	4.0	
267*	2.0	3.0	1.0	1.0	2.0	2.0	2.0	4.0		6.0

^{*} Internships

5.2d WSCH (derived from Appendix 5-Grade Distribution Summary):

	•	F	SP								
BU	IS	2001	2002	2002	2003	2003	2004	2004	2005	2005	2006
	115	186	210	192	162	84	96	93	111	57	87
	118	54	90	57	72	84	57	48	42		54
	137*										
	140	51		108							
	141					63	81			72	
	142			84		54		63		30	
	144	30			99		66		66		78
	146	261	267	228	207	240	195	216	189	96	129
	147**	40	33	68	90	18					
	148										
	155	45		75		99		54		48	
	156	117	81	144	54	105	111	60	78	39	102
	158				60			84	60	84	54
	159*										
	160										36
	250	87	84	57	69	54	48	45	57	51	72
	251	56.7		49.4		43.9		48.6		49.4	
	252		45.3		41		28.8		23.3		35.7
	253	123		93		75		63		66	
	256		56.7		26.4		31		27.3		43.7
	257		42.5		19.9		13		11		32.9
	258	81		72		54		39		39	
	265*										
	266*										

^{**} Previously tied to internships

267* TOTALS 1131.7 909.5 1227.4 900.3 973.9 726.8 813.6 664.6 631.4 724.3

- * Internships
- ** Previously tied to internships

5.2e										
Earned W	SCH/FETF	(derived fro	om Append	ix 12-Subje SP	ct WSCH A	nalysis): SP		SP		SP
BUS	F 2001	2002	F 2002	2003	F 2003	2004	F 2004	2005	F 2005	2006
115	465.00	525.00	480.00	405.00	420.00	480.00	465.00	555.00	285.00	435.00
118	270.00	450.00	285.00	360.00	420.00	285.00	240.00	210.00		270.00
137*										
140	255.00		540.00							
141					315.00	405.00			360.00	
142			420.00		270.00		315.00		150.00	
144	150.00			495.00		330.00		330.00		390.00
146	652.50	667.50	570.00	517.50	600.00	487.50	540.00	472.50	480.00	322.50
147**	298.50	246.26	529.85	671.64	283.58					
148										
155	225.00		375.00		495.00		270.00		240.00	
156	292.50	405.00	360.00	270.00	525.00	555.00	300.00	390.00	195.00	510.00
158				300.00			420.00	300.00	420.00	270.00
159*										
160										180.00
250	435.00	210.00	285.00	345.00	270.00	240.00	225.00	285.00	255.00	360.00
251	481.20		436.09		436.09		431.41		508.60	
252		525.00		510.00		345.00		270.00		405.00
253	615.00		465.00		375.00		315.00		330.00	
256		496.24		279.17		359.77		239.84		419.77
257		510.00		262.50		195.00		135.00		375.00
258	405.00		360.00		270.00		195.00		195.00	
265*										
266*										
267* TOTAL	4544.7	4035.0	5105.9	4415.8	4679.6	3682.2		3187.3	3418.6	3937.2
S	0	0	4	1	7	7	3716.41	4	0	7

^{*} Internships

5.2 Analyze and comment on any trends in enrollment, numbers of sections offered, average class size and efficiency.

There seems to be one important trend in all of the programs for the MMIB area. Numbers have shown that from the Fall 2003 semester and the beginning of the Spring 2004 something happened to create a downward spiral in student enrollments. The

^{**} Previously tied to Internships

program seems to have hit bottom in Fall 2005 and now appears to be on an upward trend. There are several events which we believe have lead to this situation are

- the retirement of Gene Britt
- the loss of the department coordinator and thus the lack of guardianship of this coordinator-intensive program
- the problem with the internship programs and the discontinuing of those highly popular sections
- there was no one to step in and take over the position on a full-time basis
- the reduced time and retirement of the only remaining full time faculty member, James Wegge
- the reduction of international students

From 2003 to 2006 there was no "passing of the baton" and the department suffered for that lack of planning. Even today, the coordinator has had to learn everything by trial and error. One of the most important components in any business is strategic or long term planning and none was done for the department. And the numbers show it.

5.3 Comment on any sections that are historically under-enrolled and discuss strategies that might increase enrollment.

BUS 118, Retail Management, is consistently under-enrolled. We are not sure what the cause of this is. It may partially be due to the low expectations placed on retail sales help and the rather difficult reputation the retail industry has. Many people do not look at retail as a career but rather as a job. We have been working with the supermarket chains and we have made presentations to several of the large retailers in hopes of improving the enrollment.

We have recently renewed contact with the Western Association of Food Chains to seek their help in supporting the program. Their request was basically the reason we started the program. Unfortunately, their industry has been in turmoil for several years and the future does not look that bright for them due to chains like Wal-Mart. There is still work to be done in the Retail Management Program but it may be that it does not thrive or survive.

During the time the programs were without a full time coordinator, enrollments dropped in all programs. In at the end of 2005 and into 2006 we started to see a reversal of that trend and our enrollments have improved in most areas. We anticipate the improvement will continue and the programs will grow. We have added back in sections so that we now offer both night and day classes in BUS 146 and BUS 156. We have also made changes in the scheduling looking for the best combinations for our students.

5.4. Comment on the adequacy of facilities (e.g. does the room size and configuration fit the teaching strategies?) and equipment for meeting instructional needs.

In most cases the room size and configuration fit the teaching strategies. In the case of the International Business Department there are several classes which would be more effectively conducted in rooms similar to Room 522. If students are using reference books such as the harmonized Tariff Schedule and they are working together in groups, it would be better to have large table areas available.

The rooms are adequately equipped with fairly modern audio-visual equipment and the service provided by the Instructional Media Center is excellent. There is one area for improvement. There needs to be some sort of alert system in place so that when the equipment in a room fails or is down for service, the instructors using that room for that time period are informed. It is very disconcerting to find out when the class is about to begin. It leaves no time to take action.

5.5 How does room availability affect your enrollment?

Room availability does not appear to affect the enrollments in our department. In all cases Instructional Operations has worked very hard to accommodate the departments' room requests. We have been changing and offering classes in new time slots over the last two semesters. So in the case of these new class times, we have had an occasional problem in finding a room available in a requested time slot.

5.6 Discuss alternatives your department/program have explored including off-site offerings.

The alternatives the department is considering and acting on are variation in class start times, hybrid and online classes and the development of a fully online program and degree in Entrepreneurship. The department has in the past had off-site classes but we are not looking at that at this time.

5.7 Comment on the results of the Student Survey, Appendix 6, focusing on class times and facilities.

In the Student Survey, **Appendix 6**, question 8a 52.8% of the students responded by saying their preferred time for courses to be offered were evenings. The next most requested time slots were Monday to Thursday 9am-3pm with 34.8 percent. This fits well with what we are currently doing and with the use of adjunct faculty from the business world who predominantly are only available to teach in the evening.

As a note to that it was interesting to note that 93% of the students taking classes at the time of our survey were taking them for their majors. 55% of the students enrolled in the department at the time of the survey were taking classes to improve their skills and 52% were there for general interest.

SECTION 6- FISCAL PROFILE

6.1 Using Appendix 12, Subject WSCH Analysis Report: comment on trends reflected in the column "Earned WSCH/FTE(F)" for your overall department/program, and for specific courses over a five year period.

Earned WSCH/FTEF (derived from Appendix 12-Subject WSCH Analysis): SP SP SP SP SP SP SP SP										
BUS	F 2001	2002	F 2002	2003	F 2003	2004	F 2004	2005	F 2005	2006
115	465.00	525.00	480.00	405.00	420.00	480.00	465.00	555.00	285.00	435.00
118	270.00	450.00	285.00	360.00	420.00	285.00	240.00	210.00		270.00
137*										
140	255.00		540.00							
141					315.00	405.00			360.00	
142			420.00		270.00		315.00		150.00	
144	150.00			495.00		330.00		330.00		390.00
146	652.50	667.50	570.00	517.50	600.00	487.50	540.00	472.50	480.00	322.50
147**	298.50	246.26	529.85	671.64	283.58					
148										
155	225.00		375.00		495.00		270.00		240.00	
156	292.50	405.00	360.00	270.00	525.00	555.00	300.00	390.00	195.00	510.00
158				300.00			420.00	300.00	420.00	270.00
159*										
160										180.00
250	435.00	210.00	285.00	345.00	270.00	240.00	225.00	285.00	255.00	360.00
251	481.20		436.09		436.09		431.41		508.60	
252		525.00		510.00		345.00		270.00		405.00
253	615.00		465.00		375.00		315.00		330.00	
256		496.24		279.17		359.77		239.84		419.77
257		510.00		262.50		195.00		135.00		375.00
258	405.00		360.00		270.00		195.00		195.00	
265*										
266*										
267* TOTAL	4544.7	4035.0	5105.9	4415.8	4679.6	3682.2	3716.4	3187.3	3418.6	3937.2
S	0	0	4	1	7	7	1	4	0	7

^{*} Internships

WSCH/FTEF has show the same trend as earlier mentioned. The numbers start out high, fall in Spring 2004 and than a bottoming out in Spring 05. There has been a slow upward trend in each of the two consecutive semesters in Fall 05 and Spring 06.

^{**} Previously tied to Internships

6.2 Using Appendix 14, Fiscal Data: Outcomes Profile: analyze and comment on earned WSCH/FTEF and Cost/FTES of the department/program.

The Cost/FTES shows the cost per student reaching an all time high in Fall 02/Spring 03 of \$3674 per student to the \$1881 in Fall 05/Spring 06.

6.3 If the department/program receives any outside financial support or subsidy, list those sources and the amount. Describe how the additional resources are used and how the relate to the regular college budget.

The only source of outside funds is from the US Customs Broker Course. The funds have been used in the past to pay for part time clerical help, computer equipment, instructional videos and educational courses for faculty.

SECTION 7- SUMMARY

- 7.1 Summarize department/program strengths and weaknesses in terms of:
 - Teaching and learning
 - + Department has top quality faculty
 - + Grossmont and its faculty have an excellent reputation in the extended San Diego business community.
 - Keeping the evening student engaged in learning after at least 8 hours of work before they get to class.
 - Student access and success
 - + Small class size
 - + Class availability is acceptable to most students
 - + Adjunct and full-time faculty available via e-mail
 - Lack of Hybrid and Online classes available to students
 - Student enrollments were lost in the years without a coordinator
 - Development of human resources
 - + Faculty is very active in the community
 - + Adjunct faculty attend department meetings
 - + The is a gradual increase in the number of adjunct faculty interested in preparing to teach online classes
 - Department is in need of one additional full-time faculty member with strong experience in Marketing and Management
 - Fiscal stability
 - + With the increase in the number of sections offered we will be able to increase our enrollment while controlling our costs.

SECTION 8 – CONCLUSIONS AND RECOMMENDATIONS

- 8.1 Make a rank-order list of department/program recommendations. These recommendations should be clearly based on the information included in Sections 1 through 7. Do not limit recommendations to only those dealing with resources.
 - 1. One full-time faculty member to replace James Wegge.
 - 2. Set up a regular schedule for Advisory Committee meetings in two areas, International Business, Management & Marketing and Hospitality and Tourism Management.
 - 3. Finish creating MMIB program and coordinating class SLOs
 - 4. Review and up-date course outlines for all programs
 - 5. Create a Hospitality and Tourism Internship Program.
 - **6.** After careful evaluation continue to expand course offerings by the use of hybrids and online courses
 - 7. Create fully online program for Entrepreneurship and/or International Entrepreneurship.
 - **8.** Work with the GC Marketing Department to institute and improve online marketing for all courses.

MMIB – APPENDIX 1 THE EDUCATIONAL MASTER PLAN

Division: Business and Professional Studies

Department: Marketing, Management and International Business

Director or Chair: Priscilla Rogers and Pat Miller

Program Description: The International Business, Marketing, Management Department offers certificates of achievement and associate degree programs in marketing, management, international business, retail management, hospitality and tourism management, and culinary entrepreneurship. In addition, as a community service, it offers the only customs broker license exam review course in the San Diego area.

Activities

Activity #1:

Replace the coordinator of the department who retired 12/31/2003.

Benefits:

Continuity of leadership for the faculty and students of the department. In addition, prompt replacement will prevent an increased student and faculty contact load on the Division Dean.

Requirements:

Curriculum Development? N
Equipment? N
Facilities? N
Marketing? N
Staffing – Classified? N
Staffing – Faculty? Y
Staff Development? N

Goals and Objectives: 4, 4.1

Activity #2:

Replace marketing/management instructor who died February 2003.

Benefits:

This will enable the department to maintain high quality instruction especially in the day sections where it is very difficult to recruit and retain outstanding adjunct in there particular disciplines.

Requirements:

Curriculum Development? N
Equipment? N
Facilities? N
Marketing? N
Staffing – Classified? N
Staffing – Faculty? Y
Staff Development? N

Goals and Objectives: 4, 4.1

Activity #3:

Work with the advisory committee to develop a Marketing Plan to target the Hospitality and Tourism Industry in San Diego County with the objective of increasing student enrollment.

Benefits:

Increase enrollments which will increase revenues for the College and meet the increasing needs of the Hospitality and Tourism Industry in San Diego County.

Requirements:

Curriculum Development? N
Equipment? N
Facilities? N
Marketing? Y
Staffing – Classified? N
Staffing – Faculty? N
Staff Development? N

Goals and Objectives: 1, 1.8

Activity #4:

Work with the division dean and the chair of the Business Administration Department to study the feasibility of merging the two departments.

Benefits:

Cost savings in released time. Improved communication between the departments.

Requirements:

Curriculum Development? N
Equipment? N
Facilities? N
Marketing? N
Staffing – Classified? N
Staffing – Faculty? Y
Staff Development? N

Goals and Objectives: 3, 3.1

Activity #5:

Replace marketing/management instructor who retired Spring 2005.

Benefits:

This will enable the department to maintain high quality instruction especially in the day sections where it is very difficult to recruit and retain outstanding adjunct in there particular disciplines.

Requirements:

Curriculum Development? N

Equipment? N
Facilities? N
Marketing? N
Staffing – Classified? Y
Staffing – Faculty? N
Staff Development? N

Goals and Objectives: 4, 4.1

Additional Planning Activities

none

Accomplishments

Accomplishment #1:

In response to community interest the Hospitality and Tourism Program was reintroduced and has successfully run for two semesters. We have worked closely with the East County Visitors Bureau to be sure we are supporting the needs of the industry.

Goals and Objectives: 1, 1.3

Accomplishment #2:

In conjuction with the re-introduction of the Hospitality and Tourism Program we have begun the process of creating a brochure to support our future marketing efforts.

Goals and Objectives: 1, 1.3

Accomplishment #3:

Worked with San Diego State University to ensure that Grossmont sturdents will be able to transfer as Juniors directly into the Hospitality and Tourism Program at SDSU to complete their four year degree.

Goals and Objectives: 2, 2.1

Accomplishment #4:

Carried out Advisory Committee Meetings for the International Business, Hospitality and Tourism and Retail Management Programs with the aim of improving programs and meeting community needs.

Goals and Objectives: 1, 1.3

Accomplishment #5:

Updated the International Business brochure with a more modern look that will have a better visual draw for marketing purposes.

Goals and Objectives: 1, 1.3

Accomplishment #6:

Increased enrollments by 30% in the Customs Broker License Exam Prep Course which is offered two times per year. This resulted in increased revenues.

Goals and Objectives: 3, 3.1

Accomplishment #7:

Developed and executed a marketing plan for the International Business Program to target the international business community in San Diego County. This will result in increased enrollments for the Fall semester.

Goals and Objectives: 1, 1.3

Accomplishment #8:

Reorganized some of the adjunct faculty teaching assignments in the International Business Program to help in assessing why enrollments have dropped.

Goals and Objectives: 4, 4.1

Accomplishment #9:

Successful in having adjunct faculty office 518B totally redone with new wall, ceiling, light, carpet, paint, etc. This will result in a better health environment and professional looking office for both faculty and students.

Goals and Objectives: 5, 5.6

Accomplishment 10:

none

Goals and Objectives: 0, 0

Additional Accomplishments:

none

MMIB – APPENDIX 5 GRADE DISTRIBUTION SUMMARY

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^{**} CLASS NOT VALID FOR A.D.A -- NOTED ONLY (NOT INCLUDED IN TOTALS)

GROSSMON', COLLEGE GRADE DISTRIBUTION SUMMARY

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BUS 222 MEDICL TRANSCRIP SKIL BUILDING 3722N 1.0 8 3 2 COURSE TOTAL 8 3 2	നന	117	17.0 DIEHL 17.0	PT
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GROSSMON COLLEGE GRADE DISTRIBUTION SUMMARY	BUSINESS AND PROFESSIONAL STUDIES
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MMIB – APPENDIX 2 PREVIOUS PROGRAM REVIEW SUMMARY

MARKETING, MANAGEMENT AND INTERNATIONAL BUSINESS PROGRAM REVIEW COMMITTEE SUMMARY EVALUATION

The program review committee commends the department for:

- assisting in the development of an internship program for the accounting department, initiating new placements with the Extensive development of the internship program to place approximately 70 students per semester in the three majors, local transportation industry and developing an international program with Mexico for internships in the Tijuana area
- Responsiveness to local needs through programs such as the Custom Broker License Exam Preparation Course and the Intensive Entrepreneurial Training Program (Quickstart) for people whose careers had been affected by defense ۲i
- Hiring highly qualified, specialized instructors who have a strong commitment to the field of international business.
- 4. Innovation in developing the new retail management curriculum requested by the Western Association of Food Chains for supervisory and middle management employees.

The committee offers the following recommendations:

- 1. Immediate replacement of the retiring coordinator so there is a smooth transition for the students and program.
- Strongly consider merging with the business administration department in order to create an inclusive, cohesive, and comprehensive department that meets both transfer and career goals for students.
- Work collaboratively with the business administration department and counseling to better clarify information on degree and certificate programs, transfer requirements, and other options for students. ო.
- 4. In the marketing and management program: hire faculty, recruit students, and provide more outreach to small San Diego businesses representative of our multicultural community.
- 5. Update course outlines for Bus 115,140,142, 144, 146, 155, 250, 251,253, 256, 258, 266, 267.

Marketing, Management and International Business

COMMITTEE	RECOMMENDATION	Maintain				
	COST/FTES	\$2,432	\$2,498	\$3,088	\$2,792	\$2,810
FTES		79.20	85.03	67.63	75.20	72067
SPRING SEMESTER	WSCH	1222	1338	904	1033	868
FALL SEMESTER	WSCH	1154	1213	1125	1223	1282
SCHOOL	YEAR	1995-96	1996-97	1997-98	1998-99	1999-00

Note: percent of MAX data not reported separately from BOT and Bus. Admin.

College President

Academic Program Review Chair

MMIB – APPENDIX 3 CATALOG DESCRIPTIONS

Hospitality and Tourism and Management

The Hospitality and Tourism Management major provides students with a solid undergraduate program emphasizing basic business management principles and their specific application to the hospitality and tourism industry. Students completing the program are prepared to transfer to a Bachelor of Science program at a four-year institution.

Career Opportunities

Airline Reservation Agent Executive Housekeeper Flight Attendant + Front Office Manager + Golf/Country Club Manager * Hotel Manager/Supplier * Public Relations Specialist * Restaurant Manager *

- *Bachelor's Degree or higher required.
- +Bachelor's Degree normally recommended.

Associate Degree Major Requirements

(Major Code: 56008)

Subject & Number	Title	Units
Business 120	Financial Accounting	4
Business 121	Managerial Accounting	4
Business 125	Business Law: Legal Environment of Business	3
Business 128	Business Communications	3
Business 158	Introduction to Hospitality and Tourism Management	3
Business 160	Hospitality Managerial Accounting and Controls	3
Computer Science Info. Systems 110	Principles of Information Systems	4
Economics 120	Principles of Macroeconomics	3

	Total Required Plus General Education and Elective Requirements	28- 30
Mathematics 178	Calculus for Business, Social and Behavioral Science	4
Mathematics 160	Elementary Statistics	3
Economics 121	Principles of Microeconomics	3

Certificate of Achievement

Any student who chooses to complete only the courses required for the above major qualifies for a Certificate of Achievement in Hospitality Management. An official request must be filed with the Admissions and Records Office prior to the deadline as stated in the Academic Calendar.

International Business

The International Business program is designed to prepare students with the background and technology necessary to work in a business engaged in international trade. The curriculum is also of value to the individual who is planning to start his/her own import/export business. Internships in local international trade organizations are an important part of the program.

Career Opportunities

Broker
Customs Broker
Freight Forwarder
Import-Export Agent
Import-Export Specialist
International Finance & Accounting
International Law
International Planning & Management
International Purchasing & Management

Associate Degree Major Requirements

(Major Code: 54059)

Subject & Number	Title	Units
Business 120	Financial Accounting	4
Business 250	Introduction to International Business	4
Business 251	251 Import/Export Procedures	2
Business 252	Global Sourcing, Buying and Manufacturing	1.5
Business 253	International Marketing: Expanding Exports	3
Business 256	International Financial Transactions	2
Business 257	International Transportation	1.5
Business 258	The Cultural Dimension in International Business	3
	Total	20

Select TWO (2) of the following courses:

Subject & Number	Title	Units
Business 121	Managerial Accounting	4
Business 140	Entrepreneurship: Developing a Business Plan	3
Business 146	Marketing	3
Business 265 A-B-C-D OR	Internship in International Business	Yossa
Business 266 OR	Internship in International Business	(2)
Business 257	Internship in International Business	(3)
	Total	4-7

Select ONE (1) of the following courses:

Subject & Number	Title	Units
Communication 124	Intercultural Communication	3
French 152	The French Speaking World: A Cultural Perspective	3
Geography 130	Human and Cultural Geography	3
History 137	East Asian Civilization	3
History 147	Middle East History	3
Humanities 130	East Asian Humanities	3
Spanish 141	Spanish & Latin American Culture	3

or ONE (1) course in any foreign language [Spanish 120A and 120B are equivalent to one semester of Spanish 120]		3-5
	Total	3-5
	Total Required Plus General Education and Elective Requirements	27-32

Certificate of Achievement

Any student who wishes to complete only the requirements listed above qualifies for a Certificate of Achievement in International Business. An official request must be filed with the Admissions and Records Office prior to the deadline as stated in the Academic Calendar.

Management

The management curriculum is designed to provide the student with the skills necessary for success as a manager in today's demanding organizational climate. The program is of benefit to the man or woman who aspires to a mid-level or higher management position in any type of organization including business, government and service organizations. Since much of the curriculum is transferable to four-year institutions, the program not only provides readily usable management skills for the two-year student, but it also provides a base for those students who later wish to undertake more advanced study in business.

Career Opportunities

Claim Adjuster+
Employment Interviewer
Inventory Manager
Management Analyst*
Management Consultant*
Management Trainee
Operations Manager
Office Manager+
Production Controller+
Trust Officer, Bank*

*Bachelor's Degree or higher required.

+Bachelor Degree normally recommended.

Associate Degree Major Requirements

(Major Code: 50046)

Subject & Number	Title	Units
Business 115	Human Relations in Business	3
Business 120	Financial Accounting	4
Business 125	Business Law: Legal Environment of Business	3
Business 128	Business Communication	3
Business 155	Personnel Management	3
Business 156	Principles of Management	3
Communication 122	Public Speaking	3

Business 258	The Cultural Dimension in International Business	3
	Total	22

Select FOUR (4) units from the following courses:

Subject & Number	Title	Units
Business 176	Computerized Accounting Applications	2
Business Office Technology 172	Introduction to Microcomputer Applications	2
Computer Science Info. Systems 110	Principles of Information Systems	4
Computer Science Info. Systems 175 A-B-C-D	Computer Electronic Spreadsheet Packages	2
	Total	4

Select ONE (1) of the following courses:

Subject & Number	Title	Units
Business 118	Retail Management	3
Business 121	Managerial Accounting	4
Business 142	Personal Selling & Persuasion	3
Business 144	Advertising	3
Business 146	Marketing	3
Business 159 A-B-C-D	Management Internship	3
Economics 120	Principles of	3

Macroeconomics	
Total	3-4
Total Required Plus General Education and Elective Requirements	29- 30

Certificate of Achievement

Any student who wishes to complete only the requirements listed above qualifies for a Certificate of Achievement in International Business. An official request must be filed with the Admissions and Records Office prior to the deadline as stated in the Academic Calendar

Marketing

Marketing consists of all the activities that direct the flow of goods and services from producer to consumer. This may include market research, physical distribution, wholesaling, advertising, personal selling, and retailing. Although most jobs are in wholesale and retail trade, this broad field offers many employment opportunities. The internship experience is an important feature of the program.

Career Opportunities

Account Executive*
Advertising Manager*
Booking Agent
Claim Adjustor+
Consumer Affairs Director*
Financial Planner*
Import-Export Agent+
Internal Revenue Investigator*
Management Trainee
Marketing Manager+
Purchasing Agent
Retail Manager
Securities Trader*
Stockbroker*

*Bachelor's Degree or higher required.

+Bachelor Degree normally recommended.

Associate Degree Major Requirements

(Major Code: 50039)

Subject & Number	Title	Units
Business 120	Financial Accounting	4
Business 125	Business Law: Legal Environment of Business	3
Business 128	Business Communication	3
Business 146	Marketing	3
Business 156	Principles of Management	3
Business Office Technology 172	Introduction to Microcomputer Applications	2

Total	18
	1

Select THREE (3) of the following courses:

Subject & Number	Title	Units
Business 118	Retail Management	3
Business 142	Personal Selling and Persuasion	3
Business 144	Advertising	3
Business 252	Global Sourcing, Buying and Manufacturing	1.5
Business 253	International Marketing: Expanding Exports	3
	Total	7.5- 9

Select ONE (1) of the following courses:

Subject & Number	Title	Units
Business 115	Human Relations in Business	3
Business 137 A-B-C-D	Marketing Internship	3
Business 140	Entrepreneurship: Developing a Business Plan	3
Business 250	Introduction to International Business	3
Business 258	The Cultural Dimension of International Business	3
Business 159 A-B-C-D	Management Internship	3
	Total	3

	Total Required Plus General Education and Elective Requirements	28.5- 30
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Certificate of Achievement

Any student who chooses to complete only the requirements listed above qualifies for a Certificate of Achievement in that area. An official request must be filed with the Admissions and Records Office prior to the deadline as stated in the Academic Calendar.

Retail Management

Retail sales and management is one of the largest fields for employment in the United State. This program is designed to provide the foundation for advancement from entry level positions to management in retailing. Career opportunities are plentiful in food chains, department stores, specialized small and large retail outlets, and small stores. A certificate or degree in the program greatly enhances a part-time or full-time employee's opportunity to progress in a career in this large, growing industry.

Note: This major meets the core retail management curriculum recommended by the Western Association of Food Chains for employees who wish to prepare for management positions.

Career Opportunities

Department Manager
District Manager
Human Resources Assistant
Marketing Manager
Merchandise Manager
Office Manager
Retail Store Manager
Sales Manager
Store Owner/Operator

Associate Degree Major Requirements

(Major Code: 55080)

Subject & Number	Title	Units
Business 109	Elementary Accounting	3
Business 115	Human Relations in Business	3
Business 118	Retail Management	3
Business 128	Business Communications	3
Business 146	Introduction to Marketing	(1)
Business 152	Business Math	2
Business 155	Human Resources Management	3
Business 156	Principles of	3

	Management	
Computer Science Info. Systems 110	Principles of Information Systems	4
Computer Science Info. Systems 172	Introduction to Microcomputer Applications	(2)
	Total Required Plus General Education and Elective Requirements	28- 30

Certificate of Achievement

Any student who chooses to complete only the requirements listed above qualifies for a Certificate of Achievement in Retail Management. An official request must be filed with the Admissions and Records Office prior to the deadline stated in the Academic Calendar.

Certificate of Proficiency

Certificates of Proficiency are designed for the student who needs to be prepared to enter an entry-level job. A Certificate of Proficiency may be awarded upon successful completion of a prescribed course of study.

Sales Associate

The Sales Associate Certificate of Proficiency prepares a student who has no exposure to the field and those with limited experience to immediately enter a large employment field that offers unlimited career opportunities. The foundation courses may be completed in one semester. This certificate can lead to the Retail Management Certificate of Achievement, or with the General Education courses, an Associate of Science Degree. All classes must be completed with a "C" grade or higher.

Subject & Number	Title	Units
Business 115	Human Relations in Business	3
Business 118	Retail Management	3
Business 142	Personal Selling and Persuasion	3
Business 152	Business Mathematics	2
Business Office Technology 100	Basic Keyboarding	Feronds
OR		

Business Office Technology 172	Introduction to Microcomputer Applications	(2)
Communication 120 OR	Interpersonal Communication	3
Communication 122	Public Speaking	(3)
	Total	15- 16

Counse

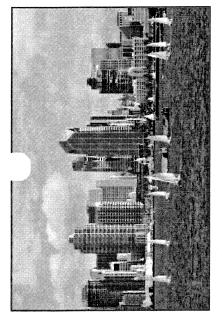
to a 4-year institution. Special counseling is available The Grossmont College Counseling Center will help interested in a certificate, 2-year degree, or transfer for students returning to school after many years you create an educational plan, whether you are away, and for students with disabilities.

Financial Aid

state and institutional financial aid to approximately us online at www.grossmont.edu/fa or come by the year. Grants, workstudy, loans and scholarships are Grossmont College awarded \$8.4 million in federal available. You can apply for financial aid by visiting Financial Aid Office in Room 107 (Administration 25% of our full-time and part-time students last Building) to pick up an application.

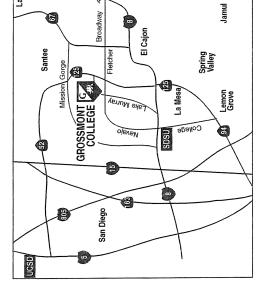
Tutoring

The Tutoring Center provides assistance at no cost to Tutoring Center is located in the Tech Mall on the course work. Academic tutoring is available in a Grossmont College students seeking help with 2nd floor, room 70-229. Appointments can be variety of subjects across the curriculum. The scheduled by calling 619-644-7387.



8800 Grossmont College Drive GROSSMONT COLLEGE El Cajon, CA 92020-1799

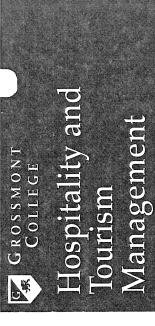
www.grossmont.edu 619-644-7519

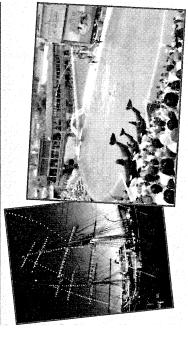


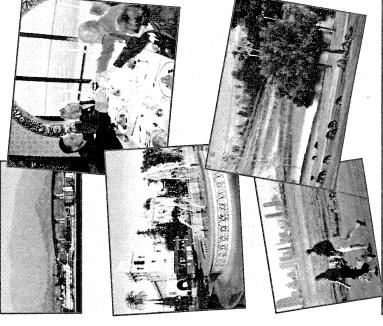
Governing Board Members: Rick Alexander, Timothy L. Caruthers, D.C., Wendell R. Cutting, Bill Garrett, Deanna Weeks
Student Member: Bill Stanford
CHANCELLOR: Dr. Omero Suarez
ACTING FRISIDENT: Dr. Dean C. Colli

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San Diego Convention & Visitors Bureau

Photos courtesy of

Joanne DiBona



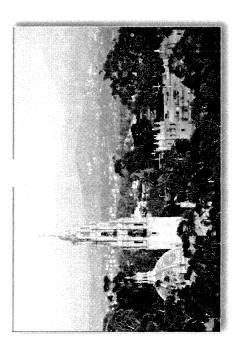
Hospitality and Tourism Management

The Hospitality and Tourism Management major provides students with a solid undergraduate program emphasizing basic business management principles and their specific application to the hospitality and tourism industry. Students completing the program are prepared to transfer to a Bachelor of Science program at a four-year institution.

Career Opportunities

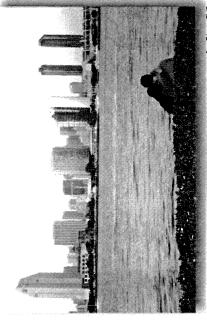
Gaming Supervisors
Amusement and Recreation Supervisors
Meeting and Convention Planners +
Airline Reservation Agent
Executive Housekeeper
Flight Attendant +
Front Office Manager +
Golf/Country Club Manager *
Hotel Manager/Supplier *
Public Relations Specialist *
Restaurant Manager *
Sales Manager +
Accountants and Auditors *
* Bachelor's Degree or higher required.
+Bachelor's Degree normally recommended.





Associate Degree Major Requirements

Units $^{\circ}$ Principles of Macroeconomics Principles of Microeconomics Calculus for Business, Social and Tourism Management Introduction to Hospitality Accounting and Controls Environment of Business **Business Communication** Principles of Information and Behavioral Science Managerial Accounting Hospitality Managerial Elementary Statistics Financial Accounting **Business Law: Legal** Systems (Major Code: 56008) 3conomics 120 Economics 121 Science Info. Systems 110 Business 128 Business 160 3 Jusiness 120 Business 158 Business 125 Business 121 Computer Math 160 Math 178 Course



Certificate of Achievement

Any student who chooses to complete only the courses required for the above major qualifies for a Certificate of Achievement in Hospitality Management. An official request must be filed with the Admissions and Records Office prior to the deadline as stated in the Academic Calendar.

Admission to Grossmont College

When you apply in the Admissions and Records Office it will generate a registration appointment for WebConnect (online registration) or College Connection (touchtone phone registration).

ow Cost

Grossmont College is a public community college. Fees are \$26 per unit for California residents, plus books and materials.

37

Plus General Education and

Iotal Required

Jective Requirements

Financi

Grossmont College awarded \$8.4 million in federal, state and institutional financial aid to approximately 25% of our full-time and part-time students last year. We have grants, work, loans and scholarships available. You can apply for financial aid by visiting us online at www.grossmont.edu/fa or come by the Financial Aid Office in Room 107 (Administration Building) to pick up an application.

General Information

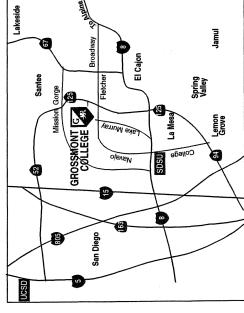
Student Services To enhance the quality of instructional programs, and to better assist students in achieving their academic goals, Student Services, in addition to its Admissions, Financial Aid, and Counseling departments, provides the following services: Assessment, Bookstore, Career Planning and Placement, Disabled Students Services, EOPS, Health Services, Re-Entry Center, Tutoring and Student Affairs (Associated Students of Grossmont College).

Accreditation

Grossmont College is accredited by the Western Association of Schools and Colleges, and is a member of the California Community College Association. Accreditation reports are available and may be reviewed at the Office of the President. Appropriate courses are fully accepted on transfer by the University of California, the California State University and by private four-year colleges and universities.

GROSSMONT COLLEGE 8800 Grossmont College Drive El Cajon, CA 92020-1799 619-644-7000

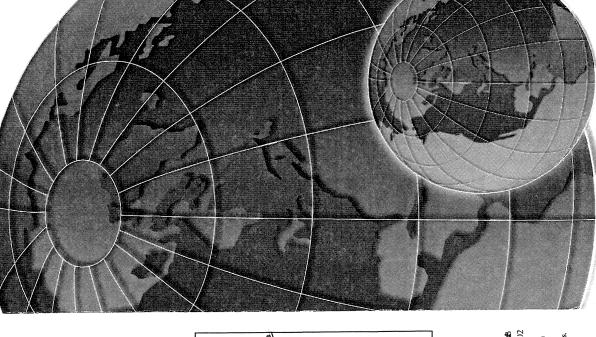
www.grossmont.edu



GOVERNING BOARD MEMBERS: Richard Alexander, Dr. Timothy L.
Caruthers, Wendell R. Cutting, Ronald Kraft, Deanna Weeks
Student Members: Peter Anderson & Bill Stanford
CHANCELLOR: Dr. Omero Starez
PRESIDENT: Dr. Ted Martinez, Jr.

The Grossmont-Cayamaca Community College District does not discriminate on the basis of race, religion, creed, color, nationality, gender, age, or handicap in admission or access to, treatment of, or employment in, its programs and activities.







The Interational Business Program at Grossmont College

Established in 1985, the International Business Program is now the largest program of its kind offered by the community colleges in the San Diego area. This exciting group of courses is designed to equip students with the practical skills and knowledge needed for sourcing, marketing and distributing goods around the globe. The curriculum includes a general business education, in addition to extensive training in international practices.

This program is an asset to students who will be involved in San Diego area businesses, and also to those planning to live and work in foreign countries. Furthermore, students interested in starting their own import or export business have found these studies particularly valuable.

Internship is a special feature of this program. Students acquire practical work experience with local organizations engaged in various aspects of international business. Many internship positions have led to permanent employment here and abroad.

The field of international business is expanding rapidly in San Diego, as well as in the United States in general. More than 1,000 companies in San Diego County are engaged in international trade. A growing need exists in the area for persons well-versed in international marketing, customs operations, international banking, international transportation and logistics. In addition, job opportunities exist in the international departments of local manufacturers concerned with global supply chain management.

Career Opportunities

- Customs Broker
 - Freight Forwarder
- Integrat Forwarder
 Import/Export Manager/Specialist
- Logistics Manager

Global Supply Chain Manager

- I International Finance Banking and Accounting International Law
 - International Planning
- International Purchasing and Sourcing

Certficate of Act /ement Requirements

The Certifcate in International Business is designed to prepare students with skills and expertise for work in multinational commerce. The program stresses a three-part interdisciplinary approach by combining: 1) International Business Studies, 2) General Business Management Studies, and 3) Culture and Language Studies.

COURSE	TITLE UNITS	IITS
Business 120	Financial Accounting	4
Business 250	Introduction to International Business	3
Business 251	Import/Export Procedures	7
Business 252	Global Sourcing, Buying and	
		1.5
Business 253	International Marketing: Expanding	
	Exports	\mathcal{C}
Business 256	International Financial Transactions	7
Business 257	International Transportation	1.5
Business 258	The Cultural Dimension in	
	International Business	\mathcal{C}
	Total	70

UNITS	ng 4	veroping a	33		tional Business		tional Business 2		tional Business 3	4-7
COURSE TITLE	Managerial Accounting	Business Plan	Marketing		Internship in International Business		Internship in International Business		Internship in International Business	Total
COURSE	Business 121	Dusiness 140	Business 146	Business 265	A-B-C-D	or	Business 266	or	Business 267	

llowing:	2.5
Course Title	UNITS
Communica-	
tion 124 Intercultural Communication	ec
French 152 The French Speaking World:	
A Cultural Perspective	ϵ
Geography 130 Human and Cultural Geography	3
History 137 East Asian Civilization	ec,
History 147 Middle East History	3
Humanities 130 East Asian Humanities	\mathcal{C}
Spanish 141 Spanish and Latin American Culture	3
ONE course in any foreign language	
[Spanish 120A and 120B are equivalent	
to one semester of Spanish 120]	3-5
Total	3-5
Plus General Education and	
Elective Requirements	
Total Required	27-32

An official request must be filed with the Admissions and Records Office prior to the deadline as stated in the Academic Calendar.

Associate Degree Requirements

Completion of the courses listed above plus General Education and Elective Requirements (see current Grossmont Catalog).

Admissions

When you apply in the Admissions and Records Office it will generate a registration appointment for College Connection (touchtone phone registration) or WebConnect (online registration).

Counseling

The Grossmont College Counseling Center is staffed with professional counselors trained to assist students with their educational and career planning, and to help them analyze and solve any personal problems involved in the process. All new students are expected to attend one of the new-student advising sessions.

Tutoring

GROSSMONT COLLEGE

> Grossmont College students seeking help with course work. Academic tutoring is available in a variety of subjects across Appointments can be scheduled by calling 619-644-7387. the curriculum. The Tutoring Center is located in the Learning Resources Center (Library), room 711-J. The Tutoring Center provides assistance at no cost to

Accreditation

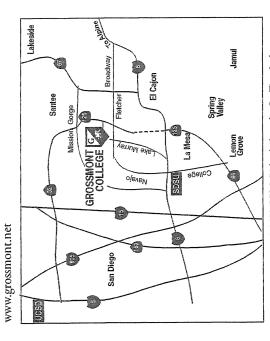
Grossmont College is accredited by the Western Association President. Appropriate courses are fully accepted on transfer University and by private four-year colleges and universities. of Schools and Colleges, and is a member of the California Community College Association. Accreditation reports are by the University of California, the California State available and may be reviewed at the Office of the

GROSSMONT COLLEGE

8800 Grossmont College Drive

El Cajon, CA 92020-1799

619-644-7000

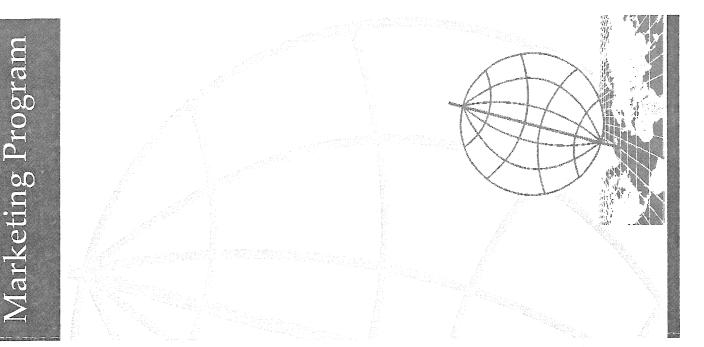


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Student Members: Richard Ferrell & Rick Collins CHANCELLOR: Dr. Omero Starez; PRESIDENT: Dr. Ted Martinez, Jr.

the basis of race, religion, creed, color, nationality, gender, age, or handicap in admission or access to, treatment of, or employment in, its programs and activities. The Grossmont-Cuyamaca Community College District does not discriminate on





Marketing Program Grossmont College Drive 8800 Grossmont College Drive El Cajon, CA 92020-1799

Program | at Grossmont College Ine Mark

Marketing consists of all the activities that direct the flow of many employment opportunities. The internship experience jobs are in wholesale and retail trade, this broad field offers include market research, physical distribution, wholesaling, advertising, personal selling, and retailing. Although most goods and services from producer to consumer. This may is an important feature of the program.

Career Opportunities

- Account Executive
 - Advertising Manager
 - Booking Agent
- Consumer Affairs Director Claim Adjuster
- Customer Service Representative
- - Import-Export Agent
- Management Trainee Market Research
 - Marketing Manager
- Public Relations Specialist
 - Purchasing Agent
 - - Securities Trader
 - Stockbroker

Major Requirements Associate Degree

Marketing Core Curriculum

Course	Title	Units
Business 120	Financial Accounting	4
Business 125	Business Law	3
Business 128	Business Communication	3
Business 146	Marketing	33
Business 156	Principles of Management	3
Business 172	Introduction to Microcomputer	
	Applications	33
	C TO SERVICE STATE OF THE PROPERTY OF THE PROP	A site or will design to the first section of the s

Marketing Electives

Total

Management nal Selling and Persuasion tising I Sourcing, Buying and ufacturing ational Marketing	Total 7.5-9
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and one of the following:	Business 115 Human Relations in Business Business 137A-B-	3-D Marketing Internship	Business 140 Entrepreneurship: Developing a Business Plan	Business 250 Introduction to International	Business 258 Cultural Dimension of International Business	(in the second contract of the second contrac
and on	Busine Busine	C-D	Busine	Busine	Busine	

Certificate of Achievem

Any student who wishes to complete only the requirements listed above qualifies for a certificate in Marketing. An official request must be filed with the Admissions and Records Office prior to the deadline as stated in the Academic Calendar.

Student Services

Aid, and Counseling departments, provides the following To enhance the quality of instructional programs, and to Student Services, in addition to its Admissions, Financial Services, Re-Entry Center, Tutoring and Student Affairs better assist students in achieving their academic goals, Placement, Disabled Students Services, EOPS, Health services: Assessment, Bookstore, Career Planning and (Associated Students of Grossmont College)

5

Admission to Grossmont College

Connection (touchtone phone registration) or WebConnect When you apply in the Admissions and Records Office it will generate a registration appointment for College (on-line registration).

Counseling

and solve any personal problems involved in the process. All new students are expected to attend one of the new-student professional counselors trained to assist students with their educational and career planning, and to help them analyze The Grossmont College Counseling Center is staffed with advising sessions.

Financial Aid

29.5-31

Total Required

Plus General Education and Elective Requirements

financial aid by visiting us on-line at www.grossmont.net/fa and institutional financial aid to approximately 25% of our full-time and part-time students last year. We have grants, Grossmont College awarded \$9.8 million in federal, state work, loans and scholarships available. You can apply for (Administration Building) to pick up an application. or come by the Financial Aid Office in Room 107

Accredit

Grossmont College is accredited by the Western Association of Schools and Colleges, and is a member of the California Community College Association. Accreditation reports are available and may be reviewed at the Office of the President. Appropriate courses are fully accepted on transfer by the University of California, the California State University and by private four-year colleges and universities.

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GROSSMONT COLLEGE

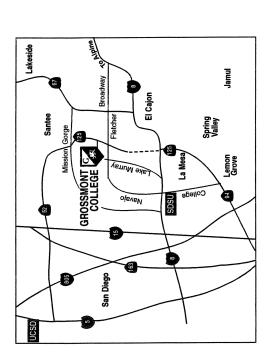
GROSSMONT COLLEGE

8800 Grossmont College Drive

El Cajon, CA 92020-1799

619-644-7000

www.grossmont.net



Management Program Grossmont College 8800 Grossmont College Drive El Cajon, CA 92020-1799

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Caruthers, Rebecca Clark, Wendell Cutting, Ronald Kraft
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ament Program at Grossmont College The Man

or higher management position in any type of organization, student with the skills necessary for success as a manager in of benefit to the man or woman who aspires to a first-level today's demanding organizational climate. The program is including business, government, or service organizations. The management curriculum is designed to provide the

provides a base for those students who later wish to transfer to upper division business study. Internship opportunities Since much of this curriculum is transferable to four-year institutions, the program not only provides readily usable management skills for the two-year student, but also can also be arranged. See the coordinator.

Job Opportunities in Management

associate degree in management would be a definite plus in however, in tandem week existing skills in some functional management positions. Most first-level management and many mid-level management positions do not require a competing for those positions. This degree is best used, area such as marketing, finance, production, or office four-year degree. A certificate in management or an More than ten percent of all jobs are considered administration.

Career Opportunities

- Claim Adjustor
- Employment Interviewer
 - Inventory Manager
- Management Analyst
- Management Consultant Management Trainee
 - Office Manager
- Operations Manager
- Production Controller
 - Trust Officer, Bank

Nanagement Major Requirements Associate Degre

Course	Title U	Units
3 Jusiness 115	Human Relations in Business	\mathcal{E}
3 Business 120	Financial Accounting	4
3 Jusiness 125	Business Law	3
3 Jusiness 128	Business Communication	3
3 Business 155	Human Resources Management	3
3 Business 156	Principles of Management	3
Speech 122	Oral Communication: Principles of	٠
•	Oral Composition and Delivery	3
	Total	22

Plus FOUR (4) units from the following courses:

	7	7		7		4	4
Introduction to Microcomputer	Applications	Business 1/5ABCD Financial Planning Using Electronic Spreadsheets	Computerized Accounting	Applications	.0	Introduction to Computers	Total
Business 172		Business I/5AI	Business 176		Comp. Sci. Info.	Sys. 110	

Plus ONE (1) of the following courses:

Retail Management Managerial Accounting Personal Selling and Persuasion Advertising	Business 146 Marketing Business 159ABCD Management Internship Economics 120 Principles of Macroeconomics	Total Plus General Education and Elective Requirements
Business 118 Business 121 Business 142 Business 144	Business 146 Business 159ABCD Economics 120	

Certificate of Achievem

Any student who wishes to complete only tne requirements isted above qualifies for a certificate in Management. An official request must be filed with the Admissions and Records Office prior to the deadline as stated in the Academic Calendar.

Counseling

and solve any personal problems involved in the process. All new students are expected to attend one of the new-student professional counselors trained to assist students with their The Grossmont College Counseling Center is staffed with educational and career planning, and to help them analyze advising sessions.

Student Services

Aid, and Counseling departments, provides the following Student Services, in addition to its Admissions, Financial To enhance the quality of instructional programs, and to Services, Re-Entry Center, Tutoring and Student Affairs oetter assist students in achieving their academic goals, Placement, Disabled Students Services, EOPS, Health services: Assessment, Bookstore, Career Planning and Associated Students of Grossmont College)

Admission to the Program

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Connection (touchtone phone registration) or WebConnect When you apply in the Admissions and Records Office it will generate a registration appointment for College (on-line registration).

Financial Aid

29-30

Total Required

financial aid by visiting us on-line at www.grossmont.net/fa and institutional financial aid to approximately 25% of our ull-time and part-time students last year. We have grants, Grossmont College awarded \$9.8 million in federal, state work, loans and scholarships available. You can apply for (Administration Building) to pick up an application. or come by the Financial Aid Office in Room 107

Counse

The Grossmont College Counseling Center will help you create an educational plan, whether you are interested in a certificate, 2-year degree, or transfer to a 4-year institution. Special counseling is available for students returning to school after many years away, and for students with disabilities.

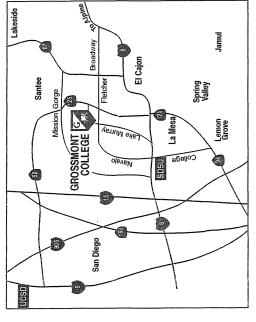
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Turoring

The Tutoring Center provides assistance at no cost to Grossmont College students seeking help with course work. Academic tutoring is available in a variety of subjects across the curriculum. The Tutoring Center is located in the Learning Resources Center (Library), room 711-J. Appointments can be scheduled by calling 619-644-7387.

GROSSMONT COLLEGE 8800 Grossmont College Drive El Cajon, CA 92020-1799 619-644-7519 www.grossmont.net



Governing Board Members: Richard Alexander, Dr. Timothy L. Caruthers, Rebecca Clark, Wendell Cutting, Ronald Kraft; Student Member: Rick Collins

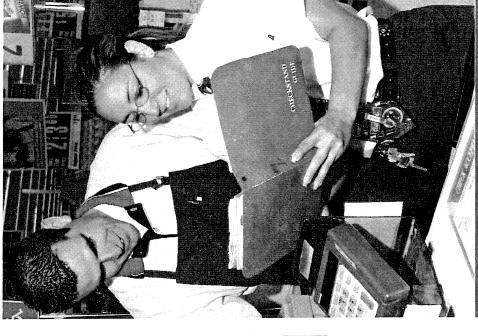
CHANCELLOR: Dr. Omero Suarez PRESIDENT: Dr. Ted Martinez, Jr.

12/2001

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A low cost, short-term, academic program
Build teamwork
Improve customer relations
Learn solid business skills





Build a to erforming team

According to Standard and Poors, retailing accounts for nearly 70 percent of the gross national product. And it creates employment opportunities for approximately 18 percent of the U.S. workforce.

Yet, the industry is facing a period of unheralded change as product life cycles are shortened, pricing becomes more competitive, customers have higher expectations, employment pools shrink, technology changes ways in which customers shop, and product selection becomes greater. Opportunities exist for professionals who are prepared and can respond to the market.

Retail Certificate Program

Grossmont College, in response to suggestions from the Western Association of Food Chains (WAFC) and 8 of the largest chains in California, is pleased to offer an innovative retail certificate program focused on providing critical training for key employees in retail food organizations.

srossmont College is one of several colleges in southern Californa—and many throughout the srate—to offer this certificate and degree.

The program will help build core competencies for the retail workforce while stressing the importance of maximizing customer satisfaction, enhancing market share, and improving bottom line profits. Students learn the value of teamwork as well as individual initiative, verbal communication, organizational skills, how to meet deadlines, and even under pressure, manage multiple priorities, and motivate others.



Courses Required

	•	
COURSE	TILE UNITS	S
Business 109	Elementary Accounting	8
Business 115	Human Relations in Business	3
Business 118	Retail Management	3
Business 128	Business Communications	ŝ
Business 146	Introduction to Marketing	3
Business 152	Business Math	~
Business 155	Human Resources Management	33
Business 156	Principles of Management	33
Comp. Sci. &	Principles of Information	
Info. Sys. 110	Systems	4
01		
Comp. Sci. &		
Info. Sys./	Introduction to Microcomputer	
Business 172	Applications (2	(2)
Comm 122	Public Speaking	က
	Total 28-30	30

For more information contact:
Gene Britt

619-644-7519 gene.britt@gcccd.net (Program approval pending State Chancellor's office approval.)

Admission to Grossmont College

When you apply in the Admissions and Records Office it will generate a registration appointment for College Connection (touchtone phone registration) or WebConnect (on-line registration).

Low Cost

Grossmont College is a public community college. Fees are \$11 per unit for California residents, plus books and materials.

RESERV DUR PLACE TODAY!

GROSSMONT

Make check payable to: GCCCD and mail it to:

Dean of Business and Professional Studies Grossmont College

EL CAJON, CA 92020

PERMIT NO. 120

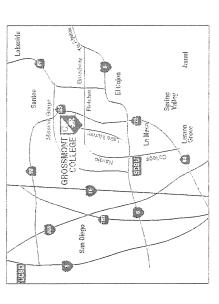
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J.S. POSTAGE

NON-PROFIT ORGANIZATION

Grossmont Couege 8800 Grossmont College Drive El Cajon, CA 92020-1799 or complete the following and fax to: 619-644-7922

_		
	Charge: Mastercard:	Visa
	Card No.	
	Exp. Date	
	Signature	
***************************************	Name	
	Address	
***************************************	City	State/Zip
	Telephone (Day): (



GOVERNING BOARD MEMBERS: Richard Alexander, Dr. Timothy L. Caruthers Rebecca Clark, Wendell R. Cutting, Ronald Kraft; Student Members: Stephanie Duncan and Rick Collins

student Members: Stepname Duncan and Rick Collins CHANCELLOR: Dr. Omero Suarez; PRESIDENT: Dr. Ted Martinez, Jr. The Grossmont-Cuyamaca Community College District docs not discriminate on the basis of race, religion, creed, color, nationality, gender, age, or handicap in admission or access to, treatment of, or employment in, its programs and activities.

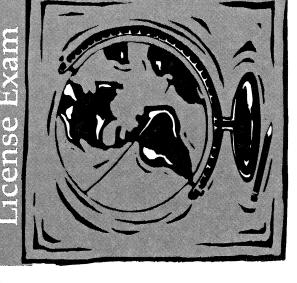
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Grossmont College

International Business Department

Visit our website: www.grossmont.edu/gintbus

offered by Grossmont College's International Business Program

PREPARATION COURSE CUSTOMS BROKER LOBNSE BXAM

YOUR CHANCES OF PASSING. THE GROSSINONI COTTECT SIGNIFICANTLY IMPROVE OL GENESISTA SE ESTICO

Grossmont College can give you the edge you need to pass the exam.

COCHESE DESCRIPTION

broker. You will learn to find information quickly and to classify accurately. Test-taking techniques conducted by an experienced practicing customs Based on a computer analysis of past exams, you including effective time management will be will receive an intensive and focused review

The course is designed to review the material most likely to appear on the exam and also to build both your skill level and your confidence level

NOTE: You must be a U.S. citizen and 21 years of age to receive a Customs Broker License.

DATES

consecutive Saturdays beginning the last Saturday The course will be held two times per year on six in January and July.

LOCATION

Seminar Room located at the southeast corner of Grossmont College Campus, Griffin Gate he Student Center (see map)

9:00A.M. - 4:00 P.M.

UBE COVERED INFORMATION

LATE REGISTRATION - 8:30-9:00AM. Harmonized Tariff Schedule of the U.S.A Customs Brokers

Special Classes of Merchandise General rules of Interpretation Customs Financial Procedures Articles Conditionally Free Fransportation in Bond Warehouses

Class III

intellectual Property G.O. Merchandise Customs Bonds Rules of Origin General Notes Quotas

Class IV

Entry/Entry Summary Foreign Trade Zones Warehouse Entries Classification Marking Valuation

Class V

Fines/Penalties/Forfeitures Administrative Rulings iquidated Damages Liquidation Protests

Class VI

Classification Drawback NAFTA

ABOUT THE INSTRUC

Graduate School of International Management nternational Management from the American (Thunderbird) and a Juris Doctorate from Cal Leslie Pembroke has been a Licensed Customs Broker since 1988. She holds a Master of Western School of Law.

She is currently teaching Import/Export at Grossmont College.

THE GROSSNONT GUARANTEE

test results with you and setup an individual study If you do not pass, our instructor will review your program to help you pass the next time. COST

The course fee is \$525. No Refunds after the first meeting.

Early Enrollment and Group Discounts

For those enrolling 30 days before the start of the course, the course fee is \$500. Payment must be postmarked at least 30 days in advance. For companies sending two or more participants, the course fee is also \$500 each.

www.legalbooksdepot.com. The Customs Regulations These can be purchased from the U.S. Government Customs Regulations must be brought to each class. 300ks Depot at (866) 303-3999 or their website: (recommended) or 3-ring binder style, which is a Printing Office at (202) 512-1800 or from Legal consist of two books at approximately \$55 each. Copies of the current Tariff Schedule and the Regulations can be paperbound, spiral bound subscription (\$175). The Tariff Schedule is approximately \$85.00.

Minimum Class Size = 8.

FOR MORE INFORMATION

Dean of Business and Professional Studies The office of the 619-644-7160

Admissic to Grossmont College

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Counseling

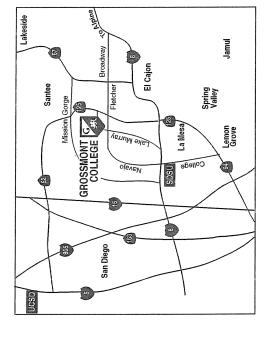
The Grossmont College Counseling Center is staffed with professional counselors trained to assist students with their educational and career planning, and to help them analyze and solve any personal problems involved in the process. All new students are expected to attend one of the new-student advising sessions.

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Grossmont College

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GOVERNING BOARD MEMBERS:

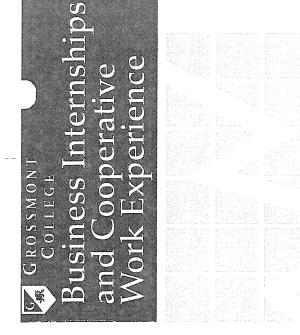
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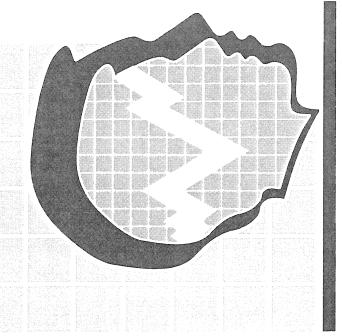
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PRESIDENT: Dr. Ted Martinez, Jr.

5/2003

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Grossmon, Jilege Business Internship Program

Internships are designed to provide Grossmont College students with workplace experience and new skills. The Internship Program offers business, industry, and other organizations the talents and energy of students who not only contribute to workforce development but strengthen the link between the educational and business communities. The program benefits students, faculty, and the academic programs by linking classroom learning to the work world, providing opportunities for mentor relationships, and adding significant work experience to students' resumes.

The student intern...

- Enrolls in a minimum of 7 units including the internship.
- Develops workplace learning objectives with the instructor.
- Meets with instructor at least three times during the semester at the beginning of the internship, at the work site and at the end of the semester.
- Works a minimum of 60 hours per unit, for a maximum of 3 units, earned with 180 hours work. 75 hours per unit is required if the student is being paid.

The employer...

- Provides a learning environment and experience for the student intern.
- Offers training and guidance to the student intern.
- Meets with the student's instructor to evaluate the student's progress.
- Completes an evaluation of the student intern's performance.

The Instructor...

- Identifies competent students to apply for the internship.
- Serves as the teacher of record and mentor for the student enrolled in the internship.
- Develops workplace learning objectives with the student.
- Meets with the student at least three times during the semester at the beginning of the internship, on the work site, and at the end of the semester.
- Meets with the student's workplace supervisor to evaluate the student's progress.
- Reviews the student's work, evaluates accomplishment of learning objectives, and assigns a grade.

Cooperative Work Experience Program

The Cooperative Work Experience Program is designed to allow students to earn college credit for what they learn and contribute in their paid jobs while simultaneously advancing their educational, career, and personal growth.

Cooperative Work Experience encourages continuous quality improvement of the student-employee by persuing work objectives which further the employer's goals and the employee's work performance. The employer is also provided the opportunity to communicate business and industry needs to the college. The student's employer and instructor cooperate in a program which enhances the student worker's professional performance and academic success.

The interaction among student, instructor, and supervisor, provides valuable, current input concerning labor market conditions and the implications for curriculum.

The course requirements and docunton needed for this program are essentially the solutions. The as the Business Internship Program. For more information contact the Coordinator of Marketing, Management and International Business at 619-644-7519 or the Business Administration Department Chairman at 619-644-7520.

Internship and Cooperative Work Experience Courses by Major

Depending on the student's major or area of interest, one of the following courses should be selected:

	UNITS	2				 i		7		က	
	TITLE	Accounting Internship	C	International Business	Internship in International	Business	Internship in International	Business	Internship in International	Business	
Accounting	course Business 123	A-B-C-D	20 m	nternation	Business 265	A-B-C-D	Business 266		Business 267		

Management	Ţ	
COURSE	TITLE	'n
Business 159		
A-B-C-D	Management Internship 3	~
Business 147	Seminar in Marketing	
A-B-C-D	and Management 1	_
(Business 159	(Business 159 and 147 must be taken concurrently.)	

3

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(Business 136 and 147 must be taken concurrently.)

MMIB – APPENDIX 4 COURSE STATUS & OUTLINES

APPENDI	X 4			
4. COURSE	STATUS			
Program R	eview MMIE	3		
Latest Revis	sion Dates fo	or Course Outlines		-
COURSE	REVISED	ALLIGNMENT	TIME OFFERED	LAST OFFERED
BUS	400000000000000000000000000000000000000			
115			E	SPRING 2006
118	5/99	N/A	M,A,E	SPRING 2006
131	1		Never Offered	N/A
133	4/88	N/A	Never Offered	N/A
137*			Internships	FALL 2003
140	4/02		M,A,E	FALL 2002
141	4/02	I	M,A,E	FALL 2005
142	4/02		E	FALL 2005
144	4/02		E	SPRING 2006
146	4/02	С	M,A,E	SPRING 2006
147**	4/07		E (dropped)	FALL 2003
148	4/02		N/A	N/A
155	4/02		M,A,E	FALL 2005
156	4/02	С	M,A,E	SPRING 2006
158			M,A,E	SPRING 2006
159*	4/07		Internships	FALL 2003
160	4/02		E	SPRING 2006
250	4/02	N/A	M,A,E	SPRING 2006
251	4/02	N/A	E	FALL 2005
252	6/98		E	SPRING 2006
253	4/02		E	FALL 2005
256	4/02		E	SPRING 2006
257	6/98		E	SPRING 2006
258	4/02		E	FALL 2005
265*	5/99		Internships	SPRING 2006
266*	4/02		Internships	FALL 2005
267*	4/02	N/A	Internships	SPRING 2006
TOTALS				
	Internships			
**	Tied to Inter	rnships		
				a de la companya de l

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GROSSMONT COLLEGE

Official Course Outline

BUSINESS 115 - HUMAN RELATIONS IN BUSINESS

1. Course Number Course Title Semester Units Hours

BUS 115 Human Relations in Business 3 3 hours lecture

2. Course Prerequisites

None.

Recommended Preparation

None.

3. Catalog Description

The human aspects of the organization and the role of the individual within the organization. The course will look at learning styles, motivation theories, personality theories, communication, group dynamics, leadership, ethics and diversity.

4. Course Objectives

The student will:

- a. Identify the major motivational perspectives and theories.
- b. Compare and contrast the various theories of personality.
- c. Recognize the advantages and limitations of the various theories of motivation.
- d. Offer prescriptions for correcting motivational problems.
- e. Describe the major theories of leadership.
- f. Diagnose the reasons an individual or group exerts power.
- g. Diagnose an individual's needs for power within an organization.
- h. Describe and explain the formation of a group.
- i. Identify the factors that contribute to group performance.
- i. Evaluate a group's task processes, specifically its decision-making process.
- k. Assess the merits of individual versus group decision-making.
- I. Diagnose the impact of group structure.

5. Instructional Facilities

Standard classroom.

6. Special Materials Required of Student

None.

7. Course Content

- a. Fundamentals of Organizational Behavior.
 - (1) The behavior climate.
 - (2) Motivation.
 - (3) Social and technical systems.
 - (4) Communication.
 - (5) Group processes/group dynamics.

7. Course Content continued

- b. Organizational Leadership.
 - (1) Leadership theory.
 - (2) Leadership styles.
 - (3) Effective supervision.
 - (4) Leadership and change.
- c. Organizational Structure.
 - (1) The informal organization.
 - (2) The formal organization.
 - (3) Organizational dynamics.
 - (4) The individual and the organization.
- d. Managerial Theory.
 - (1) Theory "X" Theory "Y".
 - (2) Job enrichment.
 - (3) Management by objectives.
 - (4) Role and role conflict.
 - (5) Management by participation.

8. Method of Instruction

An experiential approach will serve as the basis for the class. The student will participate in role playing, simulations, and other immediate feed-back situations. This approach will require students to assume the managerial role.

9. Methods of Evaluating Student Performance

Evaluation will be based on written tests which include quizzes, midterm and a final exam, class reports, class participation and a final research project.

10. Outside Class Assignments

- a. Research in detail a management topic or
- b. Develop and execute a survey in an actual business environment.
- c. Report on items a or b above orally to the class.
- d. Reading assignments from textbook.

11. Texts

- a. Required Text(s):
 - 1) Osland, Joyce S., David A. Kolb and Irwin M. Rubin. <u>Organizational Psychology</u>. Upper Saddle River, NJ: Prentice-Hall, latest edition.
- b. Supplementary texts and workbooks: None.

Date approved by the Governing Board: 4/02

GROSSMONT COLLEGE

Official Course Outline

BUSINESS 118 - RETAIL MANAGEMENT

1.	Course Number	Course Title	Semester Units	<u>Hours</u>
	BUS 118	Retail Management	3	3 hours lecture

2. Course Prerequisites

None.

Recommended Preparation

None.

3. Catalog Description

A survey course in the management of retail businesses, including store operating practices, layout, inventory, buying, retail mathematics and supervision of personnel.

4. Course Objectives

The student will:

- a. Discuss the historical development of retailing.
- b. Compare and contrast the historical phases of retailing to present-day merchandising.
- c. Evaluate alternative retail management structures.
- d. Diagram and explain the channels of distribution and the role of retailing therein.
- e. List methods of controlling inventory shrinkage.
- f. Compute markup, markdown and mark on.
- g. Design an effective retail layout plan.

5. Instructional Facilities

Standard classroom.

- a. Black boards, white boards.
- b. VCR with monitor.

6. Special Materials Required of Student

None.

7. Course Content

The content deals with:

- a. The history of retailing.
- b. Store location.
- c. Store layout.
- d. Merchandise planning.
- e. Control buying.
- f. Distribution of merchandising.
- g. Retail accounting.
- h. Financial management.

8. Method of Instruction

- Lectures to introduce basic topics and to cover materials not in the text and readings.
- b. Cooperative learning strategies.
- c. Class discussion of each topic after the foundation of knowledge is laid.
- d. An analysis of short cases accompanying each topic.
- e. Library and Internet research.

9. Methods of Evaluating Student Performance

- Periodic written quizzes with essay questions to determine students' comprehension of the subject.
- b. Oral reports.
- c. Term paper detailing a business plan for a retail establishment.
- d. Written final exam.

10. Outside Class Assignments

- a. Regular homework reading assignments from texts and supplementary reading materials.
- Individual visits to local retail establishments to evaluate methods being employed.
- c. Research and preparation for oral presentation and term paper project.

11. Texts

- a. Required Text(s):
 - (1) Lusch, Robert F. Retail Management. Cincinnati, OH: South-Western Publishing Co., 1998.
- Supplementary texts and workbooks:
 None.

Date approved by the Governing Board: 5/99

	REVIEWED BY		DEPARTMENT	
	Year	Dean	Dept.Chair.	
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GROSSMONT COLLEGE	-		-	
Official Course Outline			ACTION AND ADDRESS OF THE ACTION ADDRESS OF THE ACTION AND ADDRESS OF THE ACTION AND ADDRESS OF	

BUSINESS 131 - INTRODUCTION TO TRANSPORTATION

1.	Course Number	Course Title	<u>Semester Units</u>	Hours
	BUS 131	Introduction to	3	3 hours lecture
		Transportation		

2. Course Prerequisites

None.

3. Catalog Description

A course on the selection of freight carriers and the monitoring of their performance. Use of tariffs, rates, shipping documents, and contracts for carriage. All modes_of transportation are studied including: air, truck, rail and ocean. Warehousing and materials handling are examined.

Course Objectives

The student will develop the ability to:

- a. Evaluate and select the optimum mode of transportation, taking into account cost versus time.
- b. Utilize freight tariffs for determination of freight classifications and
- c. Prepare and utilize freight documents, including bills of lading, pack lists, commercial invoices, shipper's letters of instructions, export declarations.
- d. Audit and control freight invoices.
- e. Analyze claim prevention, and file freight claims.
- f. Negotiate transportation contracts.
- g. Select the proper mode and type of transportation and appropriate facilitators.
- h. Set up an industrial traffic department.
- i. Review carrier operations.
- j. Identify FOB points and other freight terms of sale.
- k. Schedule inbound freight.

5. Instructional Facilities

Classroom requiring 45 seats.

6. Special Materials Required of Student

None.

7. Course Content

This course will cover the following topics:

- a. Deregulation of the industry.
- b. Introduction to air, truck, rail, pipeline and ocean transportation operations.
- c. Intermodal transportation.
- d. Regulatory bodies and their history.
- e. Fixed and variable costs.
- f. Economics of transportation.
- g. Transportation operating ratios.
- h. Discounting rates.
- i. Rates and Tariffs.
- j. Classifications of freight.
- k. Auditing freight bills.
- 1. Claims--loss and damage.
- m. FOB terms.
- n. Transportation terms.
- o. Total Cost Concept.
- p. Negotiating transportation contracts.
- g. Transportation ethics.

8. Method of Instruction

- a. Lectures and guest speakers.
- b. Field trips.

9. Methods of Evaluating Student Performance

- a. Objective quizzes.
- b. Weekly written assignments.
- c. Essay and objective final exam.

10. Texts

a. Required text(s):

Sampson, Mathew, Mark Ferris, John Shrock. <u>Domestic Transportation</u>. Boston, MA: Houghten Mifflin, 1985.

b. Supplementary texts and workbooks: None.

		REVIEWED BY		DEPARTMENT
		Year	Dean	Dept.Chair.
	GROSSMONT COLLEGE	-		
•	GROSSMONI COLLEGE			-
	Official Course Outline		-	

BUSINESS 133 - DIRECT MAIL MARKETING

1. Course Number Course Title Semester Units Hours

BUS 133 Direct Mail Marketing 3 3 hours lecture

2. Course Prerequisites

None.

Catalog Description

A course for those interested in mail order, direct mail catalogs, direct response advertising, and the use of direct marketing to supplement conventional marketing. The course will include study of mailing lists, customer data bases, customer profiling, media, creating and testing direct mail advertisements and packages, sales tracking and forecasting, and profitability analysis. The role of creative agencies, list brokers, letter shops, fulfillment houses, and telephone marketers will be examined.

4. Course Objectives

The student will be able to:

- a. Design a direct marketing campaign.
- b. Estimate the potential of mailing lists.
- c. Select the appropriate medium for a direct marketing campaign.
- d. Set up a customer database.
- e. Test a direct marketing campaign.
- f. Estimate the profitability of a direct marketing campaign.
- g. Plan the utilization of creative agencies, list brokers, letter shops, fulfillment houses, and telephone marketers.

5. Instructional Facilities

Classroom.

6. Special Materials Required of Student

None.

7. Course Content

This course will cover the following topics:

- a. Direct marketing techniques including catalogs, direct response, mail order, and direct marketing as a supplement to conventional marketing.
- b. Elements of a direct marketing campaign including mailing lists, databases, customer profiling, media, testing, tracking and forecasting, and profitability analysis.
- c. The utilization of direct marketing specialists such as creative agencies, list brokers, letter shops, fulfillment houses and telephone marketers.

8. Method of Instruction

- a. Lectures.
- b. Direct marketing project.

9. Methods of Evaluating Student Performance

- a. Midterm to include objective and essay questions.
- b. Final examination to include objective and essay questions.
- c. Direct marketing project.

10. Texts

a. Required text(s): Baier, Martin. <u>Elements of Direct Marketing</u>. New York: McGraw Hill, Inc., 1983.

b. Supplementary texts and workbooks: None.

Date Approved by Governing Board: 4/88

Date Revised:

86-1774-002 Rev. 8/88/1k1

GROSSMONT COLLEGE

Official Course Outline

BUSINESS 137 A-B-C-D - MARKETING INTERNSHIP

1.	Course Number	Course Title	Semester Units	<u>Hours</u>
	BUS 137 A-B-C-D	Marketing Internship	3	180 hours work experience (unpaid)
				or 225 hours work experience (paid)

2. Prerequisites

None.

Corequisite

None.

Recommended Preparation

None.

3. Catalog Description

A work experience course to enable marketing students to gain practical experience in a marketing-oriented organization and to apply knowledge gained in other marketing courses.

4. Course Objectives

The student will:

- a. Evaluate the organization's current marketing plan.
- b. Revise the organization's current marketing plan as needed.
- c. Correlate classroom material to situations encountered at the internship site.
- d. Differentiate between desirable and undesirable work habits and personal traits.
- e. Conduct a successful job search in the field of marketing.

5. Instructional Facilities

- a. Access to the internet.
- b. Work sites applicable to student's job objectives in the marketing field.

6. Special Materials Required of Student

Electronic storage media.

7. Course Content

- a. Professional marketing plans.
- b. Responsibilities of an employee in a professional marketing environment.
- c. Job opportunities in the marketing field.

8. Method of Instruction

- a. On-site supervision by supervisor.
- b. Visits to work site.

9. Methods of Evaluating Student Performance

- a. Evaluation of on-the-job activities carried out by the on-site supervisor.
- b. Instructor performance appraisal.
- c. Student self-evaluation.
- d. Instructor evaluation of assigned responsibilities at job site.

10. Outside Class Assignments

None.

11. Texts

a. Required Text(s):

None

b. Supplementary texts and workbooks:

None.

Date approved by the Governing Board: April 17, 2007

GROSSMONT COLLEGE

Official Course Outline

BUSINESS 140 - ENTREPRENEURSHIP: DEVELOPING A BUSINESS PLAN

1.	Course Number	Course Title	Semester Units	Hours
	BUS 140	Entrepreneurship: Developing a Business Plan	3	3 hours lecture

2. Course Prerequisites

None.

Recommended Preparation

None.

3. Catalog Description

This course is designed to help the student prepare a business plan suitable for submission to a bank or to investors. The student will prepare profit and loss statements, cash flow statements, and balance sheets; will determine financing, facilities, equipment, and personnel requirements; and will develop a marketing and distribution strategy.

4. Course Objectives

The student will:

- a. Construct proforma profit and loss statements.
- b. Formulate proforma cash flow statements.
- c. Set-up opening and year-end balance sheets.
- d. Examine financing requirements.
- e. Prepare a marketing strategy.
- f. Assess facilities and equipment requirements.
- g. Evaluate personnel requirements.

5. Instructional Facilities

Standard classroom.

6. Special Materials Required of Student

None.

7. Course Content

- a. Developing a Business Plan:
 - (1) Profit and Loss Statements.
 - (2) Cash Flow.
 - (3) Balance Sheets.
- b. Financial requirements.
- c. Marketing strategy.
- d. Facilities and equipment requirements.
- e. Personnel planning.

8. Method of Instruction

- a. Lecture.
- b. Term project.

9. Methods of Evaluating Student Performance

- a. Objective testing.
- b. Written projects.
- c. Essay final exam.

10. Outside Class Assignments

Interview a local entrepreneur and report results to class.

11. Texts

- a. Required Text(s):
 - (1) Hisrich, Robert D. Entrepreneurship. Burr Ridge, IL: McGraw-Hill Higher Education, latest edition.
- b. Supplementary texts and workbooks: None.

Date approved by the Governing Board: 4/02

02-0699-002W/lw

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GROSSMONT COLLEGE	-		March Charles and Applications and Appli
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Official Course Outline			-

BUSINESS 141 - ENTREPRENEURSHIP: MANAGING A NEW BUSINESS

1.	Course Number	Course Title	Semester Units	Hours
	BUS 141	Entrepreneurship: Managing A New	3	3 hours lecture
		Business		

2. Course Prerequisites

None.

3. Catalog Description

This course is designed to help the student apply theories of marketing, management, personnel, finance and production to problems encountered daily in managing a business. The focus of the course will be on practical solutions to common business management problems.

4. Course Objectives

The student will:

- a. Construct a distribution and pricing strategy.
- b. Evaluate the product characteristics favored by a market.
- c. Plan an advertising and promotion strategy.
- d. Construct a wage and promotion policy.
- e. Explain wage and hour laws, equal employment and wage taxation.
- f. List common OSHA safety citations and conduct a safety inspection.
- g. Explain the characteristics of an effective management style.
- h. Employ information from financial statements.
- i. Organize financial and internal control procedures.
- j. Explain the appropriate use of computers in business.
- k. Explain common production methods and develop production control procedures.
- 1. Recognize various government agencies and reporting requirements.

Instructional Facilities

Standard classroom.

6. Special Materials Required of Student

None.

7. Course Content

Practical application of components of each of the following:

- a. Marketing including exploration of distribution and pricing, favored products characteristics, advertising and promotion strategies.
- b. Finance including examination of state and federal laws relating to financial matters, reporting requirements, and financial internal control procedures and the role of computers in finance.
- c. Production including examination of OSHA regulations, common production methods, production control procedures and the use of computers in production.
- d. Personnel including exploration of effective management styles, relevant governmental agencies, reporting requirements, wage and promotion policies, wage and hour laws, equal employment and wage taxation.

8. Method of Instruction

Lecture.

9. Methods of Evaluating Student Performance

- a. Objective testing.
- b. Projects.
- c. Final exam including objective and essay questions.

10. Outside Assignments

- a. Reading Assignments from text.
- b. Written business operating plan.

ll. <u>Texts</u>

a. Required text(s):

Tate, et. al. <u>Successful Business Management</u>. New York: Business Publications, Inc.: 1984.

b. Supplementary texts and workbooks: None.

Date Approved by Governing Board: 2-86

Date Revised: 4-89

86-1004-002/bg rev. 5/89/bg

Official Course Outline

BUSINESS 142 - PERSONAL SELLING AND PERSUASION

1.	Course Number	Course Title	Semester Units	<u>Hours</u>
	BUS 142	Personal Selling	3	3 hours lecture

2. Course Prerequisites

None.

Recommended Preparation

None.

3. Catalog Description

This course emphasizes understanding and using persuasive communication skills in selling situations and in any business situation where one person wants to influence another person.

4. Course Objectives

The student will:

- a. Examine the importance of selling and using persuasive communication skills in selling situations and in any business situation where one person wants to influence another person.
- b. Exhibit an audience oriented attitude in written and oral presentations.
- c. Practice effective nonverbal behavior.
- d. Construct and use a successful sales or persuasive interview.

5. Instructional Facilities

Standard classroom.

6. Special Materials Required of Student

None.

- a. The role of personal selling.
- b. A career in selling.
- c. Persuading others in general business situations.
- d. Legal and ethical responsibilities in persuading or selling to others.
- e. Determinants of buying behavior.
- f. Interpersonal communication.
- g. The relationship building process.
- h. Successful prospecting.
- i. The approach.
- j. Problem recognition.
- k. The persuasive interview.
- I. Handling objections.
- m. Negotiations.
- n. Closing: making the request.

8. Method of Instruction

- a. Lecture, discussion, question and answer.
- b. Role-playing with the student acting as persuader/salesperson and instructor acting as prospect/audience.
- c. Student evaluation of others' persuasive interviews.

9. Methods of Evaluating Student Performance

- a. Examination, including quizzes on reading and lecture, and a final exam.
- b. Homework assignments.
- c. Practice of persuasive skills in role-playing situations.
- d. Instructor evaluation of students' persuasive interviews as a significant grade in the course; the final persuasive interview may be used as the final exam.

10. Outside Class Assignments

Preparation of a Persuasive Interview portfolio, containing information to use in the persuasive interview.

11. Texts

- a. Required Text(s):
 - (1) Marks, Ron. <u>Personal Selling: A Relationship Approach</u>. Upper Saddle River, NJ: Prentice Hall, latest edition.
- b. Supplementary texts and workbooks:
 - (1) Laborde, Genie Z. <u>Influencing With Integrity: Management Skills for Communication and Negotiation</u>. Palo Alto, CA: Syntony Publishing, latest edition.

Official Course Outline

BUSINESS 144 - ADVERTISING

1. <u>Course Number</u> <u>Course Title</u> <u>Semester Units</u> <u>Hours</u>

BUS 144 Advertising 3 3 hours lecture

2. Course Prerequisites

None.

Recommended Preparation

None.

3. Catalog Description

A basic course in the study of advertising, and its role as a marketing tool. Media scripts, newspapers, magazines, radio, television, outdoor, point-of-purchase, and direct mail and e-commerce will be covered. Copywriting, art and layout, mechanical production, and planning will be discussed.

4. Course Objectives

The student will:

- a. Compare and contrast the importance of advertising in our free enterprise economy as well as consumer behavior in relation to the advertising appeal.
- b. Evaluate the various jobs in advertising and their function and the knowledges and attitudes necessary in the development of advertising copy.
- c. Exhibit a skill in written persuasion using the principles of advertising.
- d. Analyze the proper uses of the various advertising media, the use of advertising budgets, and occupational futures in advertising.

5. Instructional Facilities

Standard classroom.

6. Special Materials Required of Student

None.

- a. Review of Market Fundamentals:
 - (1) Marketing Mix.
 - (2) The Promotion Mix.
 - (3) Consumer Psychology.
- b. Review of Media Option:
 - (1) Newspapers—Display and Classified Advertising
 - (2) Radio and Television.
 - (3) Outdoor and Point of Purchase.
 - (4) Direct Mail and E-Commerce.

8. Method of Instruction

- a. Lectures to cover basic topics and to cover materials not in the text.
- b. Class discussion of each topic after the foundation of knowledge is laid. Considerable attention to human behavior and motivation.
- c. Student preparation and analyses of advertisement.
- d. Guest speakers—experts in the field.
- e. Field trip to a center of advertising. Special attention paid to the utilization of advertising principles.

9. Methods of Evaluating Student Performance

- a. Essay and objective tests.
- b. Oral presentation of topic of interest.
- c. Essay final exam.

10. Outside Class Assignments

Visit local advertising agencies and report results to class.

11. <u>Texts</u>

- a. Required Text(s):
 - 1) Arens, William F. Contemporary Advertising. New York, NY: McGraw-Hill Education Group, latest edition.
- b. Supplementary texts and workbooks: None.

Official Course Outline

BUSINESS 146 - MARKETING

1.	Course Number	Course Title	Semester Units	<u>Hours</u>
	BUS 146	Marketing	3	3 hours lecture

2. Course Prerequisites

None.

Recommended Preparation

None.

3. Catalog Description

This course focuses on the function of marketing in an organization. It examines the essential elements of a marketing strategy; product, promotion, distribution, and price; the effect of the business environment on marketing decisions; consumer behavior; identification of markets; and on current issues in marketing.

4. Course Objectives

The student will:

- a. Develop an understanding and appreciation of the complete marketing process of planning and executing the conception, pricing, promotion, and distribution of ideas, goods and services to create exchanges that satisfy individual and organizational objectives.
- b. Compare and contrast the various types of marketing options for different needs and determine which would be the most effective in each scenario.
- c. Analyze consumer behavior in relation to which marketing efforts to recommend.
- d. Distinguish between the managerial viewpoint in marketing as compared to the employee or sales perspective.

5. Instructional Facilities

Standard classroom.

6. Special Materials Required of Student

None.

7. Course Content

This course provides an introduction to marketing and its environment, the selection of target markets, developing a marketing mix, planning, implementing and controlling marketing activities.

8. Method of Instruction

- a. Lecture to introduce basic topics and to cover materials not in the text and readings.
- b. Class discussion of each topic after the foundation of knowledge is laid.

8. Method of Instruction

- a. Lectures to cover basic topics and to cover materials not in the text.
- b. Class discussion of each topic after the foundation of knowledge is laid. Considerable attention to human behavior and motivation.
- c. Student preparation and analyses of advertisement.
- d. Guest speakers—experts in the field.
- e. Field trip to a center of advertising. Special attention paid to the utilization of advertising principles.

9. Methods of Evaluating Student Performance

- a. Essay and objective tests.
- b. Oral presentation of topic of interest.
- c. Essay final exam.

10. Outside Class Assignments

Visit local advertising agencies and report results to class.

11. <u>Texts</u>

- a. Required Text(s):
 - 1) Arens, William F. Contemporary Advertising. New York, NY: McGraw-Hill Education Group, latest edition.
- b. Supplementary texts and workbooks: None.

9. Methods of Evaluating Student Performance

- a. Objective tests following each topic.
- b. Midterm exams.
- c. Discussion, group participation for extra credit.
- d. Written final examination.

10. Outside Class Assignments

- a. Interview a practicing marketing manager and write a written report of interview.
- b. Reading assignment from the textbook.

11. Texts

- a. Required Text(s):
 - (1) Perreault. Essentials of Marketing. Burr Ridge, IL: McGraw-Hill Higher Education, latest edition.
- b. Supplementary texts and workbooks: None.

Date approved by the Governing Board: 4/02

02-0702-002W/lw

Official Course Outline

BUSINESS 148 – CUSTOMER RELATIONS MANAGEMENT

1.	Course Number	Course Title	Semester Units	Hours
	BUS 148	Customer Relations Management	1.5	1.5 hours lecture

2. Course Prerequisites

None.

3. Catalog Description

This course is designed to provide the student with certain key skills and attitudes necessary to meet effectively the needs of customers. The student will be introduced to the concept of internal and external customers, customer satisfaction and customer retention. Topics will also include communicating with customers, developing a positive attitude, handling complaints and sales skills.

4. Course Objectives

The student will:

- a. Assess influence of values and attitude on quality customer service.
- b. Analyze the importance of consistency of employer's and employees' values.
- c. Define professionalism as it relates to customer service.
- d. List key skills in order to effectively meet the customer needs.
- e. Practice valuable communication and listening techniques.
- f. Contrast the impact of positive customer service with poor customer service.
- g. Handle complaints from customers in a positive way.
- h. Understand the key components of customer relations management, particularly in food service businesses.

5. Instructional Facilities

Standard classroom.

6. Special Materials Required of Student

None.

- a. What basic values influence attitude in the workplace?
- b. What is professionalism as it relates to customer service?
- c. What is customer service?
 - 1) Why customer service is important.
 - 2) Why we need it.
 - 3) What is the difference between good customer service and great customer service?
 - 4) Customer satisfaction.
 - 5) Going beyond expectations.

7. Course Content continued

- d. Who are your customers?
 - 1) Internal customers.
 - 2) Serving internal customers.
 - 3) External customers.
 - 4) Team effort in customer service.
- e. Customer retention.
 - 1) The importance of customer service and customer loyalty.
 - 2) The value of long term customers.
 - 3) Making things right for your customer.
 - 4) Empathy.
- f. Communication.
 - 1) How to be a better listener.
 - 2) Active listening.
 - 3) Nonverbal communication.
 - 4) Telephone communication.
- g. A positive attitude contributes to success.
 - 1) What is attitude?
 - 2) Developing a positive attitude.
 - 3) Making customers feel special.
 - 4) Handling stress. _
- h. Customer interaction.
 - 1) Handling complaints.
 - 2) Dealing with upset customers.
 - 3) Winning back unhappy customers.
 - 4) How to satisfy without over-promising.

8. Method of Instruction

- a. Lecture.
- b. Individual and group problem solving.
- c. Case analysis.
- d. Role playing and classroom simulations.

Methods of Evaluating Student Performance

- a. Analysis of written material.
- b. Oral and written case analysis.
- c. Class participation.
- d. Final exam.

10. Outside Class Assignments

Observe customer service in an outside business, such as in a hotel, restaurant, or tourist enterprise, and prepare a written report evaluating the quality of service.

11. Texts

- a. Required Text(s):
 - (1) Martin, William B. Quality Customer Service. Menlo Park, CA: Crisp Publications, latest edition.
- b. Supplementary texts and workbooks: None.

Official Course Outline

BUSINESS 155 – HUMAN RESOURCES MANAGEMENT

1.	Course Number	Course Title	Semester Units	<u>Hours</u>
	BUS 155	Human Resources Management	3	3 hours lecture

2. Course Prerequisites

None.

Recommended Preparation

None.

3. Catalog Description

Introduction to the management of human resources and an understanding of the impact and accountability to the organization of human resource activities. Global human resource strategies, social and organizational realities, legal implications affecting people at work, union/non-union practices, employee compensation and benefits, employee rights, and safety issues.

4. Course Objectives

The student will:

- a. Describe the unique activities of the Human Resources Department and its relationship with other units within the organization.
- Identify the major movements that have comprised the human resources movement in the United States.
- c. Identify Federal and State laws and their influence on labor relations.
- d. Explain the changing workplace environment: resizing, outsourcing, mergers.
- e. Enumerate legal implications, monetary costs, and human morale costs of making improper personnel decisions.
- f. Analyze workplace human resource needs and discuss some of the current legal and social in recruiting under-represented groups.
- g. Explain methodologies and related laws involved in employee recruitment, testing, selection, orientation.
- h. Compare options for employee development, training, motivation, and evaluation.
- Compare relations between unions and management in the first half of the century with those in present organizations.

5. Instructional Facilities

Standard classroom with audio-visual equipment and a chalk board or white board.

6. Special Materials Required of Student

None.

BUSINESS 155 – HUMAN RESOURCES MANAGEMENT

7. Course Content

- a. Functions of a human resources department.
- b. Current trends in human resources management.
- c. Federal and state law governing employment.
- d. Impact of technological change on employees.
- e. Legal implications, monetary costs, and human morale costs of making improper personnel decisions.
- f. Human resource planning for job needs and reclassifications.
- g. Methods of employee recruitment, testing, selection, and orientation.
- h. Techniques for employee development, training, motivation and evaluation.
- i. Approaches to discipline, counseling, and employee assistance programs.
- j. Union relations and collective bargaining.

8. Method of Instruction

- a. Lecture.
- b. Group discussion.
- c. Case studies.
- d. Written assignments.

9. Methods of Evaluating Student Performance

- a. Objective tests.
- b. Essay tests.
- c. Case analysis projects.
- d. Written research paper.

10. Outside Class Assignments

- a. Interview of a practicing human resources manager.
- b. Write a written report to interview.

11. <u>Texts</u>

- a. Required Text(s):
 - (1) Bohlander, George, Scott Snell and Arthur Sherman. <u>Managing Human Resources</u>. 12th edition. South-Western College Publishing, 2001.
 - (2) Sherman, Arthur. <u>Managing Human Resources, 12th Edition Study Guide</u>. South-Western College Publishing, 2001.
- b. Supplementary texts and workbooks: None.

Official Course Outline

BUSINESS 156 – PRINCIPLES OF MANAGEMENT

1.	Course Number	Course Title	Semester Units	<u>Hours</u>
	BUS 156	Principles of Management	3	3 hours lectures

2. Course Prerequisites

None.

Recommended Preparation

None.

3. Catalog Description

Planning, organizing, directing, and controlling for management. Interaction of the functions includes setting objectives, MBO, decision-making tools, alternative organization structures, leadership, motivation, communication, group dynamics, managements of stress and change, time management, ethics and diversity. A survey of the quantitative tools available to the manager is also made.

4. Course Objectives

The student will:

- a. Assess the various tools and approaches to management.
- b. Use effective planning and decision-making tools.
- c. Design an appropriate organization structure.
- d. Evaluate alternative leadership and motivation techniques.
- e. Plan a control system for any type of organization.

5. Instructional Facilities

Standard classroom.

6. Special Materials Required of Student

None.

- a. Introduction to management.
- b. History of management.
- c. Ethics and social responsibility.
- d. Setting goals, decision-making and planning.
- e. Organizing and organization structures.
- f. Communication, leadership, motivation and group dynamics.
- g. Controlling and controlling tools.

8. Method of Instruction

- a. Lectures to introduce basic topic and to cover materials not in the text and readings.
- b. Class discussion of each topic after the foundation of knowledge is laid.
- c. Student preparation and delivery of short talks on current articles as they relate to the topic under discussion.
- d. Evaluation and analysis of case study material by students and instructor.

9. Methods of Evaluating Student Performance

- a. Weekly quizzes.
- b. Oral presentations of topics of interest.
- c. Midterm and final examination with some writing components.

10. Outside Class Assignments

- a. Research in detail a management topic or
- b. Develop and execute a survey in an actual business environment.
- c. Report on items a or b above orally to the class.

11. Texts

- a. Required Text(s):
 - (1) Certo, Samuel C. Modern Management. Upper Saddle River, NJ: Prentice Hall, latest edition.
- b. Supplementary texts and workbooks: None.

Date approved by the Governing Board: 4/02

02-0705-002W/lw

Official Course Outline

BUSINESS 158 - INTRODUCTION TO HOSPITALITY AND TOURISM MANAGEMENT

1.	Course Number	Course Title	Semester Units	Hours
	BUS 158	Introduction to Hospitality and Tourism Management	3	3 hours lecture

2. Course Prerequisites

None.

Recommended Preparation

None.

3. Catalog Description

Overview of the hospitality and tourism industry with a focus on basic management theories and principles as they apply to hospitality and tourism; basic structure, organization, and management of industry components and the services/products they deliver.

4. Course Objectives

The student will:

- a. Comprehend the application of management principles and theory to the hospitality and tourism industry.
- b. Distinguish between the various components of the hospitality and tourism industry.
- c. Analyze the various employment options available in the hospitality and tourism industry.
- d. Compare and contrast the gaming and entertainment industry with other hospitality industry components.
- e. List and compare the major tourism destinations.

5. Instructional Facilities

Standard classroom with audio visual equipment available.

6. Special Materials Required of Student

None.

- a. Course introduction; definition of terms; relevance in today's business world.
- b. Basic business management theories and principles; industry application.
- c. The hospitality industry; history and organization.
- d. The tourism industry; history and organization; key agencies.
- e. The hotel business; development and classification.

7. Course Content continued

- f. Food and beverage operations and management.
- g. Restaurant and catering operations and management; development and classification.
- h. The gaming and entertainment industry; management comparisons and contrasts.
- i. Travel agencies and organizations; transportation industry; air, water and land.
- i. Meetings, conventions and expositions.
- k. Recreation attractions, theme parks and resort industry; operations and management.
- I. Managed services in support of tourism.
- m. Destinations; economic and political issues; social/cultural impacts.

8. Method of Instruction

- a. Lecture.
- b. Group discussion.

9. Methods of Evaluating Student Performance

- a. Quizzes and competency based tests.
- b. Reports.
- c. Term papers.
- d. Homework.
- e. Comprehensive final exam utilizing both essay and objective questions.

10. Outside Class Assignments

Students will visit hospitality industry business in the area, interview managers in the industry and prepare a report detailing his/her findings. Research paper on hospitality and tourism.

11. Texts

- a. Required Text(s):
 - (1) Starr, Nona S. <u>Viewpoint: An Introduction to Travel, Tourism, and Hospitality</u>. Upper Saddle River, NJ: Prentice-Hall, Inc., latest edition.
- b. Supplementary texts and workbooks:

None.

Date approved by the Governing Board: 4/02

02-0706-002W/lw

Official Course Outline

BUSINESS 159 A-B-C-D - MANAGEMENT INTERNSHIP

1.	Course Number	Course Title	Semester Units	<u>Hours</u>
	BUS 159 A-B-C-D	Management Internship	3	180 hours work experience unpaid or 225 hours work experience paid

2. Prerequisites

None.

Corequisite

None.

Recommended Preparation

None.

3. Catalog Description

A work experience course to enable management students to gain practical experience in an organization and to apply knowledge gained in other business courses.

4. Course Objectives

The student will:

- Evaluate the organization's current management structure.
- b. Revise the organization's current structure as needed.
- c. Correlate classroom material to situations encountered at the internship site.
- d. Differentiate between desirable and undesirable work habits and personal traits.
- e. Conduct a successful job search in the field of management.

5. Instructional Facilities

- a. Access to the internet.
- b. Work sites applicable to student's job objectives in the management field.

6. Special Materials Required of Student

Electronic storage media.

- a. Professional management structures.
- b. Responsibilities of an employee in a professional management environment.
- c. Job opportunities in the management field.

8. Method of Instruction

- a. On-site supervision by supervisor.
- b. Visits to work site.

9. Methods of Evaluating Student Performance

- a. Evaluation of on-the-job activities carried out by the on-site supervisor.
- b. Instructor performance appraisal.
- c. Student self-evaluation.
- d. Instructor evaluation of assigned responsibilities at job site.

10. Outside Class Assignments

None.

11. Texts

a. Required Text(s):

None.

b. Supplementary texts and workbooks:

None.

Date approved by the Governing Board: April 17, 2007

Official Course Outline

BUSINESS 160 - HOSPITALITY MANAGERIAL ACCOUNTING AND CONTROLS

1.	Course Number	Course Title	Semester Units	Hours
	BUS 160	Hospitality Managerial Accounting and Controls	3	3 hours lecture

2. Course Prerequisites

A "C" or "CR" grade or higher in Business 121 or equivalent.

Recommended Preparation

None.

3. Catalog Description

Integrates the areas of managerial accounting and controls to applications in the hospitality industry. Topics include internal control and cost management, operations budgeting, occupancy projections and pricing decisions, credit policy and cash flow, and investment decision-making.

4. Course Objectives

The student will:

- a. Apply accounting principles to the variety of areas of hospitality operations.
- b. Assess accounting systems being used in various hospitality operations.
- c. Prepare a long-range budget for a hospitality business.
- d. Analyze the financial statements of hotels and other hospitality businesses.
- e. Compare and contrast financial control systems in lodging and eating establishments.

5. Instructional Facilities

Standard classroom with audio visual equipment available.

6. Special Materials Required of Student

None.

- a. Introduction and accounting review.
- b. Analysis and interpretation of financial statements.
- c. Internal control; cost considerations in pricing; cost management.
- d. The cost-volume-profit approach to decisions.
- e. Operations budgeting; working capital/cash management.
- f. Investment decision-making; feasibility studies.
- g. Financial goals and information systems.
- h. Accounts receivable; credit card processing; credit policy/cash flow.

7. Course Content continued

- i. Purchasing and receiving; monthly inventory and month food/beverage cost.
- j. Daily food/beverage cost; actual versus standard cost.
- k. Cost-volume-profit considerations in hospitality organizations.
- I. Labor cost controls; cash flow.
- m. Break-even analysis; application to case studies.
- n. Establishing room rates; occupancy projections and pricing decisions.
- o. Room rate discounting and yield analysis.

8. Method of Instruction

- a. Lecture.
- b. Group discussion.
- c. Case studies.

9. Methods of Evaluating Student Performance

- a. Quizzes and competency based tests.
- b. Reports.
- c. Term papers.
- d. Homework.
- e. Comprehensive final exam utilizing both essay and objective questions.

10. Outside Class Assignments

The student will be given case studies including sample financial statements to analyze and prepare a report with recommendations.

11. Texts

- a. Required Text(s):
 - (1) Coltman, Michael M. <u>Hospitality Management Accounting</u>. New York, NY: Wiley and Sons, latest edition.
 - (2) Dittmer, Paul R. and Gerald G. Griffin. <u>Principles of Food. Beverage and Labor Cost Controls: for Hotels and Restaurants</u>. New York, NY: Wiley and Sons, latest edition.
- b. Supplementary texts and workbooks: None.

Official Course Outline

BUSINESS 250 - INTRODUCTION TO INTERNATIONAL BUSINESS

1.	Course Number	Course Title	Semester Units	<u>Hours</u>
	BUS 250	Introduction to International Business	3	3 hours lecture

2. Course Prerequisites

None.

Corequisite

None.

Recommended Preparation

None.

3. Catalog Description

An overview of international business designed to provide both beginners and experienced business people with a global perspective on international trade including foreign investments, impact of financial markets, international marketing, and the operation of multi-national corporations. Classes will feature expert guest lecturers who will present practical solutions to actual problems in international trade.

4. Course Objectives

The student will:

- a. Define common terms used in international trade.
- b. Describe inflation and deflation and their effect on the business climate of a minimum of four countries.
- c. Analyze and evaluate the role of currency trading in the operation of an international business.
- d. Outline the structure of a multinational corporation and explain the advantages and disadvantages of such a corporation.
- e. Briefly describe the multinational accounting and finance functions.
- f. Compare the relationship between the size of a country and its likely performance in international business.

5. <u>Instructional Facilities</u>

Standard classroom.

6. Special Materials Required of Student

None.

7. Course Content

- a. Nature of foreign trade:
 - (1) International trade theory.
 - (2) Governmental impact on foreign trade.
- b. Monetary systems:
 - (1) Foreign investment analysis.
 - (2) World trade/investment patterns.
 - (3) Economic environments.
 - (4) Foreign exchange--international payment.
 - (5) Multinational accounting, finance, and taxation.
- c. Cultural implications:
 - (1) Barriers to international trade.
 - (2) International trade diplomacy.
 - (3) Managing cross cultural differences.
 - (4) Foreign political and legal implications.
- d. International trade marketing and management:
 - (1) Export--east/west trade.
 - (2) Import--east/west trade.
 - (3) Management functions and controls.
 - (4) Planning and competition.
- e. Labor and personnel.
- f. Multinational predictions and projections.

8. Method of Instruction

- a. Lecture.
- b. Guest speakers.

9. Methods of Evaluating Student Performance

- a. Written assignments.
- b. Midterm examination.
- c. Essay examination.
- d. Objective examination.
- e. Reports on written assignments.
- f. Final examination.

10. Outside Class Assignments

- a. Research paper on one or more countries using software and library research.
- b. Reading assignments from the textbook.

11. Texts

- a. Required text(s):
 - 1) Hill, Charles W. L. <u>Global Business Today</u>. Burr Ridge, IL: McGraw-Hill Higher Education, latest
- b. Supplementary texts and workbooks:

None.

Official Course Outline

BUSINESS 251 - IMPORT/EXPORT PROCEDURES

1.	Course Number	Course Title	Semester Units	Hours
	BUS 251	Import/Export Procedures	2	2 hours lecture

2. Course Prerequisites

None.

Recommended Preparation

None.

3. Catalog Description

An in-depth examination of import/export techniques, terminology, methods of payment and collection, insurance and bonds, customs regulations and tariffs, Department of Commerce aids, export quotations and landed cost analysis.

4. Course Objectives

The student will:

- a. Apply terminology used in moving products across international boundaries.
- b. Analyze the functions of a customs broker.
- c. Recognize relevant elements of international banking, insurance and freight forwarding.
- d. Employ U.S. customs regulations and tariffs.

5. Instructional Facilities

Standard classroom.

6. Special Materials Required of Student

None.

7. Course Content

This course will cover the following topics:

- a. Terminology.
- b. Use of customs broker.
- c. Banking: (methods of payment and collection: letter of credit).
- d. Insurance: (kinds, claims, and bonding).
- e. Using a freight forwarder.
- f. Department of Commerce role.
- g. Export quotation analysis.
- h. U.S. Customs regulations and tariffs.
- i. Import landed cost.
- j. Classifying goods.

8. Method of Instruction

- a. Lecture.
- b. Guest speakers.

9. Methods of Evaluating Student Performance

- a. Essay tests including a final exam.
- b. Term project.

10. Outside Assignments

- a. Reading assignments and exercises from the textbook.
- b. Research for term project.

11. Texts

- a. Required text(s):
 - 1) Pembroke, Leslie. <u>Import/Export Procedures</u>. El Cajon, CA: Grossmont College Printing Department, latest edition.
- b. Supplementary texts and workbooks: None.

Date approved by Governing Board: 4/02

02-0715-002W/lw

Official Course Outline

BUSINESS 252 - GLOBAL SOURCING, BUYING AND MANUFACTURING

1.	Course Number	Course Title	Semester Units	<u>Hours</u>
	BUS 252	Global Sourcing, Buying and Manufacturing	1.5	1.5 hours lecture

2. Course Prerequisites

None.

Recommended Preparation

None.

3. Catalog Description

A course on locating and obtaining goods and services used for international trade. Sourcing on the Internet, the National Trade Data Bank and other computer-aided techniques for locating goods and trading partners are covered. Contracts, shipping terms and methods of payment are reviewed. The use of contract or offshore manufacturing facilities such as maquiladoras is discussed.

4. Course Objectives

The student will:

- Compare and contrast alternative methods of locating products using computer-aided sourcing techniques such as the Internet and NTDB.
- b. List the steps to be taken in preparing or responding to a request for quotation.
- c. Differentiate between buying on an FOB basis and a CIF basis.
- d. Analyze foreign exchange tables, duties, export licensing requirements.
- e. Computer the cost advantages of using a contract or offshore manufacturing facility.
- f. Describe the various regions of the world where contract manufacturing is undertaken.

5. Instructional Facilities

Standard classroom.

6. Special Materials Required of Student

None.

- a. Sourcing products and finding trading partners.
 - (1) Use of the NTDB.
 - (2) Use of the Internet.
 - (3) Use of the Thomas Register.
 - (4) Department of Commerce Services.
 - (5) Trade associations, consulates and other sources.

7. Course Content continued

- b. Obtaining goods and services.
 - (1) Requests for quotation.
 - (2) Purchase orders and pro-forma invoices.
 - (3) Review of INCO terms.
 - (4) Types of letters of credit.
 - (5) Other methods of payment.
- c. Maquiladoras, offshore and other contract manufacturing.
 - (1) Advantages and disadvantages of contract manufacturing.
 - (2) Maquiladoras.
 - (3) Sheltered versus direct operation.
 - (4) Asian contract manufacturing.

8. Method of Instruction

- a. Lecture.
- b. Classroom discussions.
- c. Group projects.
- d. Guest speakers.

9. Methods of Evaluating Student Performance

- a. Quizzes.
- b. Major sourcing project.
- c. Written final exam.

10. Outside Class Assignments

- a. At least one visit to the computer area of the LRC to review the computer and other research tools available
- b. A sourcing project will be assigned.
- c. Reading assignments from the texts.

11. Texts

- a. Required Text(s):
 - (1) Exporter's Guide to the National Trade Data Bank. U.S. Department of Commerce, 1996.
 - (2) Walsh, Jeannine C. <u>International Internet Resources</u>. U.S. Department of Commerce, San Diego District Office, 1997.
- b. Supplementary texts and workbooks: None.

NOHE.

Official Course Outline

BUSINESS 253 - INTERNATIONAL MARKETING: EXPANDING EXPORTS

1.	Course Number	Course Title	Semester Units	Hours
	BUS 253	International Marketing: Expanding Exports	3	3 hours lecture

2. Course Prerequisites

None.

Corequisite

None.

Recommended Preparation

None.

3. Catalog Description

A course which examines the economic, legal, political, competitive and cultural environments of foreign markets in order to design appropriate products, establish price and develop promotion strategies to effectively reach those markets. Special focus is on preparing small to medium enterprises to compete abroad. Starting your own export management company is covered.

4. Course Objectives

The student will:

- a. Evaluate foreign markets for export potential.
- b. Describe and assess the barriers to entry in each foreign market.
- c. Design strategic plans to reach specific markets.
- d. Plan the startup of a small export management company.

5. Instructional Facilities

Standard classroom.

6. Special Materials Required of Student

None.

7. Course Content

- a. Levels of international marketing involvement.
- b. The world economy.
- c. Cultural environment.
- d. Political-legal environment.
- e. International information sources.
- f. International product policy.
 - (1) What to sell.
 - (2) Packaging and labeling.
 - (3) Brands and trademarks.
- g. Distribution: Entering foreign markets.
- h. Managing international logistics.
- i. International promotion:
 - (1) Advertising.
 - (2) Personal selling.
 - (3) Sales promotion.
- j. Export pricing and terms.
- k. Starting your own export management company.

8. Method of Instruction

- a. Lectures.
- b. Discussion.

9. Methods of Evaluating Student Performance

- a. Two quizzes.
- b. A midterm.
- c. A final essay examination.

10. Outside Class Assignments

- a. Visit local marketing firm and report results to class.
- b. Reading assignments from the textbook.

11. Texts

- a. Required Text(s):
 - 1) U.S. Department of Commerce. <u>A Basic Guide to Exporting</u>. Novato, CA: World Trade Press, latest edition.
- b. Supplementary texts and workbooks: None.

Official Course Outline

BUSINESS 256 - INTERNATIONAL FINANCIAL TRANSACTIONS

1.	Course Number	Course Title	Semester Units	<u>Hours</u>	
	BUS 256	International Financial Transactions	2	2 hours lecture	

2. Course Prerequisites

None.

Corequisite

None.

Recommended Preparation

None.

3. Catalog Description

This course surveys the international monetary system as it affects import and export. Students will learn about letters of credit, drafts and other banking documents used in foreign commerce. They will also examine foreign exchange rates, financing of international trade, methods of reducing financial risk and services provided by an international banker.

4. Course Objectives

The student will:

- a. Examine appropriate method of payment for each type of international transaction.
- b. Compute foreign exchange rates.
- c. Analyze the international banking system as it applies to import and export.
- d. Describe what is necessary to successfully work with an International Banking Department.

5. Instructional Facilities

Standard classroom.

6. Special Materials Required of Student

None.

7. Course Content

- a. An overview of the international banking and monetary systems.
- b. Documents commonly used.
 - (1) Letters of credit.
 - (2) Drafts.
- c. Foreign exchange rates and how they apply to international transactions.
- d. Receivables insurance and its use.
- e. Methods of reducing financial risk.
- f. Organization and structure of an international banking department.
 - (1) Locating a qualified international banker.
 - (2) Correspondent banking system.

8. Method of Instruction

- a. Lectures.
- b. Discussion.
- c. Guest lecturers.

9. Methods of Evaluating Student Performance

- a. Quizzes.
- b. Midterm.
- c. Final written examination.

10. Outside Class Assignments

- a. Interview an international banker and prepare a report for the class.
- b. Track movements in the exchange rates of selected foreign currencies.
- c. Reading assignments from the textbook.

11. Texts

- a. Required Text(s):
 - 1) Hinkelman, Edward G. and Molly Thurmond. <u>A Short Course in International Payments</u>. Novato, CA: World Trade Press, latest edition.
- b. Supplementary texts and workbooks: None.

Official Course Outline

BUSINESS 257 - INTERNATIONAL TRANSPORTATION

1.	Course Number	Course Title	Semester Units	Hours
	BUS 257	International Transportation	1.5	1.5 hours lecture

2. Course Prerequisites

None.

Recommended Preparation

None.

3. Catalog Description

This course deals with all aspects of international freight forwarding as utilized by an importer or an exporter. Domestic transportation is described as it relates to export and import shipments. All modes of transportation are explored; ocean, air, rail and truck. Quoting air and ocean shipments is covered, as well as auditing freight invoices and negotiating rates with freight forwarders.

4. Course Objectives

The student will:

- a. Calculate rates and all accessorial charges for air and ocean shipments.
- b. Evaluate and select the optimum mode of transportation taking into account cost versus time.
- c. Compare and contrast freight forwarders for their ability to offer the best combination of rates and services.
- d. Manage the movement of goods.

5. Instructional Facilities

Standard classroom with 45 seats.

6. Special Materials Required of Student

None.

7. Course Content

- a. Structure of international and domestic modes of transportation.
- b. Evaluation and selection of optimum modes of transportation.
- c. Negotiating rates with carriers.
- d. Calculating rates for shipments.

8. Method of Instruction

- a. Lecture.
- b. Discussion.

9. Methods of Evaluating Student Performance

- a. Midterm, including essay and problem solving questions.
- b. Final, including essay and problem solving questions.

10. Outside Class Assignments

- a. Assigned readings from class handouts.
- b. Writing summaries of articles found in the library or on the internet.
- c. Rating problems.

11. Texts

- a. Required Text(s):
 - (1) Selected readings in international transportation from magazines and journals such as:

 <u>Export Today</u>, <u>Business Week</u>, <u>Journal of Commerce</u>, <u>World Trade Center Trader</u>, <u>Time</u>,
 Transportation and Distribution, etc.
 - (2) Transportation industry handouts collected from industry booklets.
- b. Supplementary texts and workbooks: None.

Official Course Outline

BUSINESS 258 - THE CULTURAL DIMENSIONS IN INTERNATIONAL BUSINESS

1.	Course Number	Course Title	Semester Units	Hours
	BUS 258 The Cultural Dimensions in International Business		3	3 hours lecture

2. Course Prerequisites

None.

3. <u>Catalog Description</u>

A course examining the cultural barriers encountered when engaging in international trade. Coping effectively with the challenges of a foreign assignment and specific information on working and negotiating with foreign nationals will be presented.

4. Course Objectives

The student will:

- a. Discuss culture, cultural stereotypes and overcoming cultural differences.
- b. Develop an awareness and appreciation of the challenges of living and working overseas.
- c. Compare various negotiating techniques of different cultures.
- d. Analyze the culture shock syndrome resulting from a foreign deployment.
- e. Contrast business protocol and practices of Asians and Latin Americans.

5. Instructional Facilities

Standard classroom.

6. Special Materials Required of Student

None.

- a. Cultural impacts on global management:
 - (1) Managers as cosmopolitans.
 - (2) Cultural factors in communication.
 - (3) Negotiating across cultures.

7. Course Content (continued)

- b. Cultural impacts on international business:
 - (1) Managing business protocol.
 - (2) Culture shock and foreign deployment.
 - (3) The Knowledge Society.
 - (4) Synergistic collaboration across cultures.
- c. Cultural specifics and business/service abroad:
 - (1) Doing business with Latin Americans.
 - (2) Doing business with Asians.
 - (3) Doing business with Europeans.
 - (4) Doing business with Middle Easterners.
 - (5) Doing business with Africans.
 - (6) Evaluating cultural factors in new markets.

8. Method of Instruction

- a. Lecture.
- b. Guest speakers.

9. Methods of Evaluating Student Performance

- a. Written assignments.
- b. Midterm examination.
- c. Essay examination.
- d. Objective examination.
- e. Reports on written assignments.
- f. Final examination.

10. Outside Class Assignments

- a. Written reports describing cultural barriers and methods of overcoming those barriers for specific countries.
- b. Reading assignments from the textbook.

11. Texts

- a. Required text(s):
 - 1) Mitchell, Charles. <u>A Short Course in International Business Culture</u>. Novato, CA: World Trade Press, latest edition.
- b. Supplementary texts and workbooks: None.

Official Course Outline

BUSINESS 265 A-B-C-D - INTERNATIONAL BUSINESS INTERNSHIP

1.	Course Number	Course Title	Semester Units	<u>Hours</u>
	BUS 265 A-B-C-D	International Business Internship	1	60 hours work experience unpaid or 75 hours work experience paid

2. Course Prerequisites

None.

Recommended Preparation

None.

3. Catalog Description

A work experience course to enable international business students to gain practical experience in an international business-oriented organization and to apply knowledge gained in other international business courses.

4. Course Objectives

The student will:

- Evaluate the organization's current marketing plan.
- b. Revise the organization's current marketing plan as needed.
- c. Relate classroom material to situations encountered at the internship site.
- d. Exhibit desirable work habits and personal traits.
- e. Acquire the ability to conduct a successful job search in the field of International Business.

5. Instructional Facilities

Sufficient work sites to accommodate students.

6. Special Materials Required of Student

None.

7. Course Content

The instructor and student will work together to analyze and upgrade the student's performance on the job.

8. Method of Instruction

- a. The main instruction will occur while the student is employed in the International Business position.
- b. When remedial or enrichment activities are indicated, these will be prescribed.

9. <u>Methods of Evaluating Student Performance</u>

- a. Forms completed by student's work site supervisor.
- b. Student self evaluation.
- c. Instructor evaluation.

10. Outside Class Assignments

None.

11. Texts

- a. Required Text(s): Prescribed on a basis of individual need.
- b. Supplementary texts and workbooks: None.

GROSSMONT COLLEGE

Official Course Outline

BUSINESS 266 - INTERNSHIP IN INTERNATIONAL BUSINESS

1.	Course Number	Course Title	Semester Units	Hours
	BUS 266	Internship in International Busin	ess 2	10 hours work experience

2. Course Prerequisites

Limited to International Business majors who have completed at least 12 units in the major.

Corequisite

None.

Recommended Preparation

None.

3. Catalog Description

Work experience in a business organization engaged in international business. Intern spends between 120 and 150 hours per semester in on-the-job training.

4. Course Objectives

The student will:

- a. Complete a minimum of 120 and 150 hours of supervised work in an international business setting.
- b. Relate classroom material to situations encountered on the job.
- c. Exhibit desirable work habits and personal traits.
- d. Demonstrate the ability to conduct a successful job search in the field of international business.

5. Instructional Facilities

Sufficient work stations to accommodate students.

6. Special Materials Required of Student

None.

7. Course Content

The instructor and student will work together to analyze and upgrade the student's performance on the job.

8. Method of Instruction

- a. The main instruction will occur while the student is employed in the international business-related position.
- b. When remedial or enrichment activities are indicated, these will be prescribed.

9. Methods of Evaluating Student Performance

- a. Forms completed by student's supervisor.
- b. Student self-evaluation.
- c. Instructor evaluation.
- d. Final essay examination.

10. Outside Class Assignments

None.

11. Texts

- a. Required Text(s): Prescribed on the basis of individual need.
- b. Supplementary texts and workbooks: None.

Date approved by the Governing Board: 4/02

02-0719-002W/lw

GROSSMONT COLLEGE

Official Course Outline

BUSINESS 267 - INTERNSHIP IN INTERNATIONAL BUSINESS

1.	Course Number	Course Title	Semester Units	Hours
	BUS 267	Internship in International Business	3	15 hours work experience

2. Course Prerequisites

Limited to International Business majors who have completed at least 12 units in the major.

Recommended Preparation

None.

3. Catalog Description

Work experience in a business organization engaged in international business. Intern spends between 180 and 225 hours per semester in on-the-job training.

4. Course Objectives

The student will:

- a. Complete a minimum of 180 or 225 hours of supervised work in an international business setting.
- b. Relate classroom material to situations encountered on the job.
- c. Exhibit desirable work habits and personal traits.
- d. Demonstrate the ability to conduct a successful job search in the field of international business.

5. Instructional Facilities

Sufficient work stations to accommodate students.

6. Special Materials Required of Student

None.

7. Course Content

The instructor and student will work together to analyze and upgrade the student's performance on the job.

8. Method of Instruction

- a. The main instruction will occur while the student is employed in the international business-related position.
- b. When remedial or enrichment activities are indicated, these will be prescribed.

9. <u>Methods of Evaluating Student Performance</u>

- a. Forms completed by student's supervisor.
- b. Student self-evaluation.
- c. Instructor evaluation.
- d. Final essay examination.

10. Outside Class Assignments

None.

11. Texts

- a. Required Text(s): Prescribed on the basis on individual need.
- b. Supplementary texts and workbooks: None.

Date approved by the Governing Board: 4/02

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BUS 172 INTRO MICROCOMPUTER APPLICATINS 3.767 2.0 3.768 2.0 3.3 3.2 5.0 5.0 COURSE TOTAL 9.6 2.5	MMN	717 727	24.0 SMITH 30.0 DE-MARCO 54.0	
BUS 173B MICROCOMPUTER WORD PROCESSING 1 2 3774 2:0 1 2 COURSE TOTAL 1 2	NN	७७	12.0 DE-MARCO 12.0	
BUS 174B MICROCOMPUTER DATABASE PKGS 3781N 8 4.0 1 3 1 COURSE TOTAL 1 3 1	നന	4 ¹ IVO	7.3 QUINN 16.0 HOTZ 23.3	
BUS 175B MICROCOMPUTER ELEC SPREADSHEET 3 1 1 COURSE TOTAL 3 1	44	ωω	14.0 HOTZ 14.0	
BUS 176 COMPUTERIZED ACCT APPLICATION 3 1788 2.0 5.0 3 1 1 1 3789N 2.0 4 2 1 1 1 1 1 1 1 1 1 1	1807	22 22 22 23 24 24 24 24 24 24 24 24 24 24 24 24 24	44.0 RICHARDS 26.0 JUDKINS 70.0	
BUS 177 DESKTOP PUBLISHING, LEVEL I 3790N** 0.0 6 1 1 COURSE TOTAL	4	12	0.0 HATCH 0.0	Ц
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^{**} CLASS NOT VALID FOR A.D.A -- NOTED ONLY (NOT INCLUDED IN TOTALS)

G R O S S M O N $ eal$ C O L L E G E GRADE DISTRIBUTION SUMMARY	
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BUSINESS AND PROFESSIONAL STUDIES	BUSINESS	SS AND PROFESSIONAL STUDIES
S.T. WKS HRS A B C D F I CR NC	TOTAL W ENR	TOTAL INSTRUCTOR
BUS 179 MICROCOMPUTER ACCOUNTING LAB 3.0 4 3 3 2 1 COURSE TOTAL 4 3 3 2 1	7.7	0 60.0 RICHARDS PT 0 60.0
BUS 185A PERSONAL COMPUTER FUNDAMENTALS 3806 2 4.0 3807 2 4.0 5 1 COURSE TOTAL	⊣	4 1.8 PATCHETT 6 2.7 SMERK 0 4.5
BUS 186A P C OPERATING SYSTEMS 3808 2 4.0 COURSE TOTAL		3 1.4 SMERK 3 1.4
BUS 195 FAMILY INCOME MANAGEMENT 3812 3.0 2 3813 3.0 8 9 13 4 3 3815 3.0 4 8 14 2 5 3816N 3.0 4 3 5 1 4 7 14 1	1 2 2 4 4 4 2 1 1 2 1 4 4 4 2 2 1	7 51.0 ENOWITZ 0 120.0 ENOWITZ 4 132.0 ENOWITZ 66.0 ENOWITZ 3 369.0
BUS 199 SPECIAL STUDIES IN BUSINESS 3899 9:0 2 COURSE TOTAL 2		2 18.0 WALERY 2 18.0
BUS 216 MEDICAL OFFICE TRANSCRIPTION 3822 5.0 2 1 3 2 3824N 5.0 1 3 2 COURSE TOTAL 3 4 2	HW4.	4 20.0 DIEHL 9 45.0 DUNDOVICH PT 3 65.0
BUS 217A MEDICAL TRANSCRIBING ENHANCMNT 3.0 1 1 1 1 1 2 1 COURSE TOTAL 1 1 2 1	NN	3 9.0 DIEHL 4 12.0 DUNDOVICH 7 21.0
BUS 217B MEDICAL TRANSCRIBING ENHANCMNT 3828 ** 0.0 COURSE TOTAL	Н	1 0.0 DIEHL
BUS 217C MEDICAL TRANSCRIBING ENHANCMNT 3830 3.0 1 COURSE TOTAL 1		2 6.0 DIEHL 2 6.0
BUS 218 ADVANCED MEDICAL TRANSCRIPTION 3834 5.0 3 2 3836N 5.0 1 1 1 COURSE TOTAL 4 3	нн	5 25.0 DIEHL 3 15.0 DUNDOVICH 8 40.0
** CLASS NOT VALID FOR A.D.A NOTED ONLY (NOT INCLUDED IN TOTALS)		

GROSSMONT COLLEGE GRADE DISTRIBUTION SUMMARY	BUSINESS AND PROFESSIONAL STUDIES
GRD361 01-24-2002 22:40:53	BUSINESS AND PROFESSIONAL STUDIES

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TOTAL WSCH INSTRUCTOR	8.2 HARLEY 8.2	0.0 LISOWSKY	0.0 HAMPTON	87.0 ARTEAGA 87.0	56.7 PEMBROKE 56.7	123.0 ARTEAGA 123.0	81.0 BRITT 81.0	0.0 BRITT 0.0	0.0 BRITT 0.0	0.0 BRITT 0.0	0.0 BRITT 0.0	0.0 BRITT 0.0
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S.T. WKS HRS	BUS 219 TRANSCRIBING MACHINES 3839 16 3.0 2 COURSE TOTAL 2	BUS 229 PROPERTY/L. 3853N** 13 0.0 COURSE TOTAL	BUS 234 COMMERCIAL INSURANCE 3855N** 13 0.0 COURSE TOTAL	BUS 250 INTRO/INTERNATIONAL 3.0 15 9 COURSE TOTAL 15 9	BUS 251 IMPORT/EXPORT 3860N 10 3.2 11 COURSE TOTAL 11	BUS 253 INTERNATIONAL MARKETING 3.0 32 6 COURSE TOTAL 32 6	BUS 258 CULTURAL D. 3.0 COURSE TOTAL	BUS 265A INTERNSHIP, 3864 ** 0.0 COURSE TOTAL	BUS 265B INTERNSHIP/ 3865 ** 0.0 COURSE TOTAL	BUS 265C INTERNSHIP/ 3866 ** 0.0 COURSE TOTAL	BUS 265D INTERNSHIP 3867 ** 0.0 COURSE TOTAL	BUS 266 INTERNSHIP/ 3868 ** 0.0 COURSE TOTAL

^{**} CLASS NOT VALID FOR A.D.A -- NOTED ONLY (NOT INCLUDED IN TOTALS)

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G R O S S M O N L C O L L E G E GRADE DISTRIBUTION SUMMARY	
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S.T. WKS HRS A B	D C	江	Н	CR	NC	Ι	TOTAL ENR	TOTAL WSCH INSTRUCTOR	
BUS 267 INTERNSHIP/INTERNATIONAL 3870 ** 0.0 2 COURSE TOTAL	BUS						7	0.0 BRITT 0.0	
BUS 273 ADV MICROCOMPTR WORD PROC 3871 16 3.0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	OC TECH 1						20	5.5 ANSPACH	
BUS 277 DESKTOP PUBLISHING LEVEL 3873N** 0.0 2 COURSE TOTAL	1 II 1						4	0.0 HATCH 0.0	Е
BUS 278 DESKTOP PUBLISHING, LEVEL 3875N** 0.0 4 COURSE TOTAL	III T					Н	Ŋ	0.0 ROTH	EH CH
BUS 299 DEVELOP E. COUNTY LEADERSHIP 3877 14 6.0 1 3 1 3 1 3 83.0 1 2 8 3.0 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	SHIP I 1			4		Н	4044	19.2 SCHROEDER 0.0 SOWELL 5.5 LESLIE 1.8 RPOOKS	LLG
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SUBJECT TOTAL 616 529 33	12 79	127	7	22	7	465	2179	6546.0	
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TOTAL AL 臣 EFFECTIVE 1.0 1.0 TOTAL FINANCIAL 8 8.0 4.0 4.0 4.0 4.0 4.0 TOTAL ESSENTIAL 2 4.0 5 TOTAL 21:59:29 ROFE MEDICAL 0.0 3.0 TOTAL 200 HRS 0 RETAIL 3.0 TOTAL HUMAN 13.(3.1) Ω4:0 Ξ MEDI(AND S.T. WKS ∞ 11t, 3535 ** 3536N COURSE 1522 COURSE 1-2002 SE SE SE SE 口 SE Ω 531 532 COURS 115 533 534N COURS 118 537N COURS 525 525 525 700 700 700 5228 5329 5300 COUN S 7 BUSINES 207 GRD361 06-28-NN BUS 331 BUS 35 BUS BUS BUS 31 BUS 331 BUS 3! Muwwwwww Muwwwwwww Muwwwwwww

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GRD361 GROS SMONT COLLEG 06-28-2002 21:59:29 GRADE DISTRIBUTION SUMMARY	· H		Pk. 11 SPRING 2002
BUSINESS AND PROFESSIONAL STUDIES	BUSII	INESS AND PROFESS	SIONAL STUDIES
S.T. WKS HRS A B C D F I CR NC	W TO,	TOTAL TOTAL WSCH IN	INSTRUCTOR
BUS 137C MARKETING INTERNSHIP 3598 ** 0.0 COURSE TOTAL	Н	1 0.0 FI	FITZGERALD
BUS 146 MARKETING 7 8 12 6 3 3.0 7 14 9 1 4 1 COURSE TOTAL 14 22 21 7 7 1	1107	43 129.0 WE 138.0 WE 267.0	WEGGE
BUS 147A SEMINAR/MARKETING & MANAGEMENT 3606 1:0 6 1 3607N 1:0 6 1 COURSE TOTAL 12 3 3	7UP	112 113 25 25 25 113 25 113 113 113 113 113 113 113 113 113 11	ITZGERALD ITZGERALD
BUS 147B SEMINAR/MARKETING & MANAGEMENT 3608 3609N COURSE TOTAL 2 1		321 321 321 11	ITZGERALD ITZGERALD
BUS 147C SEMINAR/MARKETING & MANAGEMENT 3610 3611N COURSE TOTAL 1 1 1		3112 312 312 313	ITZGERALD ITZGERALD
BUS 147D SEMINAR/MARKETING & MANAGEMENT 3612 1:0 1 3613N 1:0 2 COURSE TOTAL 2		112 0.14 0.00	ITZGERALD ITZGERALD
BUS 150 INDIVIDUAL INCOME TAX ACCTG 3615N 3.0 3 10 4 COURSE TOTAL 3 10 4	7.7	24 72.0 RJ 24 72.0	ICHARDS
BUS 156 PRINCIPLES OF MANAGEMENT 3 3622 3 COURSE TOTAL 4 5 5 3	00 HH	27 81.0 FJ 27 81.0	ITZGERALD
BUS 159A MANAGEMENT INTERNSHIP 3624 ** 0.0 COURSE TOTAL	7	13 0.0 FI	ITZGERALD
BUS 159B MANAGEMENT INTERNSHIP 3625 ** 0.0 COURSE TOTAL		3 0.0 F	ITZGERALD
BUS 159C MANAGEMENT INTERNSHIP 3626 ** 0.0 1 1 COURSE TOTAL		2 0.0 F.	ITZGERALD
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^{**} CLASS NOT VALID FOR A.D.A -- NOTED ONLY (NOT INCLUDED IN TOTALS)

GRD361 06-28-2002 21:59:29 GRADE DISTRIBUTION SUMMARY	闰		P. SPRING	2002
BUSINESS AND PROFESSIONAL STUDIES	BUSINESS	1	AND PROFESSIONAL STUDIES	S :
S.T. WKS HRS A B C D F I CR NC	M	TOTAL	TOTAL WSCH INSTRUCTOR	
BUS 163 INTRO TO BASIC INSURANCE PRINC 3.0 4 2 3 1 1 COURSE TOTAL 4 2 3 1 1	σο σο	00 HH	54.0 CAPTAIN 54.0	PT
BUS 164 COMP SOFTWARE FOR INS INDUSTRY 3630 8 4.0 6 3 1	ωω	99	18.3 FORSTOT 18.3	ЪТ
BUS 165 MEDICAL INSURANCE BILLING 3633 ** 0.0 12 3 3 COURSE TOTAL	7	70	0.0 HOLLYFIELD 0.0	ΡŢ
BUS 170 MEDICAL OFFICE MANAGEMENT 3 3635 ** 0.0 12 3 COURSE TOTAL	m	H 8	0.0 MCFADDEN	PT
BUS 172 INTRO MICROCOMPUTER APPLICATNS 3646 2.0 6 2 1 COURSE TOTAL 6 2 1	НН	00	20.0 SMITH 20.0	
BUS 174B MICROCOMPUTER DATABASE PKGS 3660N 8 4.0 COURSE TOTAL		\vdash	1.8 QUINN 1.8	
BUS 176 COMPUTERIZED ACCT APPLICATION 2 3 7 COURSE TOTAL 3 7 2	ω ω	00	38.0 RICHARDS	FA
BUS 177 DESKTOP PUBLISHING, LEVEL I 3668N** 0.0 2 2 COURSE TOTAL	Н	9	0.0 HATCH 0.0	ЪД
BUS 179 MICROCOMPUTER ACCOUNTING LAB 2 3.0 2 COURSE TOTAL 2 7 2	7.	88	54.0 RICHARDS 54.0	ΤΑ
BUS 195 FAMILY INCOME MANAGEMENT 3690 3.0 1 3.0 3.0 3.0 3.0 1.2 3693N 3.0 1.0 1.2 3.0 3.0 3.0 3.0 3.0 3.0 3.0 3.0 3.0 3.0	414 07.810	7 7 7 7 7 8 9 9 9 9	63.0 ENOWITZ 123.0 ENOWITZ 126.0 ENOWITZ 117.0 ENOWITZ 429.0	
BUS 216 MEDICAL OFFICE TRANSCRIPTION 3705 5.0 4 2 3 1 1 1 COURSE TOTAL 4 5 2 1 1 1	НЮЮ	27 028	40.0 DIEHL 60.0 DUNDOVICH 100.0	E E E E
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LΔ ΡŢ PT Ed PT PALE 13 SPRING 2002 STUDIES INSTRUCTOR DIEHL DIEHL PROFESSIONAL ROGERS ARTEAGA ARTEAGA HAMPTON ROGERS HARLEY DIEHL DIEHL TOTAL WSCH 000 16.0 854 84.0 000 56.7 56.7 00. က်ဝီက ဝဝဝ 00 സസ സസ 45 45 33 BUSINESS AND TOTAL ENR 36 10 10 10 10 880 717 34 34 4 4114 $\alpha\alpha$ $^{\circ}$ $^{\circ}$ M OHO $\alpha \alpha$ -4 4 -1400 ω $\omega \omega$ G S S M O N 1 C O L L E G GRADE DISTRIBUTION SUMMARY N HGR HHHН ഥ $\alpha\alpha$ -Д $\alpha\alpha$ TRANSACTIONS 9 1 9 1 MANUFACTUR 11 11 ENHANCMNT 1 1 TRANSCRIPTION 1 BUILDING ENHANCMINT BUSINESS TRANSPORTATION
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14 \mathcal{O} HH $\alpha\alpha$ STUDIES SKIL BUS 219 TRANSCRIBING MACHINES 3720 16 3.0 1 COURSE TOTAL 1 TRANSCRIBING 1 1 TRANSCRIBING 1 1 INTRO/INTERNATIONAL,
3:0 4 2
3:0 10
3:0 16
5 TOTAL യത 44 ф BUS 233 PERSONAL INSURANCE 3734N** 13 0.0 COURSE TOTAL FINANCIAL 20 20 20 BUY MEDICAL 1 2 3 BUS 222 MEDICL TRANSCRIP 3722N 1.0 8 COURSE TOTAL 8 BUSINESS AND PROFESSIONAL BUS 257 INTERNATIONAL 3747N 8 3.0 9 COURSE TOTAL 9 Þ BUS 252 GLOBAL SOURC, 3742N 8 3.0 10 COURSE TOTAL 10 Н GRD361 06-28-2002 21:59:29 BUS 218 ADVANCED 3716 5.0 5.0 COURSE TOTAL BUS 256 INTRNTL 3746N 10 3.2 COURSE TOTAL BUS 217B MEDICAL 3.0 COURSE TOTAL BUS 217A MEDICAL 3708 3.0 3709N** 0.0 COURSE TOTAL HRS W.T. WKS.T. BUS 250 IN 3738 3739N COURSE T

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BUS 265A INTERNSHIP/INTERNATIONAL 3749 ** 0.0 12 COURSE TOTAL

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GRD361 06-28-2002 21:59:29	BUSINESS AND PROFESSIONAL STUDIES

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TOTAL WSCH INSTRUCTOR	0.0 MILLER 0.0	16.5 MAROVIC 16.5	0.0 HATCH 0.0	0.0 ROTH 0.0	00	0.0 HOLLYFIELD 0.0 LESLIE 0.0 BROOKS	•	0.07.07	
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S.T. WKS HRS	BUS 267 INTERNSHIP/INTERNATIONAL BUS 3754 ** 0.0 2 COURSE TOTAL	BUS 273 ADV MICRO 3756 16 3.0 COURSE TOTAL	BUS 277 DESKTOP I 3759N** 0.0 COURSE TOTAL	BUS 278 DESKTOP I 3757N** 0.0 COURSE TOTAL	DEVELOP 1.5 3.0		TATOT ECET ETS	** CLASS NOT VALID	

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PACE	AND PROFESSIONAL STUD	TOTAL WSCH INSTRUCTOR	144.0 LESLIE 141.0 JUDKINS 144.0 JUDKINS 429.0	141.0 WEGGE 135.0 WEGGE 141.0 FITZGERALD 417.0	65.0 BROOKS	63.0 BRITT 129.0 BRITT 192.0	57.0 CARROLL 57.0	204.0 SCHULMAN 69.5 ASHLEY 200.0 ASHLEY 236.0 RICHARDS 212.0 LAROCCA 196.0 ASHLEY 180.0 ZANDER 1513.5	180.0 SCHULMAN 73.1 ASHLEY 188.0 ZANDER 152.0 ASHLEY 88.0 LAROCCA 188.0 ZANDER 869.1	0.0 ZANDER 0.0
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161 27-2003 22:43:23	NESS AND PROFESS	S.T. WKS HRS	109 ELEMENTARY 3.0 341N 3.0 3.0 3.0 COURSE TOTAL	110 INTRODUCTI 3.0 345 3.0 46N 3.0 COURSE TOTAL	114 EFFECTIVE 548 COURSE TOTAL	115 HUMAN RELAT 3.0 550N 3.0 COURSE TOTAL	118 RETAIL MANAC 556N COURSE TOTAL	120 FINANCIAL 660 8 4.0 661 4.0 663 4.0 65N 4.0 65N 4.0 67N 4.0 67N 4.0	121 MANAGERIAL 71 8 4.0 72 8 4.0 73 4.0 74N 4.0 75N 4.0 75N 4.0 76COURSE TOTAL	123A ACCOUNTING 578 ** 0.0 COURSE TOTAL
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S.T. WKS HRS A B	Ų	Д	ĬΉ	Н	ე გ	NC) T M	TOTAL ENR	TOTAL WSCH INSTRUCTOR	
BUS 123B ACCOUNTING INTERNSHIP 3679 ** 0.0 3 COURSE TOTAL							Н	4		
BUS 123¢ ACCOUNTING INTERNSHIP 3680 ** 0.0 2 COURSE TOTAL								73		
BUS 123D ACCOUNTING INTERNSHIP 3681 ** 0.0 COURSE TOTAL								Н	• •	
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694N COURSE TOTAL 66 71	294	ეოი 7	48	Ŋ			740 740		ည ၁၀၀	E-E- A-A-
BUS 127 BUS ENGLISH AND COMMUNI 3697 3.0 9 9 9 9 3.0 7 11 COURSE TOTAL 16 20	CATION 8 13	HHO Z	004				17 17 18 21	487 088	120.0 LESLIE 99.0 LESLIE 219.0	
128 BUSINESS COMMUNICA 3.0 5 706 3.0 6 1		Н	41				വര		0.0	E-E- C-C
ммми 0000 4.гиог	니 니쇼()()	Н	O N N N	τ	•		979°	7m0	108.0 FITZGERALD 99.0 LESLIE 78.0 RILEY	, AH
712 8 6.0 7 COURSE TOTAL 48 5	36	Ø	1 82		н н		4 048		000 0mm	는 다다
BUS 137A MARKETING INTERNSHIP 3720 ** 0.0 14 COURSE TOTAL	Н		Ø				Н	8	0.0 BRITT 0.0	
BUS 137B MARKETING INTERNSHIP 3721 ** 0.0 8 COURSE TOTAL							Н	Ø	0.0 BRITT 0.0	
BUS 137C MARKETING INTERNSHIP 3722 ** 0.0 1 COURSE TOTAL								터	0.0 BRITT 0.0	
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S.T. WKS HRS A B C D F I CR NC)L M	TOTAL ENR	TOTAL WSCH INSTRUCTOR	
BUS 159A MANAGEMENT INTERNSHIP 3749 ** 0.0 COURSE TOTAL	4	ω (Υ	0.0 BRITT 0.0	
BUS 159B MANAGEMENT INTERNSHIP 3750 ** 0.0 COURSE TOTAL		V	0.0 BRITT 0.0	
BUS 159C MANAGEMENT INTERNSHIP 3751 ** 0.0 COURSE TOTAL	Н	г	0.0 BRITT 0.0	
BUS 159D MANAGEMENT INTERNSHIP 3752 ** 0.0 COURSE TOTAL		Н	0.0 BRITT 0.0	
BUS 163 INTRO TO BASIC INSURANCE PRINC 3755 3.0 9 7 5 1 2 COURSE TOTAL 9 7 5 1 2	ωω	00 mm	90.0 CAPTAIN 90.0	БД
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BUS 176 COMPUTERIZED ACCT APPLICATION 3 2 3.0 10 4 2 1 3 2 3789N 2.0 3 2 1 3 6 3 1 6 2	000 H	3 4 7 7	60.0 RICHARDS 34.0 MAJCHER 94.0	E E E E
BUS 179 COMPUTERIZED ACCOUNTING LAB 3792 3 792 COURSE TOTAL 8 4 2 3 2	러 러러	00 88	90.0 RICHARDS 90.0	Ld
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BUS 219 TRANSCRIBING MACHINES 3839 16 3.0 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2		വവ	13.7 HARLEY 13.7	

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BUS 219 TRANSCRIBING MACHINES 3839 16 3.0 2 COURSE TOTAL 2

BUS 234 COMMERCIAL INSURANCE 3855N** 13 0.0 2 COURSE TOTAL

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BUS 250 INTRO/INTERNATIONAL BUSINESS 3859N 3.0 7 5 1 COURSE TOTAL 7 5 1				7.7	200	57.0 ARTEAGA 57.0	ЪТ
BUS 251 IMPORT/EXPORT PROCEDURES 3860N 10 3.2 12 9 4 2 COURSE TOTAL 12 9 4 2				00	0101 0101	49.4 PEMBROKE 49.4	Ld
BUS 253 INTERNATIONAL MARKETING 3 3 10 19 5 3 COURSE TOTAL 19 5 3				44	33 77	93.0 ARTEAGA 93.0	LA
BUS 258 CULTURAL DIMENSIONS/INTL BUS 3863N 3.0 12 6 5 COURSE TOTAL 12 6 5				. 464	22 22 22	72.0 ROGERS 72.0	ЪТ
BUS 265A INTERNSHIP/INTERNATIONAL BUS 3864 ** 0.0 5 COURSE TOTAL				1-1	9	0.0 BRITT 0.0	
BUS 265B INTERNSHIP/INTERNATIONAL BUS 3865 ** 0.0 1 COURSE TOTAL					Н	0.0 BRITT 0.0	
BUS 266 INTERNSHIP/INTERNATIONAL BUS 3868 ** 0.0 1 COURSE TOTAL					Н	0.0 BRITT 0.0	
BUS 267 INTERNSHIP/INTERNATIONAL BUS 3870 ** 0.0 COURSE TOTAL				, ,	П	0.0 BRITT 0.0	
BUS 299 PREPARE BUSINESS CORRESPONDENC 3871 8 3.0 1 1 1 1 1 1 3872 8 1.0 3 4 1 1					MMW	4.1 LESLIE 1.4 BROOKS 5.5	
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BUS 137B MARKETING 3616 ** 0.0 COURSE TOTAL

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PAGE 11 SPRING 2003 BUSINESS AND PROFESSIONAL STUDIES G R O S S M O N T C O L L E G E GRADE DISTRIBUTION SUMMARY BUSINESS AND PROFESSIONAL STUDIES GRD361 08-05-2003 22:18:30

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S.T. WKS HRS	BUS 137C MARKETING 3617 ** 0.0 COURSE TOTAL	BUS 144 ADVERTISING 3619N 3.0 1 COURSE TOTAL 1	BUS 146 MARKETING 3620 3.0 3622N 3.0 COURSE TOTAL	BUS 147A SEMINAR/MA 3624 1.0 3625N 1.0 COURSE TOTAL	BUS 147B SEMINAR/MA 3627 1.0 1.0 COURSE TOTAL	BUS 147C SEMINAR/MA 3630 3631N 1.0 COURSE TOTAL	BUS 147D SEMINAR/MA 3633 3634N 1.0 COURSE TOTAL	BUS 156 PRINCIPLES 3.0 COURSE TOTAL	BUS 158 INTRO HOSPITAI 3.0 2 COURSE TOTAL 2	BUS 159A MANAGEMENT 3638 ** 0.0 COURSE TOTAL	BUS 159B MANAGEMENT 3639 ** 0.0 COURSE TOTAL

^{**} CLASS NOT VALID FOR A.D.A -- NOTED ONLY (NOT INCLUDED IN TOTALS)

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BUSINESS AND PROFESSIONAL STUDIES

G R O S S M O N T C O L L E G E GRADE DISTRIBUTION SUMMARY

SUMMARY

BUSINESS AND PROFESSIONAL STUDIES

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BUS 159C MANAGEMENT INTERNSHIP 3640 ** 0.0 3 COURSE TOTAL						М	0.0 BRITT 0.0	
BUS 159D MANAGEMENT INTERNSHIP 3641 ** 0.0 COURSE TOTAL						Н	0.0 BRITT 0.0	
BUS 163 INTRO TO BASIC INSURANCE PRINC 3644 COURSE TOTAL 6 2 4 1	러근				77	-	63.0 CAPTAIN 63.0	ΡŢ
BUS 164 COMP SOFTWARE FOR INS INDUSTRY 3645 2.0 13 1 1 1 COURSE TOTAL 13			~		<i>00</i>	러근	42.0 FORSTOT 42.0	L L
BUS 174B COMPUTER DATABASE PKGS 3649 ** 8 0.0 COURSE TOTAL					Н	Н	0.0 0.0	
BUS 176 COMPUTERIZED ACCT APPLICATION 3651 2.0 13 5 3 1 COURSE TOTAL 13 5 3	70				ω ω	22 22	60.0 RICHARDS 60.0	Ld
BUS 179 COMPUTERIZED ACCOUNTING LAB 3653 3.0 13 5 3 1 COURSE TOTAL 13 5 3 1	mm					22 22	90.0 RICHARDS	ΡŢ
BUS 195 FAMILY INCOME MANAGEMENT 3655 3.0 6 10 4 5 3657 3.0 7 14 8 3659N 3.0 9 9 9 9 9 10	4UU48	н н			11 12 13 13 13 13 13 13 13 13 13 13 13 13 13	64440 00824	117.0 ENOWITZ 120.0 ENOWITZ 126.0 ENOWITZ 132.0 ENOWITZ 495.0	
BUS 219 TRANSCRIBING MACHINES 3662 16 3.0 COURSE TOTAL	~~					러근	2.7 HARLEY 2.7	
BUS 233 PERSONAL INSURANCE 3664N** 13 0.0 COURSE TOTAL						m	0.0 HAMPTON	P
BUS 235 DELIVERING INSURANCE SERVICES 3665N** 13 0.0 1 1 COURSE TOTAL						7	0.0 LISOWSKY	ЬД

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S.T. WKS	47A S. URSE	47B S. N URSE	47C S. N URSE	47D S. N** URSE	52 B. N URSE	55 H N URSE	56 P N URSE	59A M ** URSE	59B M **	59C M **	63 I	64 C URSE
	BUS CC	BUS 147B SEMINAI 3738N 1. COURSE TOTAL	BUS 147C SEMINAR/MARKETING & MANAGEMENT 3740N 1.0 1.0 COURSE TOTAL	BUS 147D SEMINAR/MARKETING & MANAGEMENT 3742N** COURSE TOTAL	BUS 152 BUSINESS MATHEMATICS 3744N 2.0 2 5 5 COURSE TOTAL 2 5	BUS 155 HUMAN RESOURCES MANAGEMENT 3.0 4 16 3 COURSE TOTAL 4 16 3	BUS 156 PRINCIPLES OF MANAGEMENT 3.0 11 6 COURSE TOTAL 11 6	BUS 159A MANAGEMENT 3749 ** 0.0 COURSE TOTAL	BUS 159B MANAGEMENT 3750 ** 0.0 COURSE TOTAL	BUS 159C MANAGEMENT INTERNSHIP 3751 ** 0.0 COURSE TOTAL	BUS 163 INTRO TO BASIC INSURANCE PRINC 3755 3.0 7 7 4 4 COURSE TOTAL 7 7 4	BUS 164 COMP SOFTWARE FOR INS INDUSTRY 2.0 18 1 COURSE TOTAL 18 1

^{**} CLASS NOT VALID FOR A.D.A -- NOTED ONLY (NOT INCLUDED IN TOTALS)

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PAGE 12 FALL 2003 BUSINESS AND PROFESSIONAL STUDIES G R O S S M O N T C O L L E G E GRADE DISTRIBUTION SUMMARY BUSINESS AND PROFESSIONAL STUDIES

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^{**} CLASS NOT VALID FOR A.D.A -- NOTED ONLY (NOT INCLUDED IN TOTALS)

0 L L E G E	I SUMMARY
U	GRADE DISTRIBUTION
GRD361	01-14-2004 21:45:54

PAGE 13 FALL 2003

BUSINESS AND PROFESSIONAL STUDIES	BUSINESS	BUSINESS AND PROFESSIONAL STUDIES
S.T. WKS HRS A B C D F I CR NC	TOTAL W ENR	TOTAL WSCH INSTRUCTOR
BUS 265¢ INTERNSHIP/INTERNATIONAL BUS 3866 ** 0.0 COURSE TOTAL	N	0.0 MILLER 0.0
BUS 265D INTERNSHIP/INTERNATIONAL BUS 3867 ** 0.0 COURSE TOTAL	Η	0.0 MILLER 0.0
BUS 266 INTERNSHIP/INTERNATIONAL BUS 3868 ** 0.0 COURSE TOTAL	m m	0.0 MILLER 0.0
BUS 267 INTERNSHIP/INTERNATIONAL BUS 3870 ** 0.0 1 COURSE TOTAL	1	0.0 MILLER 0.0
BUS 299 PREPARING BUS CORRESPONDENCE 3871 8 3.0 1 1 3872 8 1.0 2 COURSE TOTAL 3 1	<i>UU4</i>	2.7 LESLIE 0.9 BROOKS 3.6
SUBJECT TOTAL 575 495 347 113 194 10 4 1	489 2228	6908.2
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OSSMONT COLLEGE GRADE DISTRIBUTION SUMMARY	BUSINESS AND PROFESSIONAL STUDIES	
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GRD361 07-21-2004 21:24:00	BUSINESS AND PROFESSIONAL STUDIES	S.T. WKS HRS	BUS 265B INTERNSHIP/INTERNATIONAL BU 3676 ** 0.0 1 COURSE TOTAL	BUS 266 INTERNSHIP/INTERNATIONAL BU 3680 ** 0.0 COURSE TOTAL	BUS 267 INTERNSHIP/INTERNATIONAL BU 3681 ** 0.0 1 1 COURSE TOTAL	BUS 299 PREPARING BUS CORRESPONDENC 3687 8 3.0 1 1 1 COURSE TOTAL 1 1	SUBJECT TOTAL

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BUS 229 PROPERTY/LIABILITY INSURANCE 3674N** 13 0.0 1 1 COURSE TOTAL	Н	m	0.0 HAMPTON 0.0	PJ
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BUS 253 INTERNATIONAL MARKETING 3682N 3.0 10 5 1 COURSE TOTAL 10 5 1	സസ	22	63.0 ARTEAGA 63.0	БŢ
BUS 258 CULTURAL DIMENSION/INTRNTL BUS 3685N 3.0 6 2 2 1 COURSE TOTAL 6 2 2 1	00	773	39.0 ROGERS 39.0	E A
BUS 265A INTERNSHIP/INTERNATIONAL BUS 3687 ** 0.0 3 3 3 2 COURSE TOTAL	4	12	0.0 WEISBLAT 0.0	
BUS 265B INTERNSHIP/INTERNATIONAL BUS 3688 ** 0.0 1 1 COURSE TOTAL		7	0.0 WEISBLAT 0.0	
BUS 266 INTERNSHIP/INTERNATIONAL BUS 3692 ** 0.0 1 COURSE TOTAL	Н	7	0.0 WEISBLAT 0.0	
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BUSINESS AND PROFESSIONAL STUDIES

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PAGE 13 SPRING 2006 BUSINESS AND PROFESSIONAL STUDIES

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MMIB – APPENDIX 6 RESULTS OF STUDENT SURVEY

Grossmont College Department of Management, Marketing, International Business and Hospitality Student Survey

- II 2006

-162

1. Indicate the subject/discipline in which you are completing this current survey:

	Frequency	Percent
International Business	63	39.4
Marketing	46	28.8
Management	32	20.0
Hospitality & Tourism	16	10.0
Retail Management	3	1.9
Total	160	100.0
No Response	2	
Total	162	

2. How many courses have you taken in this subject/discipline at Grossmont College? (including this current course and any repeated courses)

	Frequency	Percent
One	77	47.5
Two	25	15.4
Three	8	4.9
More than three	52	32.1
Total	162	100.0

3. Is your major in this subject/discipline?

1	Frequency	Percent
Yes	91	57.2
Closely related to major	39	24.5
No	18	11.3
Undecided	11	6.9
Total	159	100.0
No Response	3	
Total	162	

4a. How did you find out about this class?

	Frequency	Percent
Class schedule / College	113	70.2
Grossmont College Counselor	32	19.9
Grossmont Webpage (online)	22	13.7
Friend or family member	17	10.6
Grossmont College Instructor	4	2.5
Student recomendation	4	2.5
Work referral	2	1.2
Grossmont College presentation or special event. (teacher came to class, career day, campus activity)	1	1.0
Other	8	5.0

*Note: Since respondents are able to select more than one option, the total percent may not equal 100. Percentage is based on the total number of students responding to this item (i.e., 161).

4b. How did you find out about this class? (other)

	Frequency
High School course	2
Cuyamaca College counselor	1
New Horizons program	1
Night classes	1
Rate my professor	1

5a. What is your reason(s) for taking classes in this subject area?

	Frequency	Percent
Required for major	93	58.1
Improve job skills	55	34.4
General interest	52	32.5
Improve basic skills/college success (reading, writing, English, math, computer skills)	18	11.3
Fits my schedule	17	10.6
Transfer	16	10.0
General education requirement	14	8.8
Prerequisite	8	5.0
Other	3	1.9

^{*}Note: Since respondents are able to select more than one option, the total percent may not equal 100. Percentage is based on the total number of students responding to this item (i.e., 160).

5b. What is your reason(s) for taking classes in this subject area? (other)

	Frequency
Improve persuasion	1
Permission to work	1

6. How many hours per week do you spend studying for this class? (not including class time)

	Frequency	Percent
None	17	10.6
1 - 3 hours	96	59.6
4 - 6 hrs	38	23.6
7 - 10 hours	6	3.7
More than 10 hours	4	2.5
Total	161	100.0
No Response	1	
Total	162	

7. Which of the following helped you learn the material for classes in this subject area best? (select all that apply)

	Frequency	Percent
Lecture	119	74.4
Text	75	46.9
Handouts	70	43.8
Instructor's experience	64	40.0
Quizzes	50	31.3
Homework	44	27.5
Videos/DVDs	29	18.1
Group work in class	21	13.1
Computer presentations	18	11.3
Slides, transparencies	16	10.0
Study groups	7	4.4
Instructor website	4	2.5
Computer Lab	2	1.3
Tutoring	2	1.3

^{*}Note: Since respondents are able to select more than one option, the total percent may not equal 100. Percentage is based on the total number of students responding to this item (i.e., 160).

8a. What would be your preferred start time(s) for courses to be offered? : Weekdays

	Frequency	Percent
Evening: Monday-Thursday (4pm-9pm)	85	52.8
Morning/Afternoon (9am-3pm)	56	34.8
Evening: Friday (4pm- 9pm)	37	23.0
No preference	32	19.9
Early Morning (7am-8am)	31	19.3

Note: Since respondents are able to select more than one option, the total percent may not be equal to 100. Percentages are based on the total number of respondents to this item (i.e., 161)

J. What would be your preferred start time(s) for courses to be offered?: Saturdays

	Frequency	Percent
No preference	60	37.3
Morning/Afternoon (9am-3pm)	31	19.3
Early Morning (7am-8am)	16	9.9
Evening (4pm-9pm)	11	6.8

Note: Since respondents are able to select more than one option, the total percent may not be equal to 100. Percentages are based on the total number of respondents to this item (i.e.,161)

8c. What would be your preferred start time(s) for courses to be offered? : Sundays

	Frequency	Percent
No preference	64	40.3
Morning/Afternoon (9am-3pm)	20	12.6
Evening (4pm-9pm)	12	7.5
Early Morning (7am-8am)	5	3.1

Note: Since respondents are able to select more than one option, the total percent may not be equal to 100. Percentages are based on the total number of respondents to this item (i.e., 159)

9a. Do you intend to transfer to another institution to continue your education?

		Frequency	Percent
2	Yes	72	46.2
	No	84	53.8
u	Total	156	100.0
	No Response	6	
40000	Total	162	

9b. If yes, which college?

	Frequency
SDSU	23
To a University of California	3
Art Institute	1
Cal Poly	1
Coleman College	1
Cuyamaca	1
Mesa College	1
Out of state	1
University of Hawaii	1

9c. Will you be:

	Frequency	Percent
Full-time	38	60.3
Part-time	25	39.7
Total	63	100.0
No Response	99	
Total	162	

10a. Please indicate how often you use each of the following campus resources: (Bookstore)

	Frequency	Percent
Often: 2-4 times per week	9	5.9
Sometimes: once per week	35	22.9
Rarely: 1-2 times per semester	98	64.1
Never	11	7.2
Total	153	100.0
No Response	5	
N/A	4	
Total	162	

10b. Please indicate how often you use each of the following campus resources: (Career Center)

	Frequency	Percent
Often: 2-4 times per week	4	2.7
Sometimes: once per week	1	.7
Rarely: 1-2 times per semester	47	31.8
Never	96	64.9
Total	148	100.0
No Response	7	
N/A	7	
Total	162	

10c. Please indicate how often you use each of the following campus resources: (Counseling Office)

	Frequency	Percent
Often: 2-4 times per week	5	3.3
Sometimes: once per week	9	6.0
Rarely: 1-2 times per semester	93	61.6
Never	44	29.1
Total	151	100.0
No Response	7	
N/A	4	
Total	162	

10d. Please indicate how often you use each of the following campus resources: (Department chair or coordinator)

	Frequency	Percent
Often: 2-4 times per week	1	.7
Sometimes: once per week	3	2.1
Rarely: 1-2 times per semester	17	11.9
Never	122	85.3
Total	143	100.0
No Response	10	
N/A	9	
Total	162	

10e. Please indicate how often you use each of the following campus resources: (English Writing Lab)

	Frequency	Percent
Often: 2-4 times per week	12	8.4
Sometimes: once per week	12	8.4
Rarely: 1-2 times per semester	28	19.6
Never	91	63.6
Total	143	100.0
No Response	8	
N/A	11	
Total	162	

10f. Please indicate how often you use each of the following campus resources: (LRC: Computer Lab - SETL)

1		Frequency	Percent
	Often: 2-4 times per week	27	18.5
1	Sometimes: once per week	19	13.0
	Rarely: 1-2 times per semester	23	15.8
. 1	Never	77	52.7
-	Total	146	100.0
Management	No Response	10	
-	N/A	6	
,	Total	162	

10g. Please indicate how often you use each of the following campus resources: (LRC: Instructional Media -video carrels)

	Frequency	Percent
Often: 2-4 times per week	1	.7
Sometimes: once per week	3	2.1
Rarely: 1-2 times per semester	. 13	9.3
Never	123	87.9
Total	140	100.0
No Response	12	
N/A	10	
Total	162	

10h. Please indicate how often you use each of the following campus resources: (LRC: Main Library)

	Frequency	Percent
Often: 2-4 times per week	37	24.3
Sometimes: once per week	38	25.0
Rarely: 1-2 times per semester	35	23.0
Never	42	27.6
Total	152	100.0
No Response	6	
N/A	4	
Total	162	

10i. Please indicate how often you use each of the following campus resources: (Tutoring Center - in LRC)

	Frequency	Percent
Often: 2-4 times per week	8	5.6
Sometimes: once per week	11	7.6
Rarely: 1-2 times per semester	37	25.7
Never	88	61.1
Total	144	100.0
No Response	13	
N/A	5	
Total	162	

10j. Please indicate how often you use each of the following campus resources: (Other)

	Frequency
Math Lab (Often)	1
Tech Mall (Often)	1
Veteran Affairs (Rarely)	1

11. To what extent do you feel you were prepared to take this class? (In terms of your writing skills, ability to work with college texts, etc.)

-		Frequency	Percent
	To a great extent	58	36.7
***************************************	To a moderate extent	46	29.1
	To a very great extent	46	29.1
-	To a small extent	8	5.1
	Total	158	100.0
-	No Response	4	
***************************************	Total	162	

12. Considering your expectations before taking this course, indicate how difficult / easy you feel the course is:

	Frequency	Percent
Much more difficult than expected	5	3.2
More difficult than expected	22	13.9
About as expected	92	58.2
Easier than expected	28	17.7
Much easier than expected	11	7.0
Total	158	100.0
No Response	4	
Total	162	

13. How did you hear about the Grossmont College Management, Marketing, International Business, and Hospitality Programs?

		Esocucanou
		Frequency
	College catalog/ Class Schedule	18
William .	Councelor/ Transfer Center	11
	Friends/ Family	13
	Online	7
	Through a class	4
	Work	3

14a. Do you currently have a degree?

	Frequency	Percent
Yes	49	31.4
No	107	68.6
Total	156	100.0
No Response	6	
Total	162	

14b. If yes, in what major? and at what college or university?

	Frequency
Business, University in Japan	3
English, Taylor University	2
English, University in Japan	2
MBA, Fort Hays University	2
Automotive Technology, Cuyamaca	1
Business, Grossmont, CSUSM	1
Business Management, Mendocino Comm. College	1
Criminal Justice, SDSU	1
Electrical Engineering, University of Arizona	1
Electrical Engineering, USD	1
Engineering, SDSU	1
Economics, University in Brazil	1
Exercise Science, Ball University	1
Fine Arts, SDSU	1
Health Science Education, University in Japan	1
IO Psychology, SDSU	1
International Business, Grossmont College	1
International Econimics, University in Japan	1
Investment, Asia Pacific University	1
Liberal Studies, Los Positas College	1
Management, University in Japan	1
Photography, Seoul Art College	1
Social Science, SDSU	1
Social Sociology, University in Japan	1
Turism, Slovakia	1
Turism, University in Brazil	1

15. Gender

	Frequency	Percent
Male	82	51.6
Female	77	48.4
Total	159	100.0
No Response	3	
Total	162	

16. Age

	Frequency	Percent
Under 20	10	6.3
20-24	66	41.5
25-29	43	27.0
30-49	38	23.9
50 or older	2	1.3
Total	159	100.0
No Response	3	
Total	162	

17. Ethnicity (mark one)

ſ		Frequency	Percent
+	White, Non-Hispanic and not of Middle Eastern descent	64	40.5
mantine			
	Asian	52	32.9
	Hispanic	25	15.8
	Black	5	3.2
9	Filipino	3	1.9
	Middle Eastern	2	1.3
	Native American	2	1.3
. [Pacific Islander	1	.6
	Other	4	2.5
	Total	158	100.0
	No Response	4	
	Total	162	

18. Primary Language (mark one)

	Frequency	Percent
English	88	57.9
Japanese	35	23.0
Korean	8	5.3
Spanish	5	3.3
Russian	3	2.0
Italian	2	1.3
Arabic/Chaldean	1	.7
Chinese	1	.7
French	1	.7
Other	8	5.3
Total	152	100.0
No Response	10	
Total	162	

18. Primary Language (other)

Contractor of the last of the		Frequency
***********	Portuguese	4
-	Thai	4
***************************************	Hungarian	1
montaine.	Swedish	1

Comments

- 1. Awesome teacher Priscilla Rogers.
- 2. I would like a more flexible class schedule, a lot of classes I needed were too early, I work full time.
- 3. Mrs. Carroll is great teacher.
- 4. I would like more tutoring services.
- 5. The cafeteria is too expensive for students, it should be cheaper.
- 6. Great class! The teacher made the subject interesting.
- 7. Please bring more guess speakers.
- 8. The more courses and offerings, the better.
- 9. I wish you offered more marketing classes. Sometimes I can't take a class because it is offered only in spring or fall semesters.
- 10. Great classes and good instructors.
- 11. This class has been helpful in making my decision to pursue a degree and career in hospitality management.
- 12. Books cost too much.
- 13. The Schedule times for the HTM courses is great, other colleges offer minimal HTM courses only during mid-day which do no accommodate working students.
- 14. I want to get the quiz questions to study myself.
- 15. Mr. Lund is a wonderful teacher.
- 16. Please continue the Business program and related courses.
- 17. More online courses.
- 18. Professor Rangus is the best management teacher at Grossmont College.
- 19. I am very pleased to have Pat as my instructor. She always has offered me help and good advice. I look forward to taking more classes with her.
- 20. Tests are hard.

MMIB – APPENDIX 7

STATISTICAL DATA: OUTCOMES PROFILE

	Success and Retention by Gender Fall 2001												
	Success		No Success		Withdrawal		Retention		Total				
Gender	N	%	N	%	N	%	N	%	N	%			
Male	156	73.2%	27	12.7%	30	14.1%	183	85.9%	213	100.0%			
Female	216	83.1%	19	7.3%	25	9.6%	235	90.4%	260	100.0%			
Not Reported	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	100.0%			
Total	372	78.6%	46	9.7%	55	11.6%	418	88.4%	473	100.0%			

Success and Retention by Gender Fall 2002											
Minima	Suc	cess	No Success		Withdrawal		Retention		Total		
Gender	N	%	N	%	N	%	N	%	N	%	
Male	172	67.7%	23	9.1%	59	23.2%	195	76.8%	254	100.0%	
Female	225	80.4%	10	3.6%	45	16.1%	235	83.9%	280	100.0%	
Not Reported	2	100.0%	0	0.0%	0	0.0%	2	100.0%	2	100.0%	
Total	399	74.4%	33	6.2%	104	19.4%	432	80.6%	536	100.0%	

			Suc	cess and	Retentio	n by Gen	der Fall 20	003		
ľ	Succ	ess	No Success		Withd	Withdrawal		ntion	Total	
Gender	N	%	N	%	N	%	N	%	N	%
Male	114	62.3%	31	16.9%	38	20.8%	145	79.2%	183	100.0%
Female	157	77.0%	15	7.4%	32	15.7%	172	84.3%	204	100.0%
Not Reported	1	100.0%	0	0.0%	0	0.0%	1	100.0%	1	100.0%
Total	272	70.1%	46	11.9%	70	18.0%	318	82.0%	388	100.09

			Suc	ccess and	l Retentio	n by Gen	der Fall 20	004		
ı	Succ	ess	No Su	ccess	Witho	Withdrawal		ntion	Total	
Gender	N	%	N	%	N	%	N	%	N	%
Male	106	72.1%	21	14.3%	20	13.6%	127	86.4%	147	100.0%
Female	102	65.8%	15	9.7%	38	24.5%	117	75.5%	155	100.0%
Not Reported	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	100.0%
Total	208	68.9%	36	11.9%	58	19.2%	244	80.8%	302	100.0%

	Success and Retention by Gender Fall 2005												
	Succ	ess	No Su	No Success		Withdrawal		ntion	Total				
Gender	N	%	N	%	N	%	N	%	N	%			
Male	64	61.5%	7	6.7%	33	31.7%	71	68.3%	104	99.9%			
Female	113	80.7%	0	0.0%	27	19.3%	113	80.7%	140	100.0%			
Not Reported	2	100.0%	0	0.0%	0	0.0%	2	100.0%	2	100.09			
Total	179	72.8%	7	2.8%	60	24.4%	186	75.6%	246	100.09			

		Success and Retention by Age Fall 2001											
	Suc	ccess	No St	No Success		Withdrawal		Retention		Total			
Age	N	%	N	%	N	%	N	%	N	%			
Less than 20	29	50.0%	14	24.1%	15	25.9%	43	74.1%	58	100.0%			
20 - 24	122	73.1%	21	12.6%	24	14.4%	143	85.6%	167	100.1%			
25 - 29	97	88.2%	5	4.5%	8	7.3%	102	92.7%	110	100.0%			
30 - 49	111	88.8%	6	4.8%	8	6.4%	117	93.6%	125	100.0%			
50+	13	100.0%	0	0.0%	0	0.0%	13	0.0%	13	100.0%			
Total	372	78.6%	46	9.7%	55	11.6%	418	88.4%	473	100.0%			

			Sı	uccess a	nd Retei	ntion by A	ge Fall 2	002		
	Suc	ccess	No Su	No Success V		Withdrawal		ention	Total	
Age	N	%	N	%	N	%	N	%	N	%
Less than 20	44	57.1%	6	7.8%	27	35.1%	50	64.9%	77	100.0%
20 - 24	101	64.7%	14	9.0%	41	26.3%	115	73.7%	156	100.0%
25 - 29	122	84.7%	8	5.6%	14	9.7%	130	90.3%	144	100.0%
30 - 49	120	83.9%	5	3.5%	18	12.6%	125	87.4%	143	100.0%
50+	12	75.0%	0	0.0%	4	25.0%	12	0.0%	16	100.0%
Total	399	74.4%	33	6.2%	104	19.4%	432	80.6%	536	100.0%

		Success and Retention by Age Fall 2003												
	Success		No St	No Success		Withdrawal		Retention		otal				
Age	N	%	N	%	N	%	N	%	N	%				
Less than 20	34	56.7%	7	11.7%	19	31.7%	41	68.3%	60	100.0%				
20 - 24	92	65.2%	22	15.6%	27	19.1%	114	80.9%	141	99.9%				
25 - 29	65	73.0%	12	13.5%	12	13.5%	77	86.5%	89	100.0%				
30 - 49	70	81.4%	5	5.8%	11	12.8%	75	87.2%	86	100.0%				
50÷	11	91.7%	0	0.0%	1	8.3%	11	0.0%	12	100.0%				
Total	272	70.1%	46	11.9%	70	18.0%	318	82.0%	388	100.0%				

			S	uccess a	nd Retei	ntion by A	ge Fall 2	2004		
	Suc	ccess	No Success		With	Withdrawal		Retention		otal
Age	N	%	N	%	N	%	N	%	N	%
Less than 20	31	51.7%	15	25.0%	14	23.3%	46	76.7%	60	100.0%
20 - 24	72	68.6%	11	10.5%	22	21.0%	83	79.0%	105	100.1%
25 - 29	52	86.7%	4	6.7%	4	6.7%	56	93.3%	60	100.1%
30 - 49	45	69.2%	5	7.7%	15	23.1%	50	76.9%	65	100.0%
50+	8	66.7%	1	8.3%	3	25.0%	9	0.0%	12	100.0%
Total	208	68.9%	36	11.9%	58	19.2%	244	80.8%	302	100.0%

	Success and Retention by Age Fall 2005											
	Suc	ccess	No Su	No Success		Withdrawal		Retention		otal		
Age	N	%	N	%	N	%	N	%	N	%		
Less than 20	17	65.4%	0	0.0%	9	34.6%	17	65.4%	26	100.0%		
20 - 24	70	74.5%	2	2.1%	22	23.4%	72	76.6%	94	100.0%		
25 - 29	35	81.4%	1	2.3%	7	16.3%	36	83.7%	43	100.0%		

30 - 49	52	72.2%	1	1.4%	19	26.4%	53	73.6%	72	100.0%
50+	5	45.5%	3	27.3%	3	27.3%	8	0.0%	11	100.1%
Total	179	72.8%	7	2.8%	60	24.4%	186	75.6%	246	100.0%

			Suc	cess and	Retentio	n by Ethni	icity Fall 2	2001		
	Succ	cess	No Su	ccess	Withd	rawal	Rete	ntion	То	tal
Ethnicity	N	%	N	%	N	%	N	%	N	%
Asian	110	90.2%	7	5.7%	5	4.1%	117	95.9%	122	100.0%
Black non-Hispanic	15	68.2%	3	13.6%	4	18.2%	18	81.8%	22	100.0%
Filipino	1	50.0%	1	50.0%	0	0.0%	2	100.0%	2	100.0%
Hispanic	42	71.2%	9	15.3%	8	13.6%	51	86.4%	59	100.1%
American Indian/Alaskan Native	7	70.0%	2	20.0%	1	10.0%	9	90.0%	10	100.0%
Other	17	65.4%	2	7.7%	7	26.9%	19	73.1%	26	100.0%
Pacific Islander	3	75.0%	1	25.0%	0	0.0%	4	100.0%	4	100.0%
White non-Hispanic	176	78.2%	20	8.9%	29	12.9%	196	87.1%	225	100.0%
Unknown	1	33.3%	1	33.3%	1	33.3%	2	66.7%	3	99.9%
Total	372	78.6%	46	9.7%	55	11.6%	418	88.4%	473	100.0%

			Suc	cess and	Retentio	n by Ethni	city Fall 2	2002		
	Suc	cess	No Su	ccess	Withd	irawai	Rete	ntion	То	tal
Ethnicity	N	%	N	%	N	%	N	%	N	%
Asian	65	86.7%	5	6.7%	5	6.7%	70	93.3%	75	100.0%
Black non-Hispanic	21	63.6%	6	18.2%	6	18.2%	27	81.8%	33	100.0%
Filipino	3	50.0%	1	16.7%	2	33.3%	4	66.7%	6	100.0%
Hispanic	48	64.9%	5	6.8%	21	28.4%	53	71.6%	74	100.1%
American Indian/Alaskan Native	2	28.6%	1	14.3%	4	57.1%	3	42.9%	7	100.0%
Other	20	80.0%	3	12.0%	2	8.0%	23	92.0%	25	100.0%
Pacific Islander	2	50.0%	0	0.0%	2	50.0%	2	50.0%	4	100.0%
White non-Hispanic	225	75.8%	12	4.0%	60	20.2%	237	79.8%	297	100.0%
Unknown	13	86.7%	0	0.0%	2	13.3%	13	86.7%	15	100.0%
Total	399	74.4%	33	6.2%	104	19.4%	432	80.6%	536	100.0%

			Suc	cess and	Retentio	n by Ethni	icity Fall 2	2003		
	Suc	cess	No Su	ccess	Withd	irawai	Rete	ntion	To	tal
Ethnicity	N	%	N	%	N	%	N	%	N	%
Asian	94	92.2%	6	5.9%	2	2.0%	100	98.0%	102	100.0%
Black non-Hispanic	7	43.8%	4	25.0%	5	31.3%	11	68.8%	16	100.1%
Filipino	5	100.0%	0	0.0%	0	0.0%	5	100.0%	5	100.0%
Hispanic	36	60.0%	13	21.7%	11	18.3%	49	81.7%	60	100.0%
American Indian/Alaskan Native	3	75.0%	0	0.0%	1	25.0%	3	75.0%	4	100.0%
Other	4	57.1%	0	0.0%	3	42.9%	4	57.1%	7	100.0%
Pacific Islander	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
White non-Hispanic	112	63.6%	22	12.5%	42	23.9%	134	76.1%	176	100.0%
Unknown	11	64.7%	1	5.9%	5	29.4%	12	70.6%	17	100.0%
Total	272	70.1%	46	11.9%	70	18.0%	318	82.0%	388	100.0%

		anguja nadahi sa ilikuwa kili dhina Muha sa masu ya sa in si	Suc	cess and	Retentio	n by Ethni	icity Fall 2	2004		
	Succ	cess	No Su	ccess	Withd	rawal	Rete	ntion	То	tal
Ethnicity	N	%	N	%	N	%	N	%	N	%
Asian	43	89.6%	3	6.3%	2	4.2%	46	95.8%	48	100.0%
Black non-Hispanic	8	36.4%	4	18.2%	10	45.5%	12	54.5%	22	100.1%
Filipino	5	45.5%	2	18.2%	4	36.4%	7	63.6%	11	100.1%

Hispanic	36	66.7%	7	13.0%	11	20.4%	43	79.6%	54	100.1%
American Indian/Alaskan Native	1	50.0%	1	50.0%	0	0.0%	2	100.0%	2	100.0%
Other	6	54.5%	3	27.3%	2	18.2%	9	81.8%	11	100.0%
Pacific Islander	2	66.7%	1	33.3%	0	0.0%	3	100.0%	3	100.0%
White non-Hispanic	92	70.8%	14	10.8%	24	18.5%	106	81.5%	130	100.1%
Unknown	15	71.4%	1	4.8%	5	23.8%	16	76.2%	21	100.0%
Total	208	68.9%	36	11.9%	58	19.2%	244	80.8%	302	100.0%

		Suc	cess and	Retentio	n by Ethni	city Fall 2	2005		
Suc	cess	No Su	iccess	Witho	Irawal	Rete	ntion	To	tal
N	%	N	%	N	%	N	%	N	%
55	88.7%	2	3.2%	5	8.1%	57	91.9%	62	100.0%
3	33.3%	0	0.0%	6	66.7%	3	33.3%	9	100.0%
5	55.6%	0	0.0%	4	44.4%	5	55.6%	9	100.0%
28	66.7%	2	4.8%	12	28.6%	30	71.4%	42	100.1%
0	0.0%	0	0.0%	0	0.0%	0	#DIV/0!	0	0.0%
2	50.0%	0	0.0%	2	50.0%	2	50.0%	4	100.0%
0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
77	72.0%	3	2.8%	27	25.2%	80	74.8%	107	100.0%
9	75.0%	0	0.0%	3	25.0%	9	75.0%	12	100.0%
179	72.8%	7	2.8%	60	24.4%	186	75.6%	246	100.0%
	55 3 55 28 0 2 77	55 88.7% 3 33.3% 5 55.6% 28 66.7% 0 0.0% 2 50.0% 0 0.0% 77 72.0% 9 75.0%	Success No Sum N % S5 88.7% 2 3 33.3% 0 5 55.6% 0 28 66.7% 2 0 0.0% 0 2 50.0% 0 0 0.0% 0 77 72.0% 3 9 75.0% 0	Suc∈ss No Success N % N % 55 88.7% 2 3.2% 3 33.3% 0 0.0% 5 55.6% 0 0.0% 28 66.7% 2 4.8% 0 0.0% 0 0.0% 2 50.0% 0 0.0% 0 0.0% 0 0.0% 77 72.0% 3 2.8% 9 75.0% 0 0.0%	Suc∈ss No Suc∈ss Without N % N % N 55 88.7% 2 3.2% 5 3 33.3% 0 0.0% 6 5 55.6% 0 0.0% 4 28 66.7% 2 4.8% 12 0 0.0% 0 0.0% 0 2 50.0% 0 0.0% 2 0 0.0% 0 0.0% 1 77 72.0% 3 2.8% 27 9 75.0% 0 0.0% 3	Success No Success Withdrawal N % N % 55 88.7% 2 3.2% 5 8.1% 3 33.3% 0 0.0% 6 66.7% 5 55.6% 0 0.0% 4 44.4% 28 66.7% 2 4.8% 12 28.6% 0 0.0% 0 0.0% 0 0.0% 2 50.0% 0 0.0% 2 50.0% 0 0.0% 0 0.0% 1 100.0% 77 72.0% 3 2.8% 27 25.2% 9 75.0% 0 0.0% 3 25.0%	Success No Success Withdrawal Reter N % N % N % N 55 88.7% 2 3.2% 5 8.1% 57 3 33.3% 0 0.0% 6 66.7% 3 5 55.6% 0 0.0% 4 44.4% 5 28 66.7% 2 4.8% 12 28.6% 30 0 0.0% 0 0.0% 0 0.0% 0 2 50.0% 0 0.0% 0 0.0% 0 2 50.0% 0 0.0% 1 100.0% 0 0 0.0% 0 0.0% 1 100.0% 0 7 72.0% 3 2.8% 27 25.2% 80 9 75.0% 0 0.0% 3 25.0% 9	N % N % N % 55 88.7% 2 3.2% 5 8.1% 57 91.9% 3 33.3% 0 0.0% 6 66.7% 3 33.3% 5 55.6% 0 0.0% 4 44.4% 5 55.6% 28 66.7% 2 4.8% 12 28.6% 30 71.4% 0 0.0% 0 0.0% 0 0.0% 0 #DIV/0! 2 50.0% 0 0.0% 2 50.0% 2 50.0% 0 0.0% 0 0.0% 1 100.0% 0 0.0% 77 72.0% 3 2.8% 27 25.2% 80 74.8% 9 75.0% 0 0.0% 3 25.0% 9 75.0%	Success No Success Withdrawal Retention To N % N % N % N % N 55 88.7% 2 3.2% 5 8.1% 57 91.9% 62 3 33.3% 0 0.0% 6 66.7% 3 33.3% 9 5 55.6% 0 0.0% 4 44.4% 5 55.6% 9 28 66.7% 2 4.8% 12 28.6% 30 71.4% 42 0 0.0% 0 0.0% 0 0.0% 0 #DIV/0! 0 2 50.0% 0 0.0% 2 50.0% 2 50.0% 4 0 0.0% 0 0.0% 0 0.0% 0 0.0% 4 0 0.0% 0 0.0% 2 50.0% 2 50.0% 4 0 0.0% 0<

						Degrees an	d Certificate	s Awarded I	by Semester	r
	Acader	nic Year 200	01-2002	Acaden	nic Year 200	02-2003	Acader	nic Year 20	03-2004	Acader
	Fall 2001	Spring 2002	Summer 2002	Fall 2002	Spring Summer Spring Sum 2002 2003 2003 Fall 2003 2004 20					
Gender	N	N	N	N	N	N	N	N	N	N
Degrees	9	14	1	7	12	1	7	8	2	5
Certificates	8	16	2	14	14	1	11	14	5	7
Total	17	30	3	21	26	2	18	22	7	12

nic Year 200	4-2005	Aca	demic 20	Year 2005- 06
Spring 2005	Summer 2005	Fall	2005	Spring 2006
N	N		N	N
8	0		5	9
11	3		4	7
19	3		9	16

MMIB – APPENDIX 8 EFFICIENCY REPORT

Grossmont College Efficiency (Earned WSCH/FTEF)

Grossmont College Efficiency Report

	2000 -	2001 -	2001 -	2002 -	2002 -	2003 -	2003 -	2004 -	2004 -	2005 -	2005 -	2006 -
	Fall	Spring										
ANTH	670	610	555	719	668	700	685	706	698	601	647	581
AOJ	444	412	487	487	540	538	570	569	560	524	483	478
ARBC	405	390	383	325	345	295	351	410	350	298	365	331
ART	524	514	514	491	506	516	505	500	485	459	447	430
ASL	464	455	430	473	417	449	466	433	363	363	354	386
ASTR	626	440	631	612	592	565	547	565	545	504	514	451
BIO	638	634	673	696	763	720	760	758	729	765	723	692
вот	N/A	N/A	462	446	491	500	552	386	364	341	350	257
BUS	483	459	453	512	543	555	573	530	505	468	469	472
CA	N/A	N/A	433	426	296	377	350	399	401	387	362	371
ccs	423	498	491	483	488	476	539	483	425	415	482	473
CD	501	451	500	509	547	522	511	523	530	502	525	430
CHEM	451	463	454	489	530	533	559	562	518	530	556	526
CHIN	N/A	N/A	N/A	N/A	450	435	255	435	465	360	405	450
СОММ	461	437	445	446	460	431	464	437	435	425	417	386
CSIS	469	455	428	410	392	381	419	392	414	384	377	395
CVTE	386	368	285	265	360	329	366	339	385	357	357	346
DANC	404	419	423	454	411	480	395	444	443	419	429	376
ECON	795	667	747	745	736	736	778	747	649	639	614	765
ED	300	353	150	269	379	161	210	210	195	270	203	268
ENGL	375	346	361	344	381	369	366	354	354	335	345	311
ES	531	463	564	509	573	484	535	495	536	460	481	435
ESL	368	366	378	381	401	375	375	351	350	331	326	322
FACS	515	478	N/A									
FREN	371	375	367	370	347	367	380	384	347	337	318	305
FS	N/A	N/A	581	457	623	534	608	656	540	566	477	471
GEOG	558	535	567	568	585	543	583	532	530	498	482	447
GEOL	533	480	456	495	480	485	490	422	376	371	411	343
GERM	337	369	315	345	379	424	456	392	367	377	315	359
HED	614	625	737	725	871	776	848	799	819	734	694	765
HESC	293	282	294	327	381	516	510	254	473	159	609	256
HIST	532	537	552	591	570	618	614	601	605	561	545	499
HUM	553	528	535	610	576	534	526	515	466	448	392	371
ITAL	526	480	435	350	300	465	503	458	465	420	420	285
JAPN	417	366	408	353	437	341	433	468	471	444	473	443
LIR	N/A	N/A	N/A	N/A	N/A	N/A	373	N/A	164	373	239	294
MATH	593	526	592	572	629	584	613	565	593	499	545	462
мсом	416	422	386	396	402	421	391	405	395	399	363	375
MM	N/A	N/A	255	270	N/A	291	N/A	206	N/A	137	N/A	N/A
MUS	459	485	473	464	462	491	465	499	472	487	430	414
NURS	278	334	271	248	247	228	253	235	250	254	207	241
OCEA	485	443	528	424	495	453	509	547	473	518	518	536
OTA	335	305	220	122	187	212	245	238	241	218	303	390
PDC	470	398	470	470	452	386	416	391	438	342	431	331
PDSS	613	629	739	640	1739	849	842	1631	802	1577	1730	1486
PHIL	555	552	541	594	560	588	595	594	539	490	468	422
PHYC	422	405	405	378	482	444	444	402	452	387	403	371
POSC	613	575	596	627	665	622	641	638	637	602	526	
PSC	578	464	572	486	609	492	572	648	600	568	512	508 414

Grossmont College Efficiency (Earned WSCH/FTEF)

	2000 - Fall	2001 - Spring	2001 - Fall	2002 - Spring	2002 - Fall	2003 - Spring	2003 - Fall	2004 - Spring	2004 - Fall	2005 - Spring	2005 - Fall	2006 - Spring
PSY	686	624	651	673	704	709	684	638	627	622	579	545
RELG	671	660	564	675	520	621	483	576	515	591	413	413
RESP	201	159	173	158	166	150	182	144	209	184	230	188
RUSS	324	360	234	271	349	344	335	330	335	297	271	230
SCI	538	474	422	499	508	579	598	489	505	394	515	384
SLPA	N/A	N/A	225	255	262	195	220	195	268	215	208	184
SOC	644	534	673	630	716	668	680	681	662	568	603	487
SPAN	397	363	384	401	402	384	397	388	362	352	333	330
SPDV	85	96	109	100	103	112	83	108	68	88	58	92
THTR	329	319	324	338	308	312	309	303	313	295	299	287

Total 479 4	153 470	468	493	478	492	472	474	442	440	411

MMIB – APPENDIX 9 DEGREES AND CERTIFICATES AWARDED

						Degrees and Certificates Awarded by Semester	Certificate	s Awarded I	by Semester	E.				
	Acader	Academic Year 2001-2002	1-2002	Acaden	Academic Year 2002-2003	12-2003	Acader	Academic Year 2003-2004)3-2004	Academ	Academic Year 2004-2005	4-2005	Academic 20	Academic Year 2005-
	Fall 2001	Spring 2002	Summer 2002	Fall 2002	Spring 2003	Summer 2003	Fall 2003	Spring 2004	Summer 2004	Fall 2004	Spring 2005	Summer 2005	Fall 2005	Spring 2006
Gender	Z	z	z	Z	Z	z	z	z	z	z	z	z	Z	z
Degrees	0	14	-	7	12	1	7	8	2	2	00	0	r2	O
Certificates	80	16	2	14	14	-	1-	14	ည	7	1	က	4	7
Total	17	30	ಣ	21	26	2	18	22	7	12	19	en	6	16

MMIB – APPENDIX 10

SABBATICALS, CONFERENCES, WORKSHOPS AND STAFF DEVELOPMENT ACTIVITIES

o. Campaticals, Collisie	10. Sabbaucais, comercines, workshop and stall Development Activities	
NAME	ACTIVITY	RELEVANCE
Carlos Arteage	AACC - American Association of Clinical Chemistry	International Marketing
	International Conference & Trade Show	TO THE PARTY OF TH
	Washington, DC	
	SBPC - Brazilian Society of Clinical Pathology	International Business
	International Conference & Trade Show	
	Sao Paulo, Brazil	
Andrian and september (september) when the september and	International Trade Shows in Germany, Mexico,	International Business & Financial
один не в подативните поточности поставления подативности подативности подативности подативности подативности	Argentina & Chile	Transactions
Olivia Carroll	Employment Law Seminars	Human Resource Management
	Investigation Training Seminar	Human Resource Management
	Conducted 23 Sexual Harassment Training Classes	Sexual Harassment Training
	Conducted 4 Business Ethics Training Classes	Ethics in Management
	Conducted 5 Diversity Training Classes	Diversity in the Workplace
Eric Lund	National University - San Diego	Business Management
	Completed Bachelors Degree Business Administration	Business Marketing
	National University - San Diego 15 Units of Masters Degree Completed Instructional Technology	Distance Education
	ED214 - Cuvamaca College	Distance Education

	GAPSEMC - Recruiting & Marketing to Students	Marketing Education Skills
	Strategies, Techniques & Secrets on recruiting	
	Students.	
	AACSB - Development and Communication Conference	Strategic Marketing Education
	AMA - Marketing Higher Education Symposium	Marketing
	MGSM Marketing Staff Retreat	Marketing
Nate Scharff		
Conferences/Staff Development	Podcasting Seminar	Learned about podcasting as a
	Held by @One Summer Institute	teaching tool.
	June 13 – 15, 2006	
	Freelance Consumer Research Project	Coordinated and finalized consumer
	for Jack in the Box	focus group and field research studies
	Weeks of 5/29 – 7/31	for new product launches.
		Relevant experience for my marketing
		Courses (specifically, market research
		and new product development)
Professional Development:		
Tuesday, 8/15/06	Meet 05/06 Faculty	On the Control of the
	Distance Education Track 1: Judy Zander	Distance Education
	Attention Deficit Hyperactivity Disorder:	
	Scott Barr	Classroom Procedures
	B.P.S. Division Meeting	
	Business Dept. Meeting	
Wednesday, 8/16/06	Distance Ed Track 2.	Distance Education
	Beginning Blackboard	
Thursday, 8/17/06	Cottonwood Golf Course. Joint Summit Lunch	ho
	Joint Summit United Faculty Meeting	

	New FT Faculty Orientation	
Priscilla Rogers	ED 214 - Cuvamaca College	Distance Education
CONTROL OF THE CONTRO		
Professional Development	Educating the Global Citizen - Presenter	International Business & Diversity
	Beginning Front Page	Program Web Page
	Intermediate Front Page	Program Web Page
	Web CT Training	Distance Education
	Intro to Pedagogy I & II - Online Learning	Distance Education
	Beginning Blackboard	Distance Education
	Intermediate Blackboard	Distance Education
	Integrating Student Success	Distance Education
	International Business & Tech Issues	International Business
	Articulation & Transfer	Student Issues

MMIB – APPENDIX 11 DEPARTMENT EQUIVALENCIES

APPENDIX 11

MMIB - DEPARTMENT EQUIVALENCIES

There seems to be some confusion between the Vice President of Academic Affairs Office and Personnel with regard to the equivalencies. This is the list as carried by the department:

Full-Time Faculty: Rogers, Priscilla E.

Adjunct Faculty: Arteaga, Carlos

Luna, DeAnna

Lund, Eric

MMIB – APPENDIX 12 SUBJECT WSCH ANALYSIS REPORT

)))		% OF MAX	1 141414 1 1414 2 1	
J	CLASSES ***	EARNED WSCH/FTEF	LUMA444WR 040W8WU44RR4R 4WW 00 4WU044RW4WU4WU44A H4L0W08H R80LRWU0R4QU 4U8 L04A0HL4LHH0QRRRQQAUQHH0DA R00RURA4QROORRAHRWRAA WWQ R00RROORWARROORRAHRWRAA 000044A0U00000000000 0WH 000000W48400000000000000000000000000000	
EGE S CLASSES ***	*** CENSUS	EARNED WSCH	1	
GROSSMOD COLLEGE ONLY *** ALL SHORT TERM C		MAX WSCH/FTEF	CARLEMANN 440 CARLEMANNANA CARLEMANNANANA CARLEMANNANANANANANANANANANANANANANANANANANA	
	- BUSINESS AND PROFESSIONAL STUDIES	MAX WSCH	1	
		PROFESSI	TOTAL FTEF	1
		TOP	A D D D D D D D D D D D D D D D D D D D	
SKDS71-11 RUN ON: C. REPORT INC	DIVISION	SUBJECT	### ### ### ### #### #################	

SES *** SUBJECT WSCH A. JYSIS SKUS71-1P RUN ON: 0, 16-2002 10:04:55

T TERM CLASSES ***	*** CENSUS CLASSES ***
REPORT INCLUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT TERM CLASSES ***	DIVISION BUSINESS AND PROFESSIONAL STUDIES

% OF MAX	67.50 58.00 82.00 74.37	112.00	48868800008807490487 71000170148774800487 488700770148778800006 717002701488778800401	### ### ### ### ######################
EARNED WSCH/FTEF	238.51 435.00 615.00 405.00	417.91	00000000000000000000000000000000000000	
EARNED WSCH	135.00 87.00 123.00 81.00 6154.00	28.00	1	8 2000000000000000000000000000000000000
MAX WSCH/FTEF	353.35 750.00 750.00 480.00 621.25	373.13 373.13	44000000000000000000000000000000000000	0498874444444444444444444444444444444444
MAX WSCH	200.00 150.00 150.00 96.00 8244.00	25.00	4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	8882218181811141121111000000000000000000
TOTAL FTEF	.566 .200 .200 .200 .3.270	.067	и ф нии 4 ф и 4 4 и ф и и и и и и и и и и и и	α 1 α α α α α α α α α α α α α α α α α α
lop	051400 050990 050990 050990	130630		00000000000000000000000000000000000000
SUBJECT	BUS 216 BUS 250 BUS 253 BUS 253 BUS 258 ****** BU	CA 166 ***** CA	**************************************	OOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOO

SUBJECT WSCH ALLAYSIS 16-2002 10:04:55 RUN ON:

LW

76

*** CENSUS CLASSES ***

CDS SCHOOL SE-2002 09:39:51 SUBJECT WSCH LIYSIS SEPORT INCLUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT TERM CLASSES ***

% OF MAX	041111 1 1111 1 1 1 1 1 1 1 1 1 1 1 1 1	10800.00 71.66 3400.00 190.00	00000000000000000000000000000000000000
EARNED WSCH/FTEF	KWL 4000 KW WW	3323.30 323.30 346.546	0080000474010000000000000000000000000000
EARNED WSCH	1 3200 1111 111 111 111 111 111 111 111 111	108.00 86.00 34.00 228.00	4
MAX WSCH/FTEF	7.00 MW 0.00 M	451.12	L RC 4017 RC 4017 RC 414 RC 44 RC 64 RC 64 R
MAX WSCH	1 1350 10350	120.00	4450 4550
TOTAL FTEF	1 9 84.7		11 1 1 21 21 21 21 21 21 21 21 21 21 21
TOP	00000000000000000000000000000000000000	051400 051400 051400 051400	© 000000000000000000000000000000000000
SUBJECT	A A A A A A A A A A A A A A A A A A A	BOT 101 BOT 107 BOT 299 ***** BO	BUS BUS BUS BUS BUS BUS BUS BUS BUS BUS

SUBJECT WSCH ALLILYSIS

REPORT INCLUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT TERM CLASSES ***

DIV

*
CLASSES
CENSUS
*** DAILY CENSUS CLASSES
STUDIES
PROFESSIONAL STUDIES
AND
BUSINESS AND PR
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% OF MAX	79.36 31.11 100.00 76.00	1400.00	0801 0808 0.000 0.000 0.000 0.000 0.000 0.000 0.000	102.85 97.14 100.00	87.98.787.09.10.10.10.10.10.10.10.10.10.10.10.10.10.	100 881 811.00 30.00 444 62.00 62.00 62.00 62.00	73.91 73.91	47.50	91.56 90.00 91.56
EARNED wSCH/FTEF	400.51 237.74 1.13 285.00 278.04	14.00 14.00	744.77 6599.02 2659.02 525.00 6510.02 71.00	537.31 507.46 522.38	268.65 622.50 570.00 307.95 513.26	227 227 220 220 220 230 230 230 230 230 230 230	340.00 340.00	142.50 142.50	220.72 204.98 208.73
EARNED WSCH	125.00 236.25 1.13 390.88	14.00	1200 1768.000 326.000 522.500 591.000	36.00 34.00 70.00	18.00 1149.00 129.00 129.00 607.50	108 888.00 208.00 300.00 54.00 443.00 430.00	51.00	28.50 28.50	351.60 345.60 351.60
MAX WSCH/FTEF	504.64 764.19 1.13 375.00 679.69		55.97 749.06 720.06 721.12 721.87 720.00	5222 5222 5222 388 5222 388	328.3 787.50 675.00 749.77	22222222222222222222222222222222222222	460.00 460.00	300.00	241.06 227.75 227.97
MAX WSCH	157.50 759.38 1.13 37.50 955.51		2200 2005 2005 2000 1722 1722 1722 1722 1722 1722 1722	35.00 70.00	3152.00 1315.00 135.00 237.38 844.38	1008.00 1008.00 1008.00 1000.00 1000.00 734.00	69.00	60.00	384.00 384.00 384.00
TOTAL FTEF	.312 .993 .100		1	.067		20 80 80 80 80 80 80 80 80 80 80 80 80 80	.150	.200	1.592 1.686 1.684
SUBJECT TOP	AOJ 101 210500 AOJ 104 210500 AOJ 199 210500 AOJ 250C 210500 ***** AOJ	BOT 124 051400 ***** BOT	BUS 120 050200 BUS 121 050200 BUS 121 050200 BUS 252 050900 BUS 256 050990 BUS 257 050990	CA 163 130630 CA 166 130630 ***** CA	CD 103 130510 CD 125 130510 CD 127 130510 CD 299 130510 ***** CD	CSIS142 CSIS144 CSIS144 CSIS144 CSIS145 CSIS174B CSIS175B CSIS274B CSIS275B CSIS275B CSIS299 CSIS299 CSIS299 CSIS299	CVTE225 ****** CVTE	HESC150 219900 ***** HESC	NURS133 120300 NURS135 120300 NURS137 120300

DS. C. SMC 101 E. KUN ON: 27-2003 12:00:20 SUBJECT WSCH / LYSIS REPORT INLLUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT FERM CLASSES ***

*** CENSUS CLASSES *** DIVISION -- BUSINESS AND PROFESSIONAL STUDIES

% OF MAX	11 21111 1 1111 000000000000000000000000000	111.66 50.00 135.00 92.97	00087
EARNED WSCH/FTEF	C4W4W4WCCC000WC4WWA4WC4C000WC4WAWA4WWCCC000WC100WA6WC0000C4400C000C400C100C100C10	503.75 375.00 477.03 459.27	CAQ4ULRARWRARRULEWA HQVAULRARWRARWRA HQVARLARWA RROORLARULA RROORLARULA 004000 004000 004000 004000 004000 004000
EARNED WSCH	44 2144114 4 604460446111141 114 604460461111141 114 6000000000000000000000000000000000000	134.00 135.00 344.00	44 1 478221 2 1 1 2 2 2 1 4 4 4 4 4 4 4 4 4 4 4
MAX WSCH/FTEF	CCWWRTWCCCCCWWRRWWR 4NQQQQ4NNNNN444SANN 500000444NNUNGAANN 60000000000000000000000000000000000	451.12 750.00 353.35 493.99	CLRAWLL HWL4LL4LL4WWARLL ONWHL44NWRNRN4NNNWWOL4NU OOLNUQUOO4000A1000R00000 OOWOOOOOOOOOULHOOOWOOOO OOHOOOROOOOOOOOOOOOOOOOOOOOOOO
MAX WSCH	841 11885 11184 1000 1000 1000 1000 1000 1000 100	120.00 150.00 370.00	44 2 4111 208 44 2 400 008 47 000 008 62 000 000 000 000 000 000 000 000 000
TOTAL FTEF	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	 2222 2006 84 6080	HHH H 000400000000000000000000000000000
TOP	00000000000000000000000000000000000000	051400 051400 051400 OT	00000000000000000000000000000000000000
SUBJECT	AOU 1110 AOU 1110 AOU 1110 AOU 1128 AOU 1280 AOU 200 AOU 200 AOU 220 AOU 220 AOU 220 AOU 252	BOT 107 BOT 161 ****** BC	BUCS 1109 BUCS 1110 BUCS 1110 BUCS 11111 BUCS 1120 BUCS 1121 BUCS 1121 BUCS 1122 BUCS 1124 BUCS 1125 BUCS 1125 BUCS 1125 BUCS 1125 BUCS 1125 BUCS 1126

*** DAILY CENSUS CLASSES ***

KDS
RUN ON: 27-2003 12:00:20
RUN ON: 27-2003 12:00:20
REPORT INCLUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT TERM CLASSES ***

% OF MAX	0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000	24300.00 24300.00	80000000000000000000000000000000000000	76.00	748888 74888 7448 7444 700 700 853	12000 55000 1100.00 666.66 666.66 1150.00 12086.00	112.00 68.00 84.00 85.60
EARNED WSCH/FTEF	22422 22422 2222 2222 2322 2322 2322 23	745.39 745.39	337.07 276.007 210.52 436.09	283.58 283.58	www.www.ww.ww.ww.ww.ww.ww.ww.ww.ww.ww.w	4 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	420.00 2555.00 338.04
EARNED WSCH	85.50 109.97 81.00 44.63 17.00 21.00 377.10	243.00 243.00	3 3 2 8 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	19.00	1111 1111 1111 1935 525 224 244	120 1066, 1066, 1066, 106, 100 111 120 120 120 120 120	84.00 51.00 346.50 481.50
MAX WSCH/FTEF	00000000000000000000000000000000000000		374.53 374.53 384.00 2255.56 451.12	373.13 373.13	であるでのあるで ないでないのなる でいないではなる でいないにはなる でいるできる。 でいるでもる。 でいるでもる。 でいるでもな。 でいるでもな。 でいるでもな。 でいるでもな。 でいるでもな。 でいるでもな。 でいるでもな。 でいるでもな。 でいるでもな。 でいるでもな。 でいるでもな。 でいるでは、 でいるでは、 でいるでもな。 でいる。 でいるでは、 でいな でいるでは、 でいるでは、 でいるでは、 でいるで	245 375 375 375 375 375 375 375 375 375 37	375 375 375 395 394 73
MAX WSCH	1226 1226 1150 1180 118 130 780 780 780 780 780 780 780 780 780 78		1000.00 1000.00 306.00 386.00	25.00	111 0811 2044 405 000 000 000 77 72	96,44,99,600 96,44,99,60 96,00	75.00 75.00 412.50 562.50
TOTAL FTEF		.326	.267 .2567 .1333 1.050	.067		0	
SUBJECT TOP	AOJ 102 210500 AOJ 103 210500 AOJ 240 210500 AOJ 262B 210500 AOJ 262C 210500 AOJ 262C 210500 ****** AOJ	BOT 101A 051400 ****** BOT	BUS 120 050200 BUS 121 050200 BUS 128 050100 BUS 164 051400 ****** BUS	CA 163 130630 ***** CA	CD 125 130510 CD 148 130510 CD 168 130510 CD 169 130510 CD 299 130510 ****** CD	CSISSIOS CSISSIA42 CSISSIA44 CSISSIA44 CSISSIA44 CSISSIA44 CSISSIA6A CSISSIA	ES

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CLASSES

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LASSI SÜ CO. LYS19 ERM (SM6 WSCH . SUBJECI W ONLY 2003 08:27:12 S: GROSSMONT COLLEGE 16-DST IN ON: PORT

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MAX 0000 O0WN4N00040040000000HN | 10mm | H000000000000000000H 0000 0 OF 7740040000400088007 09790 7081400mr904440m0 QQUQQQQQQQQQQQQ ろて 841 **HEH HEH** d44MM П 阻阻 80808 10808 000000HCR40R9000C00C01 00C000RH0C0004000800C08 9 EARNI WSCH/I NONNOV40VWNV-400NV400NN H0000 (7007 7970987079977701480147 04040L0000000L4400000045474 0.004 0.00 0.00 0.00 0.00 0.00 0.00 0.0000000 00 **64140** EARNED 8HMH8 MAX ISCH/FTEF PUNOOUNOOONNOOO 70m00 10070 00000000000000HW0004 S 5000 **750040** σ アワ44 WSCH 00000 00000000000000000000 00 00000000000000000 00000 00000 വനവന 666 000 167 167 . ف 2000 0000 (1) 90 4444 000000000000000 -AAAAAAAAAAAAAAAAA വനവരവവവവവവവവവവവവവവവവവ വവവവ α 0000 0000000000000000 7197 OHHHHUUUUUU44440000CC00 ∞ HERERORIA HERERORIA HERERORIA NA VILLA * WWW

LOS CONTROL SUBJECT WSCH , LYSIS REPORT INCLUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT TERM CLASSES ***

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% OF MAX	100.00 284.01 56.00 1000.00 65.00 40.88	11100.00 300.00 11400.00	800 808 804 800 800 800 800 800 900 900 900 900 900	74.28 71.42 72.85	61.81 83.33 75.55 75.47	\$9975 10020 10020 10000	88.00
EARNED WSCH/FTEF	2559 4 281 4 281 3 3 1 . 78 1 . 50 2 8 3 . 60 2 60	680.98 3.00 699.38	1486 688 882 882 1000 1000 1000 1000 1000 1000	388.05 373.13 380.59	510.00 660.00 787.50 507.46 601.17	www.yyyanywwyyww nuaayyyanywwyyw nuoayyyanyoono ywomunaayww 4ww.hnnooyya tranaanaa	440.00
EARNED WSCH	116.44 175.73 84.00 1.50 39.00 460.78	111.00 3.00 114.00	79.50 1684.00 168.00 51.00 137.13 545.25	26.00 25.00 51.00	204.00 132.00 157.50 68.00 561.50	88 80 80 80 80 80 80 80 80 80 80 80 80 8	99.00
MAX WSCH/FTEF	559.80 446.14 743.64 750.00 1.50 671.64 80		41.97 749.06 720.06 720.00 8360.91	5222 5222 5222 388 5222 388	825.00 675.00 945.00 671.64	320.80 390.97 360.90 751.87 180.45	200.00
MAX WSCH	116.44 37.03 718.88 150.00 1.50 60.00 1128.85		20000000000000000000000000000000000000	35.00 70.00	330.00 135.00 189.00 744.00	128.00 104.00 448.00 100.00 4 48.00 624.00	75.00
TOTAL FTEF	208 9666 200 100	.163	1	.067 .067 .134	200 1200 934 34		.150
: TOP	210500 210500 210500 210500 210500 30 30 30 30 30 30 30 30 30 30 30 30 3	A 051400 051400 BOT	051400 050200 050200 050900 050990 050990	130630 130630 CA	130510 130510 130510 130510 CD	CS I S	121300
SUBJECT	AOU 1010 AOU 1010 AOU 1010 AOU 1104 * * AOU 1104 * * AOU 1999	BOT 101 BOT 102 *****	BUS 120 BUS 121 BUS 121 BUS 252 BUS 252 * * 256 * * 256	CA 163 CA 166 *****	CD 1288 CD 1388 CD 1388 * * * 299	**************************************	CVTE225

EUN ON: L. 14-2004 14:11:59 SUBJECT WSCH A. LYSIS
REPORT INCLUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT TERM CLASSES ***

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	% OF MAX	00000000000000000000000000000000000000	15600.00 750.00 82.00 104.00	П П П П П П П П П П П П П П П П П П П
	EARNED WSCH/FTEF	74w2444qvrrq04ww44qqqq W0wqwqqqqqqqqqqqqqqqqqqqqqqqqqqqqqqqqqq	46 66 66 66 66 66 66 66 66 66 66 66 66 6	### ### ### ### ### ### ### ### ### ##
	EARNED WSCH	1617 617 617 617 617 617 617 617	1156 11230 11230 1130 590 00	#4 #4 #4 #4 #4 #4 #4 #4 #4 #4 #4 #4 #4 #
	MAX WSCH/FTEF	C C C C C C C C C C C C C C C C C C C	75.18 750.00 441.69 274.67	00000000000000000000000000000000000000
	MAX WSCH	100001	150.00 150.00 255.00	84 HH4H 00000 0000 00
	TOTAL FTEF	2		HHH H 00000000000000000000000000000000
	TOP	00000000000000000000000000000000000000	051400 051400 051420 051420 OT	00000000000000000000000000000000000000
10 10 1 1 1	SUBJECT	* * 6 PA	BOT 101 BOT 107 BOT 161 ******* BOT 216	BUCS 1109 BUCS 1114 BUCS 1116 BUCS 1116 BUCS 1117 BUCS 1140 BUCS 1141 BUCS 1141 BUCS 1164 BUCS 1164 BUCS 1164 BUCS 1164 BUCS 1165 BUCS 1164 BUCS 1164 BUCS 1164

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SUBJECT WSCH A LYSIS SUBJECT WSCH A LYSIS REPORT INCLUDES: GROSSMONT COLLECTE ONLY *** ALL SHORT TERM CLASSES ***

% OF MAX	52.08 37.50 88.66	44.44 44.44	$\begin{array}{c} \text{WLLL} \\ \text{WLLL} \\ \text{WR} \\ \text{WR} \\ \text{WLLL} \\ \text{WR} \\ \text$	08989899899899999999999999999999999999
EARNED WSCH/FTEF	375.00 270.00 564.06	300.00	имими фарманима фиата фарма ф	######################################
EARNED WSCH	75.00 54.00 6498.00	60.00	11 10 10 10 10 10 10 10 10 10	28910 19891 19892 19892 19892 10845 10
MAX WSCH/FTEF	720.00 720.00 636.19	675.00 675.00	74400000000000000000000000000000000000	00000444404040444444444444444444444444
MAX WSCH	144.00 144.00 7329.00	135.00	4 4 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	E E E E E E E E E E E E E E E E E E E
TOTAL FTEF	.200 .200 11.520	. 200	и по	4 © 0.00000000000000000000000000000000000
TOP	050990 050990 S	130630		00000000000000000000000000000000000000
SUBJECT	BUS 253 BUS 258 ****** BU	CA 167	**************************************	0.000000000000000000000000000000000000

*** DAILY CENSUS CLASSES ***

ASSES *** SUBJECT WSCH ALLIYSIS SADS71-11 RUN ON: 6. 14-2004 14:11:59 REPORT INCLUDES: CIPASSACTOR

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REPORT INCLUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT TERM CL	CONTRACTOR TANCON CONTRACTOR CONTRACTOR
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REPORT	(H () H ()

% OF MAX	81.25 76.00 70.00 79.53	108.00 106.00 196.66 105.65	116.00 70.00 87.69	64.54 35.00 37.77 48.81	1000 1000	000	1 1004mn42 0 000mn382
EARNED WSCH/FTEF	379.87 494.40 570.00 186.56 454.50	808.98 794.00 436.09 728.63	432.83 417.91 425.37	532.50 280.00 510.00 463.75	$\frac{1}{1}$ $\frac{1}$	1 000 2000 3000 1000	7 440000000 4417070044
EARNED WSCH	117.00 221.00 114.00 12.50 464.50	216.00 212.00 58.00 486.00	29.00 578.00 57.00	213.00 56.00 102.00 371.00	П П П П П П П П П П П П П П П П П П П	700.0	ω4/0804/νυ υ44/0804/νυ υ04/0004/νυ υ00004/08
MAX WSCH/FTEF	467.53 508.94 750.00 932.83 71.42	749.06 749.06 451.12 689.65	373.13 597.01 485.07	825.00 800.00 1350.00 950.00	077 770007 117 0701000 070 0700000	750.00	44128116 0 16428116 0 1646846 0 16468469
MAX WSCH	144.00 227.50 150.00 62.50 584.00	200.00 200.00 60.00 4 60.00	25.00 40.00 65.00	330.00 160.00 760.00	004000 8888000 00 6	714.00 150.00 00.00	80848400 9000000000000000000000000000000
TOTAL FTEF	.308 .2447 .067	. 2667 . 133 . 667	.067	 2200 0000 0000		000 A	00400000 c
SUBJECT TOP	AOJ 102 210500 AOJ 103 210500 AOJ 110 210500 AOJ 262B 210500 ****** AOJ	BUS 120 050200 BUS 121 050200 BUS 251 050990 ****** BUS	CA 163 130630 CA 166 130630 ***** CA	CD 125 130510 CD 138 130510 CD 160 130510 ****** CD	OOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOOO	**** CSI ESC110 ESC150 ****	NURS118 NURS119 NURS135 NURS140 NURS205 NURS223 NURS223 NURS223

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*** CENSUS CLASSES ***

% OF MAX	1 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	160.00 194.28 104.00 96.66	2 Ч чч чч чч пчч масофа в в в в в в в в в в в в в в в в в в в	76.66
EARNED WSCH/FTEF	744407 802000 8020000 802000000000000000000	229 44885 36453 3283490 253490	でので4400004444404041m4404で のののののののでしたののののでは1000044 のいたのでのは4400000004を 000000444000000000000000000	345.00 447.76
EARNED WSCH	1527 2687 2687 2687 2000 2003 2000 2000 2000 2000 2000 200	96.00 66.00 87.00 104.00 370.00	EEE 488949 EI 400 000 000 000 000 000 000 000 000 00	69.00
MAX WSCH/FTEF	CCWRACACRRAWRCWWRR RUNUHCMWRRUSAAARAARAR 	1884 7563.15 3553.15 3443.35 359.35	0 0	450.00 298.50
MAX WSCH	1500 1500 1200 1200 1200 1200 1200 1200	60.00 70.00 150.00 100.00 410.00	24 4 1 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2	90.00
TOTAL FTEF	2 0	1.125 1.125 1.141	11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	.200
TOP	00000000000000000000000000000000000000	051400 051400 051420 051400 051400	00000000000000000000000000000000000000	130630
SUBJECT	* * * * * * * * * * * * * * * * * * *	BOT 101 BOT 107 BOT 161 BOT 216 BOT 222 *****	BUS 109 BUS 1109 BUS 1109 BUS 1118 BUS 1120 BUS 1201 BUS	CA 167 CA 280

*** DAILY CENSUS CLASSES *** KDS CONTROL STATE SUBJECT WSCH CLASSES ***

REPORT INCLUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT TERM CLASSES ***

% OF MAX	91.1 56.67 633.750 933.335 603.750	260. 106.00 96.00 747.91 88.116	94.28 80.00 87.14	67.61 86.66 68.888 72.92	878788888788887888788867888899886	104.00	448.00 .00.00 .00.00	79.99 36.00 36.11 93.43 93.31
EARNED WSCH/FTEF	54444 1054444 105000 105000 10500 105	1994.61 7945.00 7199.10 3455.00 1959.77	492.53 417.91 455.22	532 585.50 462.68 541.22	332662223325 602222355 60525 6	520.00	375.00 360.00 367.50	364 3184.62 194.02 213.03 198.89
EARNED WSCH	126.08 33.58 81.00 102.00 87.50 895.05	2522 19922.00 342.000 5179.000 51.90 85.00	33.00 28.00 61.00	213.00 117.00 31.00 361.00	4 0882&&& 2082&&& 208448& 000000000000000000000000000000000	78.00 78.00	75.00 72.00 147.00	139.65 121.00 1358.00 335.25 323.33
MAX WSCH/FTEF	593 747 750 750 750 760 760 760 760 760 760 760 760 760 76	7447 74647 7269 7469 769 769 769 769 769 769 769 769 769 7	5222 5222 5222 338 338 338	787.50 675.00 671.64 742.12	######################################	500.00	750.00 750.00 750.00	455.79 537.30 228.31 219.12 19.20
MAX WSCH	138.38 150.00 150.00 100.00 721.97	22 2000 2000 2000 23 2000 2000 2000 200	35.00 70.00	1315 1315 1435 100 100 100	1104 404 404 404 406 1000 1000 1000 1000	75.00	150.00 150.00 300.00	174 354.37 36.00 359.00 359.00
TOTAL FTEF			.067 .067 .134			.150	2 4.200 0.000	
TOP	210500 210500 210500 210500 210500	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	130630	130510 130510 130510	07000000000000000000000000000000000000	121300 FE	219900 219900 SC	120300 120300 120300 120300 120300
SUBJECT	AOJ 100 AOJ 101 AOJ 112 AOJ 251B AOJ 251B AOJ 299 ***** AO	BUS 086 BUS 120 BUS 121 BUS 252 BUS 256 BUS 256 ***** BUS	CA 163 CA 166 ***** CA	CD 125 CD 128 CD 299 ***** CD	CSSISSIA COSTISSIA COSTISS	5	HESC205 HESC206 ****** HES	NURS110 NURS117 NURS113 NURS133 NURS135

*** CENSUS CLASSES *** UDES: GROSSMONT COLLEGE ONLY *** ALL SHOR ERM CLASSES *** DIVISION -- BUSINESS AND PROFESSIONAL STUDIES REPORT I

% OF MAX	4 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	иморирана 20moрирана 20moрира 20moрирана 20moрирана 20moрира 20moрира 20moрира 20moрира 20moрира 20moрира 20moрира 20moр	908897847784877784878477848777847784778477
EARNED WSCH/FTEF	74444004444444444444444444444444444444	22222222222222222222222222222222222222	742042WWWWWWARCE 20478RWWWWWARCE 00022RW1447000811 0004WW00000000000000000000000000000000
EARNED WSCH	143 143 143 144 146 146 146 146 146 146 146	44 44 44 40 40 40 40 40 40 40	4 9988 2 4 4 9988 2 7 4 9988 2 7 9 4 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9
MAX WSCH/FTEF	CCR44RRARCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC	44747444444444444444444444444444444444	00004477 000044477 00000000000000000000
MAX WSCH	11500000000000000000000000000000000000	1 15 1 15 15 15 15 15 15 15 15 15 15 15	44 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
TOTAL FTEF	2 & & & & & & & & & & & & & & & & & & &		инне минерования минеровани
TOP	20000000000000000000000000000000000000	OS0220000000000000000000000000000000000	00000000000000000000000000000000000000
SUBJECT	* A PA P	* * * * * * * * * * * * * * * * * * *	BBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBBB

*** CENSUS CLASSES *** 3RM CLASSES *** JUES: GRUSSMONT COLLEGE ONLY *** ALL SHORT DIVISION -- BUSINESS AND PROFESSIONAL STUDIES KEPOŘ1 11

	OF MAX	36.11 74.54	64.44 64.44	448777888778888708484777888708 80077887778778708 	2880889208908060408020 28808802080040806080 2080808080908080 2080808080808080 208080808080808080808080808080808080808
	ED FTEF %	000	000	M H	######################################
	EARN) WSCH/	195.	435.	WAUN4A4NWNQNNWW4NWHN N RUKKYQ4QHQBQK4HHKNWQHHW BOONNONOONOONNONONOR4	RRGGGGGGGGGGGGGGGGGGGGGGGGGGGGGGGGGGGG
	EARNED WSCH	39.00	87.00	1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	22 20 20 20 21 20 20 20 20 20 20 20 20 20 20 20 20 20
	MAX WSCH/FTEF	540.00 670.45	675.00 675.00	74440000000000000000000000000000000000	θ C W 44 W 0 44 44 W W 44 44 W W 44 80 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	MAX WSCH	108.00 7255.00	135.00	44 44 44 44 44 44 44 44 44 44 44 44 44	282418444444444444444444444444444444444
AND ENCIRORED IN	TOTAL FTEF	.200 10.821	.200	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	$\tilde{n}\tilde{n}o4444\tilde{n}44$
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- NOTETATA	SUBJECT	BUS 258	CA 167	**************************************	OCCOOCOOCOOCOOCOOCOOCOOCOOCOOCOOCOOCOOC

*** DAILY CENSUS CLASSES *** - 1 O 1 - 2 O(0:1 7 S 3CT 2H 3YE SLASSBOYT COLLEGE ONLY *** ALL SHOR1 3RM CLASSES *** DIVISION -- BUSINESS AND PROFESSIONAL STUDIES

% OF MAX	88900000 1000000000000000000000000000000	114.00 108.00 83.32 106.61	88.00 62.50 72.30	77.27 86.66 80.00	8088804000 072804000 04210 8811000040 20040	86.00 92.00 34.28 75.57	80.00 100.00 57.14 86.66 71.00	95.55 95.55
EARNED WSCH/FTEF	3.79 43.79 743.61 190.10 539.65 9.45	853.93 404.49 589.53	328.35 373.13 350.74	637.50 585.00 620.00	W24114W2W2W2W2W2W2W2W2W2W2W2W2W2W2W2W2W2	645.00 776.25 180.00 533.75	417.91 300.73 157.09 209.25 210.34	107.50
EARNED WSCH	117.00 195.00 703.31 171.00 19.01 1223.32	228.00 108.00 57.81 393.81	22.00 25.00 47.00	255.00 117.00 372.00	907 747 748 748 748 748 75 76 76 76 76 76 76 76 76 76 76 76 76 76	129.00 155.25 36.00 320.25	28.00 35.00 80.00 156.00 1445.00	129.00
MAX WSCH/FTEF	46699.06 7679.06 7675.06 7465.00 646.26	749.06 374.53 517.76 552.96	373.13 597.01 485.07	825.00 675.00 775.00	444477 W444 CC W444 W447 W444 W447 W444 W447 W447	750.00 843.75 525.00 706.25	5222.38 5222.38 5226.33 181.26 296.35	112.50
MAX WSCH	144.00 227.50 726.00 261.00 58.50 1467.00	200.00 100.00 69.38 369.38	25.00 40.00 65.00	330.00 135.00 465.00	111 110 110 100 100 100 100 100 100 100	150.00 168.75 105.00 423.75	35.00 35.00 140.00 180.00 2035.00	135.00
TOTAL FTEF	2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2	267 	.067 .067 .134	 2009 000 000	99mmmmmmm 99mmmmmmm 70ddddddd 70ddddddd 10ddddd 10dddd 10ddd	0000 0000 0000 0000 0000 0000	55. 	1.200
SUBJECT TOP	102 210500 103 210500 110 210500 250D 210500 262A 210500	120 050200 121 050200 251 050990 ** BUS	163 130630 166 130630 ** CA	125 130510 128 130510 ** CD	\$142 070300 \$144 070300 \$144 070300 \$145 070300 \$172 070300 \$173B 070300 \$175B 070300 \$299 070300	C110 219900 C150 219900 C299 219900 ** HESC	S118 120300 S119 120300 S140 120300 S205 120300 *** NURS	P112 121000 ** RESP
SUB	DDOUG * * * *	BUS BUS BUS ***	* * * * * *	00* **	* * * * * * * * * * * * * * * * * * *	HESO HESO HESO * * *	NUR NUR NUR NUR NUR * * * * *	

LYS ... ERM CLASSES *** JDES: GROSSMONT COLLEGE ONLY *** ALL SHORT REPORT II

DIVISION -- BUSINESS AND PROFESSIONAL STUDIES

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*** CENSUS CLASSES ***

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% OF MAX	7.000 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	000 000 000 000 000 000 000 000 000 00	77 W W W W W W W W W W W W W W W W W W	83.33
EARNED wSCH/FTEF	80884777687494944988888747776877687768776877687769776977697769776	00000000000000000000000000000000000000	00000000000000000000000000000000000000	375.00
EARNED WSCH	1365 1385 17385 175 175 100 110 110 110 110 110 110 110 110 11	### ### ##############################	13322.00 13322.00 13322.00 8888.00 627.00 189.00 189.00 4857.00	75.00
MAX WSCH/FTEF	CLUL40L0L0L0L0L440L040 CUUCUCUCUCUCUCUCUCUCUCUCUCUCUCUCUCUCUC	011747444444444444444444444444444444444	74446 00044446 000464446 0000000000000	450.00
MAX WSCH	1 800 1	4488 H 4480 4480 H 420 4500000000000000000000000000000000000	600 110000 110000 1008 10000 10000 1	90.00
TOTAL FTEF	U 8 4.0.0.0004.000000000000000000000000000	64 24 24 24 24 24 24 24 24 24 24 24 24 24	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	.200
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SUBJECT	A PAOU A PAOU A PAOU B PAOU	BOT 100 BOT 100 BOT 100 BOT 100 BOT 1100 *** BOT 164 *** BOT 176 *** BOT 176	BUS 110 BUS 115 BUS 118 BUS 120 BUS 120 BUS 121 BUS 128 BUS 144 BUS 146 BUS 156 BUS 156 BUS 156 BUS 156 BUS 1958 BUS 195	CA 167

JY5 JRM H. SHORT 3CT ALL DES: GROSSMONT

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000000 084 90750 40C00W044 000 000 700 770 000 500 0.00000 ω ON ω N ω D70 001100 710000017 omo بتا 9008 9008 9008 9008 897179 047 0 2075 0712088811 $\alpha m \omega$ 040 9000000 Jammar 010 90757 **8074404407** MMM Nmm 0/0 -CLASSES Ĺ EARNED VSCH/FTEF 700 100001 000400 $\omega \Omega \Omega$ 000%4 9001F00 000 700007 WW0400W L40084W00 m40000 W0.V 0000W 000 402151 49000CL 96778 ω ω ω ω ω ω ω ω വയഗ OUUUUON8/04000 onnហេហេល CENSUS 07M8802 071871174 078979540 444000 444000 $\Omega \infty \Omega$ 70775 230 255 4m0104m4 217770 ∞ 40000 DAILY WSCH 0000004 000 000 000 00000 W@44000 00000 00000000 00000 VN0200 WHQ000V 000000000 CLASSES 9971M4 EARNED NNON4NA1000 41500 840897047 タら4 940 $mom \infty 4m$ 307773 യവയ DHMDD07M H2087 MLU4900001<t 7 MAX ISCH/FTEF 000 2000W20 000408 $\infty \infty \infty$ 00000 004 440800 00000 001 **4000000** 700500 $\omega\omega\omega$ 40000000004 000000100007 222 99220 950 000 H48255 3477 6477 6474 64 200 76669 8120 ហេហហ W42022 900222 ດ່ດຸ່ດ 777 WSCH STUDIES COLLEGE ONLY *** 000 000 000 00000 8461007 000000 00000 000000000 00000000 W414W00W 000000 00000 0000000 4000044440 0440000440 0000 NNO. 138 161 161 161 161 מממו NOWN0.0 600 ω m m ω ω 300 76210 ω HHH W end end PROFESSIONAL FTEF 2000 8000 8000 8000 9000 9000 0000mm 150 200 350 200 200 400 440M0H OWMMMWWO 200700 mmomoo 06 400000 NN-1-1-4 7HDDD TOTAL AND Ś BUSINES 000000 00000 00000 00000 00000 0500 0500 0500 0500 0000000 1300 0066 00066 3010 3010 3010 3010 00 063(លលល់លំលំល 0000000 00000 227 ខាលខាលា mmmmmm α 222222 r-! r-! [1] $\alpha\alpha\alpha\alpha\alpha\alpha$ 00000 ---CVT O (L) 04477770 04440 0888 m 20 らりてら ഹത 0.05 000014 04797 33770 SUBJECT \≒ VISION 200000 ωü Namo NO 日日* * \$05 * \$05 * \$05 * \$05 11222* NURS NURS NURS NURS NURS NURS NURS 0.000 000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0.000 0. CVTE CVTE *** *SPA \$666 五日*

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	CLASSES ***	EARNED WSCH/FTEF	6/24 wward new new 4/4 ward 6/24 wward new 4/4 ward 4/4 w	7474447426 98748480807 788000704086 	
CLASSES ***	*** CENSUS	EARNED WSCH	1	1441 1441 0841889877781 000000000000000000000000000000000000	4 40 80 6 4 40 80 7 4 40 80 7 40 80 7 40 80 7 40 80 7 40 80 7 80 80 80 80 80 80 80 80 80 80 80 80 80
CH LY SHOK ERM		MAX WSCH/FTEF	CCR444RCCCCA44RRRR4A RRRRRRARRRRAGAHRO OOROOQ4000COORR4QR OOCOA4ECOORRAGE OOORAGOOOOOOG	1	CCCC WCCC 4CC AACC AACC AACC AACC AACC A
E ONLY *** ALL	ONAL STUDIES	MAX WSCH	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 225 6 225 7 200 1 1 200 1 1 200 1 1 200 1 1 200 1 20	44001 6410001 64100000 641000000 6000000000000000000000000000000
: Smoin T College	AND PROFESSION	TOTAL FTEF	2 8 222122222222222222222222222222222222	шима4ииичио миима4ииичио иодоооооми ичдоооооми	иччи 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
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M C NI	DIVISION -	SUBJECT	* * * * * * * * * * * * * * * * * * *	# * 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	** ** ** ** ** ** ** ** ** **

TOL E JYSIS LERM CLASSES *** NS7 - G SMC KUN ON: J5-2006 08:19:56 REPORT IN_LUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT

CLASSES ***	RNED H/FTEF % OF MAX	2.38 2.85 3.7.50 69.00 3.10 39.03	5.71 63.33	61 95.00 176 79.00 3.60 113.33 5.76 88.83	80.00 83 72.50 72.50	75.00 .000 .000 .000 .000 .000 .000 .000	7.23 7.23 7.25	112.00 175 112.00 175 68.00 5.50 96.12	48.57 .05 .00 .00 .00 .15 .15 .16.65
* DAILY CENSUS	EA D WSCH WSC	54.00 175 91.00 203 110.50 316 107.00 179 174.50 306	38.00 285 38.00 285	116.00 591 68.00 508 64.00 635	20.00 29.00 432 49.00 365	35.00 84.00 78.20 16.25 781.00 705 705 705 705 705 705	28.00 28.00 28.00 28.00 20.00 32.00 32.00 32.00	.68.00 .66.95 .14.75 .79.70	17.00 26.00 80.00 142.00 60.00 180 60.00 157
*	MAX WSCH/FTEF EARNE	730.75 728.04 845.32 750.00 746.26	451.12 451.12	749.06 749.06 448.76 715.65	373.13 597.01 485.07	9000.00 645.00 412.50 685.50	28 4 4 4 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	750.00 745.30 843.75 779.68	5222.38 2225.38 2225.00 2245.00 13891.57 134.95
NAL STUDIES	MAX WSCH	225.00 325.00 828.00 300.00 1728.00	60.00	400.00 400.00 60.00 860.00	25.00 40.00 65.00	11380 11380 123.000 1885.500 1900 1900 1900 1900 1900 1900 1900 1	8 5000000000000000000000000000000000000	150.00 149.06 168.75 467.81	4480.00 4580.00 60.000
AND PROFESSIO	TOTAL FTEF	.307 .446 .979 .400 .200	.133	.534 .534 .133	.067 .067 .134	1	1	0000 0000 9,500 0000 0000 0000 0000 0000	
- BUSINESS	TOP	210500 210500 210500 210500 210500	051400 OT	050200 050200 050990 US	130630 130630	111111 300000 000000 0000000	070100 070100 070100 070100 070100 070100 SIS	219900 219900 219900 ESC	00000000000000000000000000000000000000
NOISIAIG	SUBJECT	AOJ 102 AOJ 103 AOJ 107 AOJ 110 AOJ 262B * * * * * * AC	BOT 164 ****** BC	BUS 120 BUS 121 BUS 251 ****** BU	CA 163 CA 166 ***** CA	CD 125 CD 136 CD 137 CD 174 CD 299 * * * * * * CD	COSTINATION * * * * * * * * * * * * * * * * * * *	HESCO99 HESC110 HESC110 * * * * * * HE	NURS118 NURS119 NURS130 NURS201

ΩЕ SRC ONS SUBJECT WE ALL SHORT ONLY COLLEGE :12:58 SMONT (7-2006 08 LUDES: GROS! SOW RUN ON: REPORT

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JSG NO OLLEGE SUBJECT W. ANALYSIS REPORT IL JUDES: GROSSMONT COLLEGE ONLY *** ALL SHOR1 FERM CLASSES ***

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% OF MAX	4440000440 800000400 800000000 80000000000	7802000 0002000 00020000 000200000000000	10661 5661 5680 580 580 580 580 580	1 448484 44848 4.000844 4000000 1	76.00	20.00 32.00 45.71	11 1 1 0000000000000000000000000000000
EARNED WSCH/FTEF	22236222222222222222222222222222222222	444488 8080479 9468970 148070 7190700	225.50 225.00 510.89 398.48	44828474 2248482 0178784882 01877878 08077 08087	380.00	150.00 240.00 345.02 20.72	2121225681 2121246881 2151361 2021361 203136665 2031376665
EARNED WSCH	1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	22 1440472 0800772 000777 0000872 0000802	171.00 45.00 102.69 319.19	2 148 459 44 459 459 459 459 459 459 459 659 659 659 659 659 659 659 659 659 6	57.00	30.00 184.00 262.00	0 wwwwqw 74w@n@ngap 00@04w4@0 @0000w00u @0000w00u
MAX WSCH/FTEF	пиводого вимопутир мичручите очнового очново о	57477777777777777777777777777777777777	825.00 337.50 741.64 682.98	77777777777777777777777777777777777777	500.00	750 750 750 625 7.03 621 7.45	400044401 400044401 700044401
MAX WSCH	1 844 844 844 845 844 844 840 840 840 840 840 840 840 840	64 004 000 000 000 000 000 000 000	330.00 67.50 149.07 547.07	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	75.00	150.00 280.00 580.00	αωωωωωα44φουφοφ0000000π00000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000π0000<li< td=""></li<>
TOTAL FTEF		 1.050 0.00 0.00 0.00 0.00 0.00		1 4 4 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	.150	00mm	HUDULL WONGOON WONGOON WONGONGONGONGONGONGONGONGONGONGONGONGONGO
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SUBJECT	AOU 100 AOU 1001 AOU 1004 AOU 1007 AOU 110 AOU 110 * * * * * * * * * * AOU	BUS 086 BUS 120 BUS 121 BUS 252 BUS 255 *** 257 *** 257 *** 257	* * CCCC * * * * * * * * * * * * * * *	* * * * * * * * * * * * * * * * * * *	CVTE225 ****** CVT	HESC205 HESC206 HESC299 ******	NURS NURS NURS NURS NURS NURS NURS NURS

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* OLI ANALYSIS FRM CLASSES GR 10N SUBJECT WE ALL SHORT ONLY COLLEGE :02:34 SMONT C

0 $\frac{\mathsf{NL} @\mathsf{NO} \mathsf{O} \mathsf{VAL} \mathsf{NO} \mathsf{O} \mathsf{NO} \mathsf{NO} \mathsf{NO} \mathsf{NO} \mathsf{L} \mathsf{MAC} \mathsf{NO} \mathsf{$ ろの4と 0 യഥയ്ഠ 띰 *** 盟 WOOOHHOOOOOOHHOOW 0000 W00000004N000N000L000W00H 400000000000VV004® 0000 0000 S EARN SCH/ SEG **40000407000000000040** OUOOOWUUAL4UOUUUOOOOH<math>@OU@ $^{\text{M4}\text{M4}\text{L}\text{L}\text{L}\text{M}}$ 001N0 CLAS CENSUS MS(0000 0000 . $\begin{array}{c} \mathsf{L}\mathsf{L}\mathsf{H}\mathsf{O}\mathsf{M}\mathsf{M}\mathsf{O}\mathsf{W}\mathsf{L}\mathsf{O}\mathsf{A}\mathsf{W}\mathsf{H}\mathsf{H}\mathsf{W}\mathsf{W}\mathsf{D}\mathsf{W}\\ \mathsf{O}\mathsf{N}\mathsf{H}\mathsf{U}\mathsf{M}\mathsf{O}\mathsf{M}\mathsf{H}\mathsf{U}\mathsf{M}\mathsf{O}\mathsf{M}\mathsf{H}\mathsf{W}\mathsf{O}\mathsf{M}\mathsf{H}\mathsf{A}\mathsf{M}\mathsf{D}\mathsf{U}\mathsf{O}\mathsf{M}\mathsf{U} \end{array}$ ∠ < < \pi 4 < \pi
</p> EARNED * HH7 704497 9 MAX WSCH/FTEF 0000 WOOOOMOOOOOO4OOHUOWAOOO NOOOONNOOOO 000000000000004000H00L000 0000 Nവവാ 4477 WSCH 口 0000 STUDI 0000 OUOOUOORUOUROOUROOOOOO4H വവയ $\mathsf{NLNO}\mathsf{NOOOW}$ ოოდდ 4m4m000 04m44m ω HH0 HHPROFESSIONAL FTEF 0000 0000 0.0040000440004410000111000000**UUU** TOTAL AND : C .2-2007 15 INCLUDES: GROSE SS INE 0000 0000 വവവവ SS 0000 ოოოო 00000000000000000000000 -44400000044w4n 004000004446 **∞**0ω4 UBJECT DIVISION 2210 HHHHHHN000000000000 SQI RUN ÖN: REPORT 9999

710mgmg/0/8000mg/100000g/1000mg/100m

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<u>.</u>	* * *	% OF MAX	38.76 38.76	7777 4440 00074 4440 000094 2789 000000000000000000000000000000000000	0 4 0 4 0 0 4 0 0 4 0 0 4 0 4 0 4 0 4 0	0044007 004007 000000000000000000000000	41 41 6214000 62144000 60044000 60044000	78.26 78.26	80000 03000 03000 00000	ооооооооо могарать жоомомию 400момию
	CENSUS CLASSES	EARNED WSCH/FTEF	238. 238. 59	22222222222222222222222222222222222222	16404 177008 10804	1944 3115.00 4815.00 82155.00 120 120	W4444WWW W410764 4707700 0744W0000	360.00	328.35 328.35 373.00 84.35 89	00000000000000000000000000000000000000
LYSIS CLASSES ***	*** DAILY	EARNED WSCH	126.00 126.00	77777777777777777777777777777777777777	0000m	1683.00 633.00 1111.00 63.00 4 18.00	4,462,440,440,440,440,440,440,440,440,440,44	54.00 54.00	84.00 22.00 18.88 124.88	жим 4 кий 2 2 2 2 2 4 4 4 2 2 2 2 2 2 2 2 2 2 2
ION)LL JECT WE ANA SHORT LERM		MAX WSCH/FTEF	615.41 615.41	749.06 749.06	720.00 721.87 720.00 200	20000000000000000000000000000000000000	4412888 2287962 72007008 008 7044007	460.00 460.00	4444.92 63.00 4444.93 50.00	**************************************
GR(SUBJ ONLY *** ALL	NAL STUDIES	MAX WSCH	325.00 325.00	200.00	100.00 122.00 644.00	200000 2000000000000000000000000000000	6027,441 0047881 000000 000000	69.00	90.00 35.000 29.81 154.81	www4440 4000000000000000000000000000000
:02:34 SMONT COLLEGE	AND PROFESSION	TOTAL FTEF	528		HOMON	400004 000000 00000000000000000000000	 	.150		11111112 0.0000882 0.00084000 0.00001000
RUN ON: (32-2007 15 REPORT INCLUDES: GROS	DIVISION BUSINESS	SUBJECT TOP	AOJ 299 210500 ****** AOJ	BUS 101 051400 BUS 101 051400 BUS 1107 051400 BUS 120 0512400 BUS 121 050200 BUS 127 051400 BUS 163 051400	US 252 05090 US 256 05090 US 257 05080 *** BUS	CD 104 130500 CD 125 130500 CD 148 130500 CD 149 130500 CD 153 130500	CSIS132 CSIS134 CSIS174B CSIS175B CSIS274B CSIS274B CSIS274B CSIS275B CSIS275B CSIS275B CSIS275B CSIS275B CSIS275B CSIS275B	CVTE225 121300 ****** CVTE	FACS110 130400 FACS163 130630 FACS299 130400 ***** FACS	NURS117 NURS133 NURS133 NURS135 NURS137 NURS231 NURS231 NURS233 NURS233 NURS233 NURS233 NURS233

· -		% OF MAX	00000000000000000000000000000000000000	79.97 79.97		59.80
	CLASSES ***	EARNED WSCH/FTEF	044844 044844 718034 87 00800	44 426. 6. 82 82		464.35
LYSIS CLASSES ***	*** OE/OE C	EARNED WSCH	609 3009 3050 448 1705 1705	555.00		2260.00
JECT WE ANAI		MAX WSCH/FTEF	888888 7888088 7880070 7880070 0880071 78	533.84 533.84	****	776.45
GR' SUB. ONLY *** ALI	NAL STUDIES	MAX WSCH	10050 10050 8 90000 8 850000000000000000000000000000000	694.00 694.00	AL STUDIES	3779.00
:02:34 SMONT COLLEGE	AND PROFESSIO	TOTAL FTEF	11. 12. 12. 12. 12. 12. 12. 12. 12. 12.	1.300	ND PROFESSION	4.867
SQV2-2007 15:02:34 ON: C .2-2007 15:02:34 ORT INCLUDES: GROSSMONT	DIVISION BUSINESS	SUBJECT TOP	\$ 100 051400 \$ 101 051400 \$ 102 051400 \$ 178D 051400 \$ 299 051400	IS299 070100 *** CSIS	***** BUSINESS AND	
RUN ON REPORT	DIVI	SU	** ** ** **	H* O* *	* * * *	

SKDS7I-INS RUN ON: 01-10-2001 21:31:40 REPORT INCLUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT TERM CLASSES ***

*** CENSUS CLASSES *** DIVISION -- BUSINESS AND PROFESSIONAL STUDIES

% OF MAX	4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	пичт по
EARNED WSCH/FTEF	0 W W U 4 R U 4 R U 0 U 4 U 4 U 4 U 0 0 0 0 0 0 0 0 0 0 0	$\begin{array}{c} 4440440440400000000000000000000000000$
EARNED WSCH	1 053 6 444 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1424 11 20 810 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
MAX WSCH/FTEF	70000000000000000000000000000000000000	140
MAX WSCH	L	Им мн н ми
TOTAL FTEF		ЧЧ Ч Ч Ч Ч Ч Ч Ч Ч Ч Ч Ч Ч Ч Ч Ч Ч Ч Ч
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SUBJECT	A A A A A A A A A A A A A A A A A A A	BUGS 11004 BUGS 11004 BUGS 11004 BUGS 11004 BUGS 11004 BUGS 11006 BUGS 11006

щ		% OF MAX	62.50 85.21	00000000000000000000000000000000000000	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	63.33 61.66
	CLASSES ***	EARNED WSCH/FTEF	300.00 483.62	00000000000000000000000000000000000000	ROWWAWAWWWAWWWAAWWAAWWAAWWAAWWWAAWWAAWWA	571.42 554.30
EGE S CLASSES ***	*** CENSOR	EARNED WSCH	60.00	4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	« 4 н м и н и и и и и и и и и и и и и и и и	76.00 148.00
ROSSMONT COLLI WSCH ANALYSI L SHORT TERM		MAX WSCH/FTEF	480.00 567.52	44000000000000000000000000000000000000	COWW44444444444 OBC0010000000000000000000000000000000000	902.25
SUBJECT SUBJECT ONLY ** AL	ONAL STUDIES	MAX WSCH	96.00 7833.00	4 4 1225 000 000 000 000 000 000 000 000 000	& & & & & & & & & & & & & & & & & & &	120.00
:31:40 SSMONT COLLEGE	AND PROFESSIO	TOTAL FTEF	.200	и п нчинопичиипичичии пиоооооооооооооо	4 4 00000000000000000000000000000000000	.133
10-2001 21 UDES: GROS	BUSINESS	TOP	050990 S	00000000000000000000000000000000000000	H. S. O.	121300
SKDS71-INS RUN ON: 01- REPORT INCL	DIVISION	SUBJECT	BUS 258 ***** BU	**************************************	** ** ** ** ** ** ** ** ** **	CVTE100 CVTE101

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GROSSMON. COLLEGE SUBJECT WSCH ANALYSIS *** ALL SHORT TERM CLASSES ONLY COLLEGE KDS71-IN. UN ON: 01-10-2001 21:31:40 EPORT INCLUDES: GROSSMONT (

60095H 00 00 90 60004 oomomo 17000 ww $\omega \omega \wedge \omega \wedge \omega$ S 2 4000000 400000 Ö M0000 20m04m 97299 0000000010 $\omega\omega$ Ω FWU04 000000 <u>७७७</u> 90 MIN * SES 口 CLAS EARNED WSCH/FTE 47.4.4.0. 7.1864.0 0001-H M4MOH7 MMMOD M40077 200 00 00 70 24.04 400N00 000H4 90W400 $\overline{\Omega}$ 000mvn 90940 945499 40460 0240 22 M97000 50 9 W0000 44W00 40 らるり CENSUS 200 97978 V0100VW 44 ころよりろこ 9 200 MHO 15454 ろ ゆう エ ころ -1DONHOO (1) **WSCH** DAILY 000000 00400 000 000000 00000 00 000 000 100 100 00 ∞ 00000 NN NOOONO 4 800 00 44014W 0000000 044408 4L02W0 62202W 0MH04 EARNED M4/J00 405 $\infty \infty$ mm99 70070 H1005 215 20 فأفا 7657W MAX WSCH/FTE 000 U0007 **100700** 00000 000000 H09 1000000 000000 0,00 ōō. wouldw 00470400 NOLON 40000 9 787 9757C 78709 994449 ∞ RO04 ∞ Ω 00 9 49747 70807 994 222222 242488 74 74 45 യഥ 25mm4 02710 $\omega\omega\omega\omega\omega\omega\omega$ 22 00 37 40 mmmmmmろのな WSCH STUDIES STUDIES 000 000 0000 000000 00470 000000 0000m 00 00 00000 0000000 P12000 000000 MOOOON 2000 2000 5000 500 500 500 500 500 40804W 0040 000 MAX 105 175 175 125 677 MN0100 878 $\omega \omega \omega \omega \omega \omega \omega$ വവ 00 701 04044W420 女生 20 865773 PROFESSIONAL PROFESSIONAL FTEF 222 3387 1746 1762 1-LM 20 C00H8 Handad 774 00 000100000 24. 13. 90009 21770 00 876760 900m mmmomo mee 00 OOH 21215 221 90 TOTAL 200 2 AND AND S BUSINESS BUSINES 070300 070300 070300 070300 210100 SC 0000 00000 0000 300 00000 000 2000 5002 5002 5004 5009 306 00000 00000 00000 വവവവ 0000 0000 21 NORS SP 00000 AOJ BUS CSI FA RE 8 рррр k 04400 04404 1000 0000 0000 0000 9975 477770 477770 47470 ω 0 \square \square \square \square \square \square \square \sim SUBJECT FACS163 FACS299 HESC11(NURS20 NURS20 NURS20 NURS22 NURS22 NURS22 RESP112 DIVISION ** 40111 HHHHN* BUS BUS BUS **** *CCSTRS *CCSTRS *STRS *S 水水 水水水水水水 \$6666 \$ -k 4

*** OE/OE CLASSES ***

SKDS7I-INS
RUN ON: 01-10-2001 21:31:40
REPORT INCLUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT TERM CLASSES ***

DIVISION -- BUSINESS AND PROFESSIONAL STUDIES

% OF MAX	528488 54788 100098 40088	99.05 99.05	54.63
EARNED WSCH/FTEF	44891 441511.2 441.25 7086 956	231.46 231.46	428.24
EARNED WSCH	589.50 2345.00 602.00 1971.51	150.45 150.45	2121.96
MAX WSCH/FTEF	875.00 883.39 840.00 866.87	233.66 233.66	*******
MAX WSCH	1050.00 1000.00 500.00 1181.88 3731.88	151.88	AL STUDIES 3883.76
TOTAL FTEF	1.200 1.132 1.407 305	.650	BUSINESS AND PROFESSIONAL 4.955
SUBJECT TOP	BUS 100 051400 BUS 101 051400 BUS 102 051400 BUS 299 051400 ****** BUS	CSIS299 070300 ****** CSIS	******** BUSINESS ?

SKDS/1-11 RUN ON: 6, 13-2001 09:59:30 REPORT INCLUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT TERM CLASSES ***

DIVIGION - BUSINESS AND PROFESSIONAL STUDIES	
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	DIVISION

*** CENSUS CLASSES ***

% OF MAX	0448444444400008081108788810878881087808780770707070	00000000000000000000000000000000000000
EARNED WSCH/FTEF	04/20/20/24/24/20/20/24/20/20/24/20/20/20/20/20/20/20/20/20/20/20/20/20/	 шиличиши по по
EARNED WSCH	9748 11186411 12448 124411	ими и полька по
MAX WSCH/FTEF		00000000000000000000000000000000000000
MAX WSCH	00000000000000000000000000000000000000	Н
TOTAL FTEF	00000000000000000000000000000000000000	нн н н и и и и и и и и и и и и и и и и
TOF	00000000000000000000000000000000000000	00000000000000000000000000000000000000
SUBJECT	* * APADOUGULUS * * * * * * * * * * * * * * * * * * *	BEREALD STATE OF THE PROPERTY

*** POSITIVE ATTENDANCE *** SUBJECT WSCH A. JYSIS RUN ON: 6, 13-2001 09:59:30 REPORT INCLUDES: GROSSMONT COLLEGE ONLY *** ALL SHORT TERM CLASSES ***

DIVISION -- BUSINESS AND PROFESSIONAL STUDIES

SUBJECT TOP	TOTAL FTEF	MAX WSCH	MAX WSCH/FTEF	EARNED WSCH	EARNED WSCH/FTEF	% OF MAX
62A 210500 62B 210500 62C 210500 62D 210500 99 210500	 00 70.00 70.00	8 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	1007.46 1007.46 1007.46 1007.46 690.29	2222 2222 2342 2342 23 23 23 23 23 23 23 23 23 23 23 23 23	3333. 3335. 3358. 257. 463 7. 7. 7.	33 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
299 051400 * BUS	.133	90.00	676.69 676.69	32.00	240.60 240.60	35.55 35.55
299 130510 * CD	.468	289.72 289.72	619.05 619.05	130.84 130.84	279.57 279.57	45.16 45.16
185A 070300 186A 070300 * CSIS	. 066 . 132	24.00 24.00 48.00		18.00 30.50 30.50	272.72 189.39 231.06	75.00 52.08 63.54
112 219900 * HESC	.084	60.00	714.28 714.28	24.75 24.75	294.64 294.64	41.25 41.25
**** BUSINESS	AND PROFESSIONAL 1.219	STUDIES 850.22	* * * * * * * * * * * * * * * * * * *	341.09	279.81	40.11

SKUS71-II RUN ON: 6, 13-2001 09:59:30 REPORT INCLUDES; GROSSMONT COLLEGE ONLY *** ALL SHORT TERM CLASSES ***

*** DAILY CENSUS CLASSES *** DIVISION -- BUSINESS AND PROFESSIONAL STUDIES

DAILI CENSOS CLASSES EARNED	EARNED WSCH/FTEF % OF MAX	71.00 258.27 45.07 219.38 234.93 28.88 33.00 197.60 31.42 11.50 212.56 92.00 334.88 234.21 32.37	36.00 176.00 204.00 16.00 54.00 58.00 120.30 54.00 540.00 58.00 45.00 45.00 45.00 45.00 45.00 45.00 45.00 45.00 45.00 45.00 45.00 45.00 45.00	10.00 222.00 553.61 66.00 330.00 63.97 361.97 401.74	40.00 345.86 38.00 345.86 38.00 285.71 79.16 72.91 264.00 283.56 84.61	78.00 520.00 113.04 78.00 520.00 113.04	35.00 522.38 100.00 26.00 388.05 86.66 61.00 455.22 93.84	120.00 600.00 133.33 120.00 600.00 133.33	22.00 333.33 396.00 206.74 106.45 372.00 194.43 100.00 236.58 106.45 106.45 389.25 236.58 100.00
MAX	WSCH/FTEF EA	572.93 813.21 628.74 231.05 723.44	4447.76 7449.06 7459.06 720.00 751.12 751.87 71.87	2988.150 6472.00 6472.00 7330 7330 7330	3360 3360 3360 3360 360 360 360 360 360	460.00 460.00	0444 0246 0756 075 007	450.00 450.00	00000000000000000000000000000000000000
100	MAX WSCH	157.50 759.38 105.00 1034.38	22000 2000 6000 1000 772 722 000 000 000 000	300.00 1350.00 125.00 581.41	2444 488.00 1922.00 312.00	00.69	35.00 30.00 65.00	00.06	33.00 372.00 372.00 389.20 755
OFESSIC	TOTAL FTEF	. 274 . 933 . 167 1. 429			 	.150		.200	
BUSINESS	TOP	210500 210500 210500 210500 J	051400 051400 0510200 0510400 050990 050990	13 13 13 13 13 13 13 13 13 13 13 13 13 1	070300 070300 070300 070300 I S	121300 TE	130630 130400 CS	219900 SC	12203000 12203000 12203000 12003000
LIVISION -	SUBJECT	AOU 101 AOU 104 AOU 119 AOU 299 ****** AO	BUS 086 BUS 120 BUS 121 BUS 252 BUS 256 BUS 256 BUS 256 BUS 257	CD 104 CD 125 CD 125 ************************************	CSIS174B CSIS175B CSIS274B CSIS299 ***** CSI	CVTE225 ****** CV	FACS163 FACS166 ****** FA	HESC110 ****** HES	NURS117 NURS133 NURS135 NURS137 NURS211

MMIB – APPENDIX 13 FISCAL YEAR FTES ANALYSIS BY PROGRAM REPORT

GCCCD 06/07 Grossmont College Program Review Program Data Elements

		01/0	02/03	03/04	04/05	05/06
<u>Business Mana</u>	gement (0506.00)				,	
Course #						
Bus 115						
Bus 140						
Bus 141						
Bus 155						
Bus 156						
Bus 158						
Bus 160						
Bus 199						
	•					
FTES						
Summ	er		0	0	0	0
Fall		41		351	291	300
Spring		29		288	249	279
	I WSCH	70		639	540	579
Tota	I FTES	23.6	26.50	21.30	18.00	19.30
Тор	050600 Bus. Management - U	Unrestricted \$117,70	\$ \$194,812	\$87,684	\$34,304	\$37,362
Costs	per FTES	\$4,987.6	\$7,351.40	\$4,116.62	\$1,905.78	\$1,935.85
	050600 Bus. Management - F	Restricted \$	\$0	\$0	\$0	\$0

GCCCD 06/07 Grossmont College Program Review Program Data Elements

	01/02	02/03	03/04	04/05	05/06
International Business & Trade (0508.00)					
Course #					
Bus 250					
Bus 251					
Bus 253					
Bus 256					
Bus 257					
Bus 258					
FTFO					
FTES	0	0	0	0	0
Summer	0	0 280	241	205	224
Fall	355 201	132	115	102	165
Spring Total WSCH	556	412	356	307	389
Total FTES	18.53	13.75	11.88	10.24	12.98
100011120					
Top 050800 Inter Bus & Trade - Unrestricted	\$97,641	\$69,619	\$73,523	\$73,620	\$27,991
Costs per FTES	\$5,269.35	\$5,063.20	\$6,188.80	\$7,189.45	\$2,156.47
3000 901 1 120	70,200.00	,0000			
	0.0	@ 0	e o	0.0	ው ለ
050800 Inter Bus & Trade - Restricted	\$0	\$0	\$0	\$0	\$0

GCCCD 06/07 Grossmont College Program Review Program Data Elements

			01/02	02/03	03/04	04/05	05/06
<u>Marl</u>	keting & Di	stribution (0509.00)					
Cour	se#						
	Bus 118						
	Bus 142						
	Bus 144						
t	Bus 146						
	Bus 147A	1					
	Bus 252						
	FTES						
	Summ	er	33	0	0	0	0
	Fall		385	440	397	327	126
	Spring		443	519	353	324	302
		al WSCH	861	959	750	651	428
	Tot	al FTES	28.68	31.97	24.98	21.70	14.25
	Тор	050900 Marketing & Distribution - Unrestr.	\$4,343	\$939	\$1,916	\$1,097	\$22,192
	Casta		C1E1 12	ድባር 37	¢76.70	ren ee	04 557 22
	Costs	per FTES	\$151.43	\$29.37	\$76.70	\$50.55	\$1,557.33
		050900 Marketing & Distribution - Restr.	\$0	\$0	\$0	\$3,560	\$10,384

MMIB – APPENDIX 14

FISCAL DATA: OUTCOMES PROFILE

				APPENDIX 14	NX 14					
MMIB - PROGRAM REVIEW	M									
	Ver 1 T. C. C. State Communication Communica	The state of the s							especial programme description of the second	**************************************
			14, Fi	14. Fiscal Data: Outcomes Profile	utcomes P	rofile				
I. Semester/Year	Fall 2001 S	Spring 2002	Fall 2002	Spring 2003	Fall 2003	Spring 2004	Fall 2004	Fall 2002 Spring 2003 Fall 2003 Spring 2004 Fall 2004 Spring 2005 Fall 2005	Fall 2005	Spring 2006
2 Enrollment	468	432	555	540	391	315	302	275	246	312
3. Earned WSCH/FTEF	4544.7	4035	5105.94	4415.81	4679.67	3682.27	3716.41	3187.34	3418.6	3937.27
4. Total FTES	70.81	81	75	72.22	Ñ	58.16	4	49.94	4	46.53
5. Cost/FTES	3102	32	36	3674	2	2804	CA	2183	_	1881
6. Total Cost/Fiscal Year	\$219,652.62	52.62	\$265,	\$265,336.28	\$163	\$163,080.64	\$108	\$109,019.02	\$87,	\$87,522.93
7. Total Revenue	\$247,835.00	35.00	\$252,	\$252,770.00	\$203	\$203,560.00	\$174	\$174,790.00	\$162	\$162,855.00
8. Other Revenue										

MMIB – APPENDIX 15 ADVISORY COMMITTEE MEETING REPORTS

GROSSMONT COLLEGE

MINUTES OF THE HOSPITALITY & TOURISM

ADVISORY COMMITTEE MEETING

24 APRIL 2007

IN ATTENDANCE

Evonne Darby Barona Valley Ranch Resort & Casino

Brian P. Blake Internship & Placement Director- San Diego State University

Laura Kuebel Program and Outreach Coordinator - Hostelling International,

San Diego Council

Beverly Mascari Owner, Director of Guest/Public Relations – Anthony's La

Mesa

Jeff Wood Business/Virtual Enterprise Teacher - Mount Miguel High School

Jeanette Perez Director of Guest Services – SDEVB

Charles Hansen Vice President of Community Affairs – Viejas Enterprises

Dan Conaway Historic Highway 80 Corporation / Retired Attorney

Fred Allen Sr. Dean, Business & Professional Studies, Grossmont

Eric Lund General Manager, East County Visitors Bureau

Priscilla Roger Instructor & Coordinator, MMIB & Hospitality & Tourism

CALL TO ORDER

The 1st Meeting of the Tourism Panel Review Workgroup Meeting was called to order at 3:00PM.

OVERVIEW

A group of diverse members of the community which included business leaders, hoteliers, educators, administrators and tourism industry specialists met to discuss the tourism hospitality program offered at Grossmont College.

The meeting goals included the following:

- Assess the results of the program to date
- Offer feedback and ideas for improvements
- Analyze student learning outcomes
- Effectiveness of courses offered at Grossmont College with regards to alignment with San Diego State articulation

DISCUSSION OF THE PROGRAM

It was discussed that Grossmont College continue to adjust the hospitality & Tourism Program to enable students to be prepared for entry into the workplace. It was also discussed that we continue to work closely with our colleagues and the industry to ensure development of the program as a part of educational career path through four year colleges offering tourism and hospitality curriculum degrees. It was mentioned that San Diego State University program is seriously impacted and that they were referring student to us for their first two years.

Further discussed were the following:

- Develop a mentoring program for students
- Improve the quality and variety of guest speakers related to key subject matter topics
- Increase the size of the workgroup to add additional voices from the industry and educators
- Survey students to identify needs and wants relating to subject matter and course offerings to satisfy their career and /or educational pathways
- Develop student learning outcomes that are in alignment with other four year colleges like SDSU
- Increased need for communication and networking skills
- Need for some one unit courses/classes in the areas of entry level management, leadership, personal selling skills and business ethics.

- Possible new Certificate Programs were discussed such as:
 - o Activities Coordinator (Exercise & Nutrition)
 - Spa Management
 - o Concierge Training
 - Event Planning

The group mentioned that we needed to do more in the way of marketing the program. It was commented that our program was excellent and more potential students need to find out about it. It was decided we would spend time at the next meeting looking at ways to improve marketing efforts.

In Summary, the workgroup had a very productive first meeting and plans were made to reconvene in the Spring of 2008 to further review the Grossmont College Tourism and Hospitality Program and assist in furthering its growth and development.

ADJOURNMENT

The meeting was adjourned at 5:00PM.

6.Britt





GROSSMONT COLLEGE MINUTES OF THE INTERNATION BUSINESS ADVISORY COMMITTEE MEETING 20 MARCH 2002

MEMBERS PRESENT

Carlos Arteaga Labs, Inc., General Manager, Adjunct Faculty
Mary Jean Del Campo ROP/Coordinator, Intl. Trade Center, S.D. Schools

Lois Knowlton Dean, Business and Professional Studies
Pat Miller Interim Coordinator, Marketing and Retailing

Leslie Pembroke Paxton, Shreve & Hays, Inc., Manager

Priscilla Rogers Rogers & Richards Intl Inc., Adjunct Faculty

Tanya Tate Student, Grossmont College

James Wegge Flight Suits, President, Marketing Instructor Rochelle Williams US Dept of Commerce, Intl Trade Specialist

MEMBERS NOT PRESENT

Gene Britt Coordinator, Intl. Business Marketing &

Management Program

Gary Gorton Tudla, Vice President Finance

CALL TO ORDER

The meeting began at 5:20PM and attending members introduced themselves.

COURSE OUTLINES - REVIEWS AND REVISIONS

Priscilla Rogers discussed the changes and revisions made to the International Business courses in the recent review board. The changes were recommended by Gene Britt and presented to the board by Priscilla Rogers. The following were discussed:

Business 250 – Change of text

Business 251 - Course content and text.

Business 253 - Change of catalog description, outside assignments added and text.

Business 256 - Change of outside assignments added and change of text.

Business 258 - Change of text.

Business 266/67 – Optional Texts were added.

There were no questions or additional discussion regarding these changes.

REVIEW OF CUSTOMS BROKER COURSE

Leslie Pembroke reviewed the Customs Broker License Exam Preparation Course that started in January. Leslie Pembroke taught the class and felt that it was a success as there were a total of 18 students. It has been determined that the minimum number of students to make the program financially successful is 8. So far our pass rate in the federal exam has been better than the national average. Advertising was felt to be quite successful this time and Leslie mentioned that we should do the same and add getting brochures out to Calexico for the next class in July.

INTERNSHIP PROGRAMS

Pat Miller, as coordinator for this program, gave us an up-date as to where the program was this year. There was a lot of interest in this topic and a lively discussion took place. It was mentioned that the internship program has been going on at Grossmont for at least 20 years. Gene Britt has run this program in the past and Pat Miller has taken on the responsibilities for the last 3 spring semesters. All of our students were placed this year including some last minute special requests.

Mary Jean Del Campo discussed how the program at Point Loma High School is run. Of special interest to all was the fact that many of the students were offered jobs with their internship companies. Mary Jean felt that the San Diego business community has been extremely helpful on an on going basis to her and the program.

Rochelle William shared with us the success of the internship program at the Department Commerce. Also mentioned was a summer program that the World Trade Institute was running for high school juniors. All felt that the internship programs were extremely helpful and positive for the international students.

HOSPITALITY AND TOURISM MANAGEMENT

Lois Knowlton introduced the committee to two new and very exciting programs — Hospitality & Tourism Management and Culinary Entrepreneurship. The Hospitality & Tourism Management program was written so that the student can transfer directly to the SDSU Hospitality & Tourism Management program as a junior. This is very important because it give the Grossmont student an advantage in going to State, as every class is transferable.

Also introduced at this time was another new program, Culinary Entrepreneurship. This course is designed to educate the student in the culinary arts field as well as prepare them to be business owners and managers. This will be very important to our students as new restaurant businesses have a high failure rate due mostly to a lack of managerial skills.

Both of these programs received positive feedback from all participants. The general comments were that these were really well organized programs and perfect for the San Diego area.

FUTURE OF THE INTERNATIONAL BUSINESS PROGRAM

Lois Knowlton informed us that Gene Britt's last semester would be Spring of 2003. And that in the meantime, due to the hours he had banked, he would be working a reduced workload. There was a general and unanimous concern that the position of Coordinator of the International Business program needed to be filled as soon as possible. This program is important to the school, to the students (both US and foreign), and to the community and it needs to have someone lead it into the future. Everyone felt that it needed someone who was or would be involved in the international community here in San Diego and committed to the growth of international business and globalization.

THE INTERNATIONAL BUSINESS PROGRAMS, GENERAL DISCUSSIONS AND RECOMMENDATIONS

In terms of general discussions, there was definite agreement amongst the members of the committee that there should be some additional classes added that would offer some unique educational experiences for our students. We discussed the fact that many students come to Grossmont for practical experience and useful information. This has been manifested in some of the shorter but well attended classes such as Global Sourcing, Buying and Manufacturing (1.5), International Transportation (1.5), International Finance (2), and Import/Export Procedures (2).

The classes that were recommended were the following:

- International Ethics a class dedicated to discussion of ethics and business practices
- International Business Geography a course to help students learn about foreign countries and their locations.
- International Etiquette a class dedicated to helping students manage the different business social situations encountered in international business. An SDSU instructor was recommended as being an excellent teacher of this course. Selma Meyers, an expert in intercultural business relations, was also suggested.
- Global Logistics a class, which goes beyond just transportation to total logistics (mention was made of what is being offered at Alliant International University).
- International Business Language short but intense study of a foreign language directed at the international businessperson. Jim Wegge said that he had gone through the Berlitz type of instruction and found it very effective when he was working in another country in a foreign language. Such a program lasts approximately 50-60 hours.

Also discussed at this same time were ways to make more students aware of the International Business program. Some of the suggestions discussed were putting brochures and information wherever students stand in line – the admissions office and the bookstore were suggested in particular. Another suggestion was made to put an ad in the *Reader* as everyone (students) reads that because it is free.

We discussed also doing a survey of our current International Business Students to find out how they learned of the International Business Program and how they think we could reach more students. It was agreed upon that Priscilla Rogers would develop a survey in conjunction with Pat Miller and Carlos Arteaga. This survey would then be given to all of our current international business students.

Rochelle Williams very kindly brought current trade information from the Department of Commerce regarding mostly exports. The information will be copied and distributed to those who requested it.

1. 19

ADJOURNMENT

The maring was allowed at 8.30 PM.

MMIB – APPENDIX 16 LIST OF FACULTY MEMBERS

MARKETING, MANAGEMENT, INTERNATIONAL BUSINESS, RETAIL AND HOSPITALITY & TOURISM MANAGEMENT

LIST OF FACULTY MEMBERS – As of Spring 2008

FULL-TIME: Priscilla E. Rogers

FULL-TIME: Nate Scharff (2 Classes)

ADJUNCT: Carlos Arteaga

Olivia Carroll

DeAnna Luna

Eric Lund

Patricia Miller

Lance Montalto

Janis Pellum

Leslie Pembroke

John Spelta

MARKETING, MANAGEMENT, INTERNATIONAL BUSINESS RETAIL AND **HOSPITALITY & TOURISM MANAGEMENT PROGRAM REVIEW Questions and Answers**

MARKETING, MANAGEMENT, INTERNATIONAL BUSINESS RETAIL AND HOSPITALITY & TOURISM MANAGEMENT PROGRAM REVIEW

Summary Evaluation