

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing form:		Linda Talbott		Curriculum/Department:		OST Virtual Office Assistance	
Purpose/Mission Statement:				Vision Statement: (3-5 years)			
The curriculum is designed to prepare individuals to become independent contractors who possess the ability to offer administrative support services via e-mail, courier, fax, and telephone. Students will acquire office skills required in today's business environment including utilization of word processing, spreadsheets, desktop publishing, and presentation graphics software as well as the ability to implement electronic commerce via the Internet.				Students are developing office skills or building on their existing skills to become confident professionals able to offer a variety of office and administrative services through the latest methods of deliver such as file transfer, Internet and fax. They are developing professional portfolios and are learning to market their services effectively. Instructors are updating their knowledge by working with other faculty who possess e-commerce and Internet expertise.			
Program Strengths:				Program Weaknesses:			
Instructor has taken and passed the VOA certification test. The program shares courses and instructors with other programs and is, therefore, inexpensive to run.				The field is new and not many people have heard of it.			
Program Opportunities:				Program Threats:			
With the growth of on-line commerce, demand for the program should increase.				Lack of knowledge in service areas on campus about the program's career potential for our population.			
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 as part of the annual program review process.		
2	6 9	1	Employers will be satisfied with the entry-level skills of graduates from this program.	90% of employers surveyed will indicate they are satisfied with the entry-level skills of graduates from this program.	Monitor results of the survey of employers as conducted as part of the annual program review process.		
3	6 9	1	Student Services personnel will understand the merits and details of this program so they can assist the program coordinator in promoting it.	Enrollment will increase 50%.	Program coordinator will meet with Phil Weast, Barrie Rogers, Matthew Chadwick, and Jan Smith to seek their support.		

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-	50	50	
Program Accreditation-			
Other-			
TOTALS	\$1425	\$1425	

Note: OST and VOA budgets are combined. This is a copy of the OST budget and not an additional request.

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.	Graduates will be satisfied with the skills they obtained in this program.	No statistics.
2.	Employers will be satisfied with the entry-level skills of graduates from this program.	No statistics.
3.	Student Services personnel will understand the merits and details of this program so they can assist the	Met with Matthew Chadwick to go over merits and details of the program, but not sure this will result in higher quality recruiting

	this program so they can assist the program coordinator in promoting it.	result in higher quality recruiting.
4.		