

# San Antonio College

## Degree or Certificate Program and Concentrations Learning Outcomes & Measures

**Date:** November 30, 2005

**Division:** Professional & Technical Education **Dean:** Dr. Lula W. Pelayo

**Department/Discipline:** Business/Banking & Financial Services

**Chair/Director:** Vernell E. Walker

**Program Coordinator:** Maria Davis

**Building Name and Room:** Moody Learning Center (MLC) 510

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- I. **Degree, Certificates or Concentration or Unit in Support of:**  
Banking & Financial Services Degree AAS
  
- II. **Expected Program/Unit Learning Outcomes:** The intended outcomes of the Banking and Financial Services Program are to provide students:
  - Jargon and the practices of current banking methods,
  - Resources for laws which govern the uses and practices of banks, and
  - Sensitivity to the mistakes of history.
  - Quantitative and qualitative tools to manage resources judiciously,
  - Articulation for communicating management requests and goals effectively,
  - Analytical skills in financial accounting of organizations,
  - Operational skills for managing institutions efficiently, and
  - Understand the seeds of inflation as well as deflation in a global society
  
- III. **Measures of Program/Unit Learning Outcomes:**
  - Capstone,
  - Satisfaction Surveys (Alumni, Employers, Grad School Advisors, Parents, etc.)
  - Locally Developed Exams and Assignments
  - Syllabus Audit

**A.** To ensure that our program/unit reaches these goals, our faculty members pursue the following outcomes:

- Use critical thinking to analyze contemporary issues.
- Demonstrate effective oral and/or written communication of ideas, informed opinions, and/or values.
- Demonstrate the ability to work effectively independently and/or in collaborative problem-solving groups.
- Identify principles and applications of personal, civic, and/or economic responsibility.
- Participate actively (class discussion, volunteerism, presentations, etc.) in issues significant to citizenship in contemporary society.
- Recognize the importance of diversity of opinion, abilities and cultures.

**B.** To achieve these program/unit outcomes, faculty members employ the following strategies:

- Update degree plans and certificates to respond to changes in each discipline
- Improve departmental advisement by providing information sheets for adjunct faculty.
- Share course offerings and changes with current students
- Hold open house or career information sessions for specific programs

**IV. List of Courses in Degree, Certificate or Concentration Program or Unit in Support of: Financial Services Industry Level I Certificate:**

BNKG 1303	Principles of Bank Operations
BNKG 1340	Money and Banking
BNKG 1343	Law and Banking
BNKG 1345	Consumer Lending
BNKG 1351	Selling Products and Services
BNKG 1356	Analyzing Financial Services
BNKG 1391	Special Topics in Banking and Financial Services
BNKG 2380	Co-Operative Education Banking and Financial Services

**V. Department Faculty and Staff**

**Chair:** Vernell E. Walker

Full-Time	Part-Time
Maria Davis, Assistant Professor	Bradley Beshea, Instructor
	Randy Majek, Instructor
	Mary Posch, Instructor
	Joe Villarreal, Instructor
	George Watts, Instructor

**APPROVED:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Signature of Dean)

**Five Year Review Assessments:**

The Five Year Review Assessments and recommendations were addressed by increasing enrollment through out-reach activities in the community and at the college, improving department faculty advisement by cross-training full-time faculty in all program, and continuously monitoring departmental performance and efficiency.