

2006-2007 PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing form:	Elizabeth Haynes	Curriculum/Department:	Office Systems Technology -- Virtual Office Assistance
Purpose/Mission Statement:		Vision Statement: (3-5 years)	
<p>The Office Systems Technology -- Virtual Office Assistance (OST-VOA) degree program prepares students to enter the job market as administrative professionals ready to meet the challenges of a constantly changing business environment. The curriculum is designed to prepare individuals to become independent contractors especially able to implement electronic commerce via the Internet. Graduates of the OST-VOA degree program will be "life-long learners" who understand the importance of updating their skills continuously throughout their careers.</p>		<p>Students are learning to identify and utilize the required skills, knowledge, tools, and technical information necessary to effectively function as a professional office assistant. 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. Instructors are updating their knowledge by working with other faculty who possess e-commerce and Internet expertise. All graduates of the program have created portfolios to demonstrate competencies to prospective employers.</p>	
Program Strengths:		Program Weaknesses:	
<ul style="list-style-type: none"> • Lead instructor has over five years teaching experience and over 24 years business administration in-field experience. • The program shares courses and instructors with other programs and is, therefore, inexpensive to run. • Excellent facilities are provided to students. • Individual attention can be provided to students because of low student-to-instructor ratio. • Additional courses are being developed to be offered online to meet demands of students. 		<ul style="list-style-type: none"> • Low enrollment. • The field is new and not many people have heard of it. • Current course alignment may not assure that graduates are acquiring the knowledge and skills needed to be successful in the work place. 	

<ul style="list-style-type: none"> • People can prepare for administrative and office-related jobs within two years. 	
Program Opportunities:	Program Threats:
<ul style="list-style-type: none"> • Possibility of developing certification exams so as to enhance the employability of graduates. • Possibility of developing early college agreements with local high schools. • With the growth of on-line commerce, demand for the program should increase. 	<ul style="list-style-type: none"> • Erroneous (and negative) assumption that the program produces “secretaries” rather than administrative professionals. • Lack of knowledge in service areas on campus about the program’s career potential for our population.

Goal #	Values for Teaching	College Goals	2006–2007 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)
1	6 7 9	1	Students completing the program will obtain employment in the administrative services field.	<ul style="list-style-type: none"> • Over a three-year period, 75% of graduates in the OST-VOA program whose goal was to obtain a job will indicate that, within six months of graduation, they are employed in the field or they are continuing their education. • FTE enrollment in the OST-VOA program will increase by 50% by fall 2007. 	<ul style="list-style-type: none"> • Program Coordinator will monitor the results in the survey of graduates as conducted as part of the annual program review process. • Program Coordinator will establish and administer certification exams for graduates (e.g., International Association for Administrative Professionals, National Work Readiness Credential)
2	6 9	1 5 7	Upon graduation, OST-VOA majors will express satisfaction with their instructional program.	<ul style="list-style-type: none"> • On the annual survey of graduates for the past three years, 90% of OST-VOA program graduates will indicate satisfaction with the overall quality of the academic program. • On the annual survey of employers for the past 	<ul style="list-style-type: none"> • Program Coordinator will monitor the results in the survey of graduates as conducted as part of the annual program review process. • Program Coordinator will monitor the results in the survey of employers as conducted as part of the annual program review

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				<p>three years, 90% will indicate they are satisfied with the skills and knowledge of graduates from this program.</p> <ul style="list-style-type: none"> FTE enrollment in the OST-VOA program will increase by 50% by fall 2007. 	<p>process.</p> <ul style="list-style-type: none"> Program Coordinator will meet with appropriate SCC staff members to seek ideas and support for recruitment and retention by the end of the fall 2006 semester. Program Coordinator will meet with at least five local employers per semester to develop insight as to their needs with regard to the required knowledge and skills of office assistants. Program Coordinator will make at least one presentation per semester to groups from which potential students might be identified (e.g., high school classes, Rotary clubs). Program Coordinator will ensure that all OST courses can be offered as web-centered courses by the end of the 2006-2007 academic year.
3	1 2 5 6 7 9	1	<p>Business Knowledge and Skills: Students will demonstrate a basic understanding of common business practices</p>	<p>80% of all prospective graduates over a three-year period will score an average of 80% or above in each applicable course to indicate</p> <ul style="list-style-type: none"> a basic understanding of common business concepts 	<ul style="list-style-type: none"> At the end of each semester the Program Coordinator will collect the pertinent data from each of the course instructors and analyze the results. At the end of the 2006-2007 academic year the Program Coordinator will compare the

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				<p>and practices</p> <ul style="list-style-type: none"> • a basic understanding of accounting principles and the ability to apply this knowledge to a business organization • a basic understanding of the financial records of the organization and the ability to maintain such as directed • the ability to set up a working electronic commerce Internet web site 	<p>results with the desired outcomes and develop corrective action for those desired outcomes not achieved.</p>
4	1 2 5 6 7 9	1	<p>Office Administration Knowledge and Skills: Students will demonstrate the ability to identify and utilize the required skills, knowledge, and technical information necessary to effectively function as a professional office assistant</p>	<p>80% of all prospective graduates over a three-year period will score an average of 80% or above in each applicable course to indicate</p> <ul style="list-style-type: none"> • the ability to keyboard with speed and accuracy • the ability to operate word processing software so as to produce documents that are grammatically correct, error free, and in the correct form • the ability to compose and/or edit correspondence • the ability to produce accurate and 	<ul style="list-style-type: none"> • At the end of each semester the Program Coordinator will collect the pertinent data from each of the course instructors and analyze the results. • At the end of the 2006-2007 academic year the Program Coordinator will compare the results with the desired outcomes and develop corrective action for those desired outcomes not achieved.

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				<p>understandable reports or the data for reports as directed</p> <ul style="list-style-type: none"> • the ability to produce esthetically pleasing, readable, and informative publications • the ability to create, modify, and/or complete forms • the ability to create, maintain, and access records in the appropriate manner and form • the ability to use machine transcription, desktop calculators, facsimile machines, photocopying machines, postage meters, and other standard office equipment • the ability to organize work stations for effective work flow • the ability to plan and organize work so as to meet deadlines • the ability to select the appropriate technology tool(s) for an identified purpose and use the selected tool(s) effectively and 	

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				efficiently • the ability to effectively apply Internet technologies	

Budget Item Description: (Budget items requested from college funds)	Current Year Budget (Total Request):	Ongoing Operational Budget:	Expansion Budget:
Supplies - Printer cartridges, paper, USB foot pedals for machine transcription	\$1,290		
Equipment -			
Travel- Computer Instructors Conference	\$400		
Program Accreditation -			
Other -			
TOTALS	\$1,690		

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.	<p>Students completing the program will obtain employment in the administrative services field.</p> <ul style="list-style-type: none"> • Over a three-year period, 75% of graduates in the OST program whose goal was to obtain a job will indicate that, within six months of graduation, they are employed in the field or they are continuing their education. <p>▶ In the process of verifying the information on employment.</p> <ul style="list-style-type: none"> • FTE enrollment in the OST program will increase by 50% by fall 2007. <p>▶ Too early to tell if enrollment has increased.</p>	<ul style="list-style-type: none"> • Have started to build a chapter of the International Association of Administrative Professionals. • Major shortfall in the area of recruitment activities in general. Have proposed revisions to the current curriculum so as to address needs of potential employers. Have proposed two new concentrations (Legal Office Administration and Medical Office Administration) for the same reason.
2.	<p>Upon graduation, OST majors will express satisfaction with their instructional program.</p> <ul style="list-style-type: none"> • On the annual survey of graduates for the past three years, 90% of OST program graduates will indicate satisfaction with the overall quality of the academic program. <p>▶ All program graduates who have responded to the survey indicated satisfaction with the overall quality of the program</p> <ul style="list-style-type: none"> • On the annual survey of employers for the past three years, 90% will indicate they are satisfied with the skills and knowledge of graduates from this program. <p>▶ All employers who have responded to the survey indicated satisfaction with the overall quality of the program.</p> <ul style="list-style-type: none"> • FTE enrollment in the Office Systems Technology program will increase by 50% by 	<p>Results indicate that OST graduates are satisfied with their instructional program.</p>

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	fall 2007. ► Too early to tell if enrollment has increased.	
3.	Business Knowledge and Skills: Students will demonstrate a basic understanding of common business practices <ul style="list-style-type: none"> • 80% of all prospective graduates over a three-year period will score an average of B or above in each applicable course to indicate <ul style="list-style-type: none"> o a basic understanding of common business concepts and practices o a basic understanding of accounting principles and the ability to apply this knowledge to a business organization o a basic understanding of the financial records of the organization and the ability to maintain such as directed ► From Fall 2003 to Fall 2006, 17 OST students took a total of 34 business courses. 59% (10 students) had a GPA of 3.0 or above 12% (2 students) had a GPA of 2.0-3.0 29% (5 students) had a GPA of 0-1.0	This indicates to me (1) a need to emphasize to potential students that the course work is not easy and that a serious commitment to studies is required, and (2) that a better job needs to be done with retention because the trend appears to be that the lower GPA correlates with a "drop-out" rate.
4.	Office Administration Knowledge and Skills: Students will demonstrate the ability to identify and utilize the required skills, knowledge, tools, and technical information necessary to effectively function as a professional office assistant <ul style="list-style-type: none"> • 80% of all prospective graduates over a three-year period will score an average of B or above in each applicable course to indicate <ul style="list-style-type: none"> o the ability to keyboard with speed and accuracy o the ability to operate word processing software so as to produce documents that 	This indicates to me (1) a need to emphasize to potential students that the course work is not easy and that a serious commitment to studies is required, and (2) that a better job needs to be done with retention because the trend appears to be that the lower GPA correlates with a "drop-out" rate.

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	<p>are grammatically correct, error free, and in the correct form</p> <ul style="list-style-type: none"> o the ability to compose and/or edit correspondence o the ability to produce accurate and understandable reports or the data for reports as directed o the ability to produce esthetically pleasing, readable, and informative publications o the ability to create, modify, and/or complete forms o the ability to create, maintain, and access records in the appropriate manner and form o the ability to use machine transcription, desktop calculators, facsimile machines, photocopying machines, postage meters, and other standard office equipment o the ability to organize work stations for effective work flow o the ability to plan and organize work so as to meet deadlines o the ability to select the appropriate technology tool(s) for an identified purpose and use the selected tool(s) effectively and efficiently <p>► From Fall 2003 to Fall 2006, 31 OST students took a total of 129 office administration courses.</p> <p>65% (20 students) had a GPA of 3.0 or above 16% (5 students) had a GPA of 2.0-3.0 19% (6 students) had a GPA of 0-1.0</p>	