

2007-2008 PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing form:	Elizabeth Haynes	Curriculum/ Department:	Office Systems Technology
Purpose/Mission Statement:		Vision Statement: (3-5 years)	
<p>The Office Systems Technology (OST) degree program prepares students to enter the job market as administrative professionals 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.</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. 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 six years teaching experience and over 24 years business administration in-field experience. • Healthy local job demand for graduates. • Employers are pleased with quality of graduates. • 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 demand of students. • People can prepare for administrative and office-related jobs within two years. 		<ul style="list-style-type: none"> • Low enrollment. 	
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. 		<ul style="list-style-type: none"> • Erroneous (and negative) assumption that the program produces "secretaries" rather than administrative professionals. • An incorrect belief that these are dead-end jobs. 	

Goal #	Values for Teaching	College Goals	2007-2008 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 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 program will increase by 50% by fall 2008. 	<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 a method by which students may earn certification (e.g., International Association for Administrative Professionals)
2	6 9	1 5 7	Upon graduation, OST 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 program graduates will indicate satisfaction with the overall quality of the academic program. 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. FTE enrollment in the Office Systems Technology program will increase by 50% by fall 2008. 	<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 process. 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 two 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

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					<p>recruited (e.g., high school classes, Rotary clubs).</p> <ul style="list-style-type: none"> • Program Coordinator will ensure that all OST courses can be offered as web-centered courses by the end of the 2007-2008 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 earn a grade of B or above in each applicable course to indicate</p> <ul style="list-style-type: none"> • a basic understanding of common business concepts and practices • 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 use Quickbooks • the ability to anticipate and resolve human resource concerns • the ability to deal with the public and customers in a professional and timely manner 	<ul style="list-style-type: none"> • At the end of each semester the Program Coordinator will collect the pertinent data. • At the end of the 2007-2008 academic year the Program Coordinator will compare the results with the desired outcomes and develop corrective action for those desired outcomes not achieved.
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, tools, 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 earn a grade of B 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, 	<ul style="list-style-type: none"> • At the end of each semester the Program Coordinator will collect the pertinent data. • At the end of the 2007-2008 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>and in the correct form</p> <ul style="list-style-type: none"> • the ability to compose and/or edit correspondence • the ability to produce accurate and understandable reports or the data for reports as directed • 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 efficiently 	

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	\$1,300		
Equipment -HP ScanJet	550		
Travel- IAAP Conference; co-op site visits; program marketing	2,250		
Program Accreditation -			
Other - Bookcase and File Cabinet	750		
TOTALS	\$4,100		

Goal	<p align="center">Criteria Results</p> <p align="center">Be sure to utilize most current data available</p>	<p align="center">End of Year Analysis</p> <p align="center">(Goals achieved, impact of equipment purchased, improvements to your program, contingencies, etc.) Describe how you used the results to improve your program</p>																		
<p>1.</p>	<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. <ul style="list-style-type: none"> ▶ Unable to verify information on employment • FTE enrollment in the OST program will increase by 50% by fall 2008. <ul style="list-style-type: none"> ▶ In actuality, enrollment decreased by 50% <table border="1" data-bbox="352 850 1020 959"> <thead> <tr> <th></th> <th>02-03</th> <th>03-04</th> <th>04-05</th> <th>05-06</th> <th>06-07</th> </tr> </thead> <tbody> <tr> <td>Annual Enrollment</td> <td>38</td> <td>30</td> <td>27</td> <td>27</td> <td>19</td> </tr> <tr> <td>Average Annual FTE</td> <td>23.1</td> <td>16.5</td> <td>17.9</td> <td>17.5</td> <td>8.3</td> </tr> </tbody> </table>		02-03	03-04	04-05	05-06	06-07	Annual Enrollment	38	30	27	27	19	Average Annual FTE	23.1	16.5	17.9	17.5	8.3	<ul style="list-style-type: none"> • In order to improve enrollment, I have done the following: <ul style="list-style-type: none"> ▶ Begun the implementation of the NC CRC / OST Project. Continuing Education has received the NC Career Readiness Certificate software. The focus group of local administrative professionals met in February and developed a job profile. The next step will be to assess OST students in the fall. This program should not only help students with credentials for their resumes, but also highlight areas we need to improve in the curricula. ▶ Implemented revisions to the current curricula so as to address needs of potential employers and have added two new concentrations (Legal Office Administration and Medical Office Administration) for the same reason. ▶ Completed the implementation of web-centered OST courses. I anticipate that this will help current and potential students complete their program of study more efficiently. <p>OST 131 Keyboarding ((currently WC offered) OST 132 Keyboard Skill Building (currently WC offered) OST 134 Text Entry & Formatting (currently WC offered) OST 136 Word Processing (currently WC offered) OST 138 Advanced Software Applications (currently WC offered) OST 137 Office Software Applications (currently WC offered) OST 164 Text Editing Applications (will be a hybrid course fall 2008) OST 184 Records Management (will be a hybrid course fall 2008) OST 223 Machine Transcription I (currently WC offered) OST 233 Office Publications Design (currently WC offered) OST 236 Advanced Word/Information Processing (currently WC offered) OST 289 Office Systems Management (will be a hybrid course spring 2009)</p> <p>*WC = Web-Centered; WE = Web-Enhanced; HY = hybrid</p>
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		<ul style="list-style-type: none"> ▶ Met with Matthew Chadwick and ESC personnel in spring 2008, and I told them about the programs and gave them brochures and posters. • Despite the above efforts, I need a college-level marketing program to help with recruitment for the new programs.
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. <ul style="list-style-type: none"> ▶ All program graduates who have responded to the survey indicated satisfaction with the overall quality of the program • 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. <ul style="list-style-type: none"> ▶ All employers who have responded to the survey indicated satisfaction with the overall quality of the program. • FTE enrollment in the Office Systems Technology program will increase by 50% by fall 2007. <ul style="list-style-type: none"> ▶ see above 	<ul style="list-style-type: none"> • While these results are acceptable, the fact is that we are talking about low numbers of responses. This is in part due to low enrollment and inability to locate students. This criteria needs to be changed next year.
3.	<p>Business Knowledge and Skills: Students will demonstrate a basic understanding of common business practices</p> <ul style="list-style-type: none"> • 80% of all prospective graduates over a 	<ul style="list-style-type: none"> • This means that we are improving the level of the learning of business knowledge and skills.

Goal	<p align="center">Criteria Results</p> <p>Be sure to utilize most current data available</p>	<p align="center">End of Year Analysis</p> <p align="center">(Goals achieved, impact of equipment purchased, improvements to your program, contingencies, etc.) Describe how you used the results to improve your program</p>
	<p>three-year period will score an average of B or above in each applicable course to indicate</p> <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 o the ability to analyze basic tax scenarios, research applicable tax law, and complete various individual tax forms o the ability to anticipate and resolve human resource concerns o the ability to deal with the public and customers in a professional and timely manner <p>▶ From Fall 2004 to Fall 2007, 17 OST students took a total of 42 business courses.</p> <p>82% (14 students) had a GPA of 3.0 or above 12% (2 students) had a GPA of 2.0-3.0 6% (1 student) had a GPA of 0-2.0</p> <p>▶ From Fall 2003 to Fall 2006, 17 OST students took a total of 34 business courses.</p> <p>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 0-2.0</p>	<ul style="list-style-type: none"> • We will continue to monitor the appropriateness of course selection for the OST programs in order to ensure applicability.
4.	<p>Office Administration Knowledge and Skills:</p> <p>Students will demonstrate the ability to identify and utilize the required skills, knowledge, tools, and technical information</p>	<ul style="list-style-type: none"> • This continued trend of less than 80% achievement of GPAs of 3.0 or more indicates to me (1) a need to emphasize to potential students that the course work is

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	<p>necessary to effectively function as a professional office assistant</p> <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 are grammatically correct, error free, and in the correct form 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 2004 to Fall 2007, 29 OST students took a total of 153 office</p>	<p>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.</p>

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	<p>administration courses.</p> <p>66% (19 students) had a GPA of 3.0 or above 14% (4 students) had a GPA of 2.0-3.0 21% (6 students) had a GPA of 0-1.0</p> <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>	