

**Montana University System**  
**PROGRAM REVIEW**

**Institution:** Montana State University Billings

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**Program Years:** 2014-15

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**List of the programs reviewed:**

University Campus:

- Human Services
- Rehabilitation and Related Services

City College:

- Accounting Technology
- Automotive Technology
- Computer Programming and Application Development
- Computer Systems Technology and Networking Technology
- Human Resources
- Medical Administrative Assistant
- Nursing
- Welding and Metal Fabrication Technology

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**Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:**

See the attached detailed individual Program Review summaries.

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**Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.**

See the attached detailed individual Program Review summaries.

**Montana University System**  
**PROGRAM REVIEW**

**Institution:** City College at Montana State University Billings

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**Program Years:** 2007-2014

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**List of the programs reviewed:**

AAS: Accounting Technology

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**Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:**

Retain program

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**Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.**

- The Accounting Technology Program is an open-entry plan of study that allows either Fall Semester or Spring Semester student startup to enable a timely experience.
- The Accounting Technology Program utilizes on-line as well as traditional classroom delivery methods to allow a flexible and global educational experience.
- Students in the Accounting Technology Program have the option of online or on-site education which can be mixed or exclusive.
- The Accounting Technology Program has maintained strong enrollment over the past seven years.
- Enrollment in the Accounting Technology Program has averaged 65% higher enrollment than the average of Montana State University Billings program enrollment.
- Placement of Accounting Technology Program graduates has remained high during the past seven years,
- Average number of Accounting Technology Program graduates during the past seven years has surpassed the average per program graduation rates.
- The Accounting Technology Program degree articulates with two Montana State University Billings' Bachelor's degrees (Bachelor's of Applied Science and Bachelor's of Liberal Studies).
- Dual enrollment with Montana high schools is available through the Accounting Technology Program in concert with Big Sky Pathways.
- The current Occupational Outlook Handbook forecasts an 11-13% growth of entry level accounting, bookkeeping, and auditing positions during the period of 2012-2022.

Table 1.1 Accounting Technology Program Enrollment, Graduates, and Placement

<b>Year</b>	<b>AAS Majors</b>	<b>Graduates AAS</b>	<b>Placement</b>
<b>2014-15</b>	<b>55</b>	<b>11</b>	
<b>2013-14</b>	<b>47</b>	<b>9</b>	<b>100%</b>
<b>2012-13</b>	<b>48</b>	<b>12</b>	<b>88%</b>
<b>2011-12</b>	<b>59</b>	<b>12</b>	<b>100%</b>
<b>2010-11</b>	<b>49</b>	<b>9</b>	<b>89%</b>
<b>2009-10</b>	<b>45</b>	<b>7</b>	<b>100%</b>
<b>2008-09</b>	<b>51</b>	<b>11</b>	<b>100%</b>
<b>2007-08</b>	<b>49</b>	<b>10</b>	<b>100%</b>

**Montana University System**  
**PROGRAM REVIEW**

Institution: City College at Montana State University Billings

Program Years: AY 2008-09 through 2015-16

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**List of the programs reviewed:**

AAS/CAS Automotive Technology

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**Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:**

We would recommend to continue the program as established. Enrollment is steady, and according to the Department of Labor, automotive technicians continue to be in need

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**Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.**

- The AAS degree is Master Automotive Service Technician (MAST) Certified through the National Automotive Technician Education Foundation. This organization is the education branch of the Automotive Society of Engineers (ASE); the industry recognized standard of excellence.
- The students take ASE certification exams while they are still students so will enter the industry with certifications.
- The Certificate stacks with the Associate Degree, therefore if a student isn't able to return for the second year, they can exit with a Certificate of Applied Science.
- We have an articulation agreement with Montana State University Northern to allow the Associate of Applied Science Graduates to enter as a junior in the Automotive Technology Bachelor of Science.
- Most students complete an internship; this enhances the student's success for job placement and preparation for the work force.
- Many students are active in the SkillsUSA student organization. Every year there is a state competition which includes technical and leadership skills. In the past seven years City College at Montana State University Billings has consistently had students place in the top three in the State. Two of the students have qualified for the National Competition, earning 9<sup>th</sup> and 20<sup>th</sup> place in the nation. An automotive instructor has always been an advisor for this organization. The students also host an annual free Winter Inspection open to the public.

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- The enrollment and graduation numbers in the program are strong and consistent.

<b>Year</b>	<b>Pre-Majors/ Majors AAS/CAS</b>	<b>Graduates (AAS/CAS)</b>	<b>Placement of Survey Respondents</b>	<b>Average Salary</b>	
<b>2014-15</b>	<b>36</b>	<b>10</b>	<b>NA</b>	<b>NA</b>	
<b>2013-14</b>	<b>31</b>	<b>11</b>	<b>100</b>	<b>\$34,666</b>	
<b>2012-13</b>	<b>47</b>	<b>9</b>	<b>100</b>	<b>NA</b>	
<b>2011-12</b>	<b>43</b>	<b>12</b>	<b>100</b>	<b>\$26,460</b>	
<b>2010-11</b>	<b>47</b>	<b>9</b>	<b>100</b>	<b>\$30,853</b>	
<b>2009-10</b>	<b>48</b>	<b>6</b>	<b>100</b>	<b>\$35,667</b>	
<b>2008-09</b>	<b>42</b>	<b>3</b>	<b>100</b>	<b>NA</b>	
<b>2007-08</b>	<b>30</b>	<b>15</b>	<b>100</b>	<b>\$40,371</b>	

**Montana University System**  
**PROGRAM REVIEW**

**Institution:** Montana State University Billings

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**Program Years:** 2008-2014

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**List of the programs reviewed:**

Bachelors of Science in Human Services

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**Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:**

Retain the Bachelors of Science in Human Services

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**Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.**

- The B.S. in Human Services is a valuable program that has been preparing professionals for a wide range of positions in the fields of case management and social work related employment since the 1980's.
- The program is one of the few that broadly focuses on the field of human services in Montana, which is closely related to the field of social work. However, students focus more specifically on concentrations that include serving populations in mental health, disability, and family systems.
- Although this degree is meant to prepare most graduates for employment primarily as professionals capable of casework with a diverse population, in an effort to expand employment opportunities for graduates, a concentration in Substance Abuse Counseling was recently added. The addiction counseling emphasis adds addiction assessment and treatment classes to increase the student's knowledge of addiction and their eventual employability in the community.
- Graduates of the B.S. in Human Service program have found employment in state agencies, community based rehabilitation and mental health centers, rehabilitation facilities, and public social service organizations. Specific local employers include: Boys and Girls Club, Family Tree, Family Service, Inc., Mental Health Center, Montana Women's Prisons, and Yellowstone Boys and Girls Ranch.

<b>AY</b>	<b>Enrollment</b>	<b>Graduates</b>
<b>2014-2015</b>	94	6
<b>2013-2014</b>	93	5
<b>2012-2013</b>	98	10
<b>2011-2012</b>	95	5
<b>2010-2011</b>	100	5
<b>2009-2010</b>	106	1
<b>2008-2009</b>	95	3

Montana University System  
PROGRAM REVIEW

Institution: Montana State University Billings

Program Years: 2008-2014

List of the programs reviewed:

Bachelors of Science in Rehabilitation and Related Services

Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:

Retain the Bachelors of Science in Rehabilitation and Related Services

Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.

- The B.S. in Rehabilitation and Related Services is a unique degree in Montana.
- Rehabilitation is defined as the restoration, re-adaptation, or re-education to fullest physical, mental, social, vocational, and economic usefulness following a disabling injury or disease. Thus the role of the rehabilitation counselor involves aiding adult clients with disabilities through the techniques of job development and placement, case management, vocational counseling and assessment, and effective counseling. The aim of the treatment program is to allow clients to overcome mental, physical or emotional disabilities and to become self-sufficient and productive citizens. The rehabilitation curriculum is focused on preparing professionals for employment in rehabilitation settings.
- Graduates have found employment in state rehabilitation offices, supported employment programs, community-based vocational programs, and centers of independent living. Local employers include: CORE Enterprises, Career Guidance Center, State Vocational Rehabilitation, Eagle Mount, and STEP (Support and Techniques for Empowering People).

AY	Enrolled	Graduated
2014-2015	15	6
2013-2014	12	5
2012-2013	15	10
2011-2012	9	5
2010-2011	17	5
2009-2010	12	1
2008-2009	6	3

# Montana University System

## PROGRAM REVIEW

Institution: City College at Montana State University Billings

Program Years: 2008-2015

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### List of the programs reviewed:

Computer Programming and Application Development

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### Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:

Retain program

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### Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.

- The Computer Programming and Applications Development (CPAD) Associate of Science degree provides a well-rounded core in the 3 main venues of computer software technology today
  - software programming and development (applications and aps),
  - web design, and
  - information technologythis provides a solid and well-rounded foundation for students whose career goals span a wide range of disciplines within the rapidly changing field of computer technologies.
- Python, C#, C++ languages and CISCO I have been added to the CPAD program to provide students with a more solid background in the computer programming languages presently in demand in the hi-tech job market.
- The CPAD Capstone course has been developed to encourage students to take on high level programming challenges as project along with a final presentation element that is public to expose the business and hi-tech community to the level of programming skills City College students have attained.
- The program designed to teach students to apply their knowledge to solving practical problems by working individually and collaboratively.
- The CPAD program is designed to: provide a challenging and appropriate curriculum that will prepare students for productive careers or further education in a 4-year baccalaureate program.
- The program utilizes traditional classroom and practical lab experience delivery methods to ensure a flexible
- The program has maintained a strong enrollment over the past five years.



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<b>Year</b>	<b>Pre-Majors/ Majors AS/AAS</b>	<b>Graduates (AAS/CAS)</b>
<b>2014-15</b>	29	5
<b>2013-14</b>	37	9
<b>2012-13</b>	42	6
<b>2011-12</b>	45	13
<b>2010-11</b>	41	4
<b>2008-09</b>	39	9
<b>2007-08</b>	32	1

# Montana University System

## PROGRAM REVIEW

Institution: City College at Montana State University Billings

Program Years: 2008-2015

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### List of the programs reviewed:

Computer Systems Technology and Networking Technology

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### Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:

Retain program

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### Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.

- The program reached a peak in 2010 - 2012 when employment demand was high coupled with relatively high unemployment. Since that time we have experienced a correction in the number of students and graduates. We are now starting to build back to a healthy number of graduates and students for the size of the program and local employment needs.
- One feature of the program is that if students want to change to Computer Desktop/Network Support during their first year, they can make that change without taking additional classes. We have seen some students change to the Computer Desktop/Network Support program that started in Computer Systems Technology as it better meets their educational needs.
- The courses in this degree are constantly updated and added as the computer industry changes constantly. For example: Microsoft and Cisco both change software and certification requirements every two to three years. We have added courses to keep our curriculum and plan of study current.
- The program has received outside recognition both within the faculty ranks and student success. One of our instructors was selected as North America's instructor of the year for the Cisco Networking Academy. City College students have won the state-level Networkers competition and have placed in the top ten in North America every year they have competed. We have had a student earn a place on the very select Cisco Dream Team.
- We have placed students in various employment opportunities in Montana and the region. We have had one student hired by Cisco in to their very competitive TAC (Cisco Technical Assistance Center) unit. He was one of the first two graduates of the Cisco Academy program worldwide to be hired into that unit with a two year AAS degree.
- The Networking Technology certificate is a one year exit point option, for the students in the Computer Systems Technology degree that only want the CCNA curriculum.

**Montana University System**  
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<b>Year</b>	<b>Pre-Majors/ Majors AS/AAS</b>	<b>Graduates (AAS/CAS)</b>
<b>2014-15</b>	38	15
<b>2013-14</b>	49	13
<b>2012-13</b>	42	8
<b>2011-12</b>	62	19
<b>2010-11</b>	80	15
<b>2008-09</b>	60	9
<b>2007-08</b>	40	5

**Montana University System**  
**PROGRAM REVIEW**

Institution: City College at Montana State University

Program Years: AY 2008-09 through AY 2015-16

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**List of the programs reviewed:**

Human Resources

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**Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:**

- Retain Program
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**Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.**

- The program has in-class, online and summer course offerings and it also can be completed 100% online. The plan of study utilizes dynamic course offerings to facilitate a shorter completion time and ensures a flexible but rigorous education experience for students.
- Expected job growth in the HR field is expected to increase by 14% in Montana and 11% in the U.S. which will provide career opportunities for our graduates.
- The program has as a direct articulation with MSUB College of Business so students have a path to enhance their skills and further their education.
- The program is career oriented and students are expected to intern in the human resource field. The internship provides students with practical work experiences and provides them opportunities to gain new skills and sharpened those obtained in their studies.
- Graduation rates have maintained steady and enrolment rates in the program have tracked consistently with the overall enrollment of the University. The ebb and flow of graduation rates can be attributed to high part-time student enrollment.

Academic Year	Headcount	Graduates
2014-2015	27	5
2013-2014	20	11
2012-2013	29	14
2011-2012	37	7
2010-2011	39	6
2009-2010	34	7

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2008-2009	43	13
2007-2008	39	11

# MONTANA UNIVERSITY SYSTEM

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## **Program Review City College at Montana State University Billings Program Years 2008-15**

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List of the program reviewed:

Medical Administrative Assistant - A.A.S. Degree

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Decision(s) concerning the future of the program(s), based on the program review criteria established at the Campus:

- Retain program
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Medical office occupations rank among the careers with the largest anticipated job growth in the next decade, with the Bureau of Labor Statistics expecting employment of medical administrative occupations to grow by 27% through 2018. With Billings having the largest, fastest growing medical facilities in the state and with an aging population, this growth trend can definitely be expected to continue.

The Medical Administrative Assistant Program can also serve as a pathway to a Bachelor of Applied Science Degree at Montana State University Billings or other four-year colleges. Several students in this program have or are pursuing this option.

The City College program utilizes online (through Desire to Learn) and traditional classroom delivery methods to ensure a flexible educational experience for students. More than half of the required classes are offered online to accommodate those students who are place bound; having these online options is an attractive benefit for students seeking this degree.

As a capstone training experience, students are encouraged to complete a one-semester internship in a medical administrative support position. This internship allows students to apply learned competencies to practical work experience and enhances the student's success for job placement. These internships help to

create educational partnerships between MSU-Billings, faculty, the business community, and students.

Course materials and instructional approaches are continuously evaluated to ensure that they represent state-of-the-art technology and equipment. It is the goal of the Medical Administrative Assistant Program to align student outcomes with the educational and work experience requirements of The Association of Health Care Administrative Assistants (AHCAA).

Program modifications that have taken place over the last seven years include:

- Student learning outcomes for the program were identified in 2006.
- Learning outcomes for each course which are tied to program outcomes were established in 2007.
- City College listed student outcomes in the 2008-09 Catalog.
- Learning objectives were revised during Spring Semester 2011.

The Medical Administrative Assistant Program is undergoing a program review and will begin program modifications to ensure relevance of all courses to the ever-changing skills required of Medical Administrative Support personnel.

<b>Year</b>	<b>Graduates AAS</b>
<b>2014-15</b>	<b>4</b>
<b>2013-14</b>	<b>9</b>
<b>2012-13</b>	<b>8</b>
<b>2011-12</b>	<b>12</b>
<b>2010-11</b>	<b>14</b>
<b>2009-10</b>	<b>8</b>
<b>2008-09</b>	<b>6</b>

**Montana University System**  
**PROGRAM REVIEW**

**Institution:** City College at Montana State University Billings

**Program Years:** ASN in Registered Nursing 2008 to present, AAS Practical Nursing 1989 to present

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**List of the programs reviewed:**

ASN in Registered Nursing and AAS in Practical Nursing

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**Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:**

Retain programs; however, there is a state-wide curriculum change being written for the nursing programs that is proposed to start fall 2016 from the work on the Montana Healthcare Grant

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**Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.**

- The nursing programs have a maximum number of 80 students every semester. This number has been set with the State Board of Nursing based on needed clinical sites.
- Twenty new students are taken into each program twice a year.
- The enrollment data is confusing because the students get coded when they choose a program and there are students that are in the pre-requisite courses that sometimes don't get coded into the actual nursing courses. Also, the AAS practical nursing program is the first two semesters of the ASN registered nursing program and many of the students in the AAS program are coded for the AS program as that is their goal.
- The attrition rate once students get into the nursing programs is low. Only 1 to 2 students are lost a year and usually do to personal issues.
- The enrollment data is only for fall semester and students are admitted spring semester too.
- According to the nursing advisory board and state data there is a need that continues to increase for nurses.



- The program utilizes online, hybrid, and traditional classroom, skill laboratory, and clinical delivery methods to ensure a flexible but rigorous education experience for students.
- The programs have maintained positive enrollment and graduation numbers over the past seven years.

#### Enrollment Data

		Fall 2008	Fall 2009	Fall 2010	Fall 2011	Fall 2012	Fall 2013	Fall 2014	Fall 2015 - prelim
063	Nursing	24	31	43	40	38	39	41	39
063P	Nursing P	184	345	372	268	242	196	190	227
092	Practical Nursing	37	46				2	2	
092P	Practical Nursing P	53	12	9	3	1	9	2	3

#### Graduation Data

			2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015 current
063	Nursing	AS		24	31	35	42	38	40	41
092	Practical Nursing	AAS	51	36	44	40	38	41	39	31

## Montana University System

### PROGRAM REVIEW

Institution: City College at Montana State University Billings

Program Years: AY 2008-09 through 2015-16

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#### List of the programs reviewed:

AAS/CAS Welding and Metal Fabrication Technology

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#### Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:

We would recommend to continue the program as established. Enrollment is steady, and according to the Department of Labor, welders/metal fabricators continue to be in need.

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#### Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.

- The AAS degree in welding and metal fabrication qualifies the students in the weld testing procedures recognized by the American Welding Society, American Petroleum Institute, and the American Society of Mechanical Engineers.
- Students master the exact weld procedures and weld techniques used in the hiring process at a majority of the industries with a high demand for welder fabricators. These skills can place students at an accelerated level in the work place.
- The Certificate of Applied Science stacks with the Associate Degree, therefore if a student isn't able to return for the second year, they can exit with a Certificate of Applied Science. Students also have an option to receive a one semester certificate of Technical Study, allowing them to enter the workforce with basic welding and fabrication skills, as well as, a solid foundation in safety.
- We have a high student placement rate with local businesses and demand is constant in this region for our graduates. The welding program has supported these industries with high quality employees and opportunities to present their businesses' in front of the classroom.
- Many students are working with local business owners to be able to continue with school, and work limited hours in a shop environment. There is a high degree of continued employment after graduation, and requests for student welders is steady.
- The enrollment and graduation numbers in the program are strong and consistent.

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Year	Pre-Majors/ Majors AAS/CAS	Graduates (AAS/CAS)	Placement of Survey Respondents	Average Salary	
2015-16	37				
2014-15	68	21	NA	NA	
2013-14	80	15	100%	\$45,160	
2012-13	51	11	100%	\$48,750	
2011-12	37	9	83%	\$36,533	
2010-11	38	8	100%	\$54,080	
2009-10	42	12	100%	\$38,393	
2008-09	25	13	88%	NA	