

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing form:		Linda Talbott		Curriculum/Department:		Office Systems Technology	
Purpose/Mission Statement:				Vision Statement: (3-5 years)			
The OST degree program prepares students to enter the job market as professional office assistants ready to meet the challenges of a constantly changing business environment. Graduates of the OST program will be "life-long learners" who understand the importance of updating their skills continuously throughout their careers.				Students are learning to efficiently and effectively use cutting edge technology in the areas of word processing, desktop publishing, spreadsheets, database, business graphics and communication software. They are using state-of-the-art computers in modern labs or are accessing the academic lab from personal computers at home. Students are learning to perform basic software and hardware installation and maintenance tasks as well as learning the basics of local area networks. Students are offered opportunities to complete courses via distance education opportunities, at night, on weekends, and at off-campus sites. Instructors are interacting with employers to continuously update course content to meet their needs. All graduates of the program have created portfolios to demonstrate competencies to prospective employers.			
Program Strengths:				Program Weaknesses:			
Instructor has 17 years teaching experience and over 12 years in-field experience. Healthy local job demand for graduates. Employers are pleased with quality of grads.				Low enrollment.			
Program Opportunities:				Program Threats:			
Possibility of developing early college agreements with local high schools.				Erroneous (and negative) assumption that the program produces "secretaries" rather than office professionals and an incorrect belief that these are dead-end jobs.			
Goal #	Values for Teaching	College Goals	2005-2006 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)		
1	6 9	1	Graduates will be satisfied with the skills they obtained in this program.	90% of graduates surveyed will indicate they are satisfied with the skills gained in this program.	Monitor the results of the survey of graduates as conducted in the annual program review process.		
2	6	1	Employers will be satisfied	90% of employers surveyed	Monitor results of the survey of		

	9		with the entry-level skills of graduates of this program.	will indicate they are satisfied with the entry-level skills of graduates of this program.	employers as conducted as part of the annual program review process.
3	6 9	1	Curriculum will be updated to reflect changes in NCCCS requirements and to make changes recommended by the Advisory Committee.	Changes will be approved by the C & I Committee.	Prepare and present curriculum changes to the C & I Committee. Report changes to Advisory Committee.

Budget Item Description: (Budget items requested from college funds)	Current Year Budget (Total Request):	Ongoing Operational Budget:	Expansion Budget:
Supplies-	\$400	\$400	
Equipment-	975	975	
Travel-			
Program Accreditation-	50	50	
Other-			
TOTALS	\$1425	\$1425	

Goal	Criteria Results Be sure to utilize most current data available	End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to your program, contingencies, etc.) Describe how you used the results to improve your program
1.	90% of graduates surveyed will indicate they are satisfied with the skills gained in this program.	According to the Annual Program Review, 100% of the respondents were "very satisfied" with the quality of instruction in program area courses and 100% were "very satisfied" with the overall quality of the academic program.
2.	90% of employers surveyed will indicate they are satisfied with the entry-level skills of graduates of this program.	According to the Employer Satisfaction survey, 100% of the employers were satisfied with the graduates they employed and with the technical skills of the graduates they employed.
3.	Curriculum will be updated to reflect changes in NCCCS requirements and to make changes recommended by the Advisory Committee.	Selected Topics in Office Technology was dropped from the program to comply with state requirements, and Executive Terminology was added.
4.		