

## 2008-2009 PLANNING/OUTCOMES DOCUMENT

<b>Name of person(s) completing form:</b>	Elizabeth Haynes	<b>Curriculum/ Department:</b>	Office Administration (including Virtual Office Assistance and Legal concentrations, plus Medical Office Administration)
<b>Purpose/Mission Statement:</b>		<b>Vision Statement: (3-5 years)</b>	
<p>The Office Administration degree programs prepare students to enter the job market as administrative professionals ready to meet the challenges of a constantly changing business environment. Graduates of the OA 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 on campus or via distance education opportunities. 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>	
<b>Program Strengths:</b>		<b>Program Weaknesses:</b>	
<ul style="list-style-type: none"> <li>• Lead instructor has over seven years teaching experience and over 24 years business administration in-field experience.</li> <li>• Healthy local job demand for graduates.</li> <li>• Employers are pleased with quality of graduates.</li> <li>• Excellent facilities are provided to students.</li> <li>• Individual attention can be provided to students because of low student-to-instructor ratio.</li> <li>• All OA courses are offered online to meet demand of students.</li> <li>• People can prepare for administrative and office-related jobs within two years.</li> </ul>		<ul style="list-style-type: none"> <li>• Low enrollment.</li> </ul>	
<b>Program Opportunities:</b>		<b>Program Threats:</b>	
<ul style="list-style-type: none"> <li>• Possibility of developing certification exams so as to enhance the employability of graduates.</li> <li>• Addition of new MOA degree and new Legal concentrations should attract new students.</li> </ul>		<ul style="list-style-type: none"> <li>• Erroneous (and negative) assumption that the program produces “secretaries” rather than administrative professionals.</li> <li>• An incorrect belief that these are dead-end jobs.</li> </ul>	

Goal #	Values for Teaching	College Goals	2008-2009 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, or in medical offices, legal offices, or governmental offices.	<ul style="list-style-type: none"> <li>Over a three-year period, 75% of graduates in the OST/OA programs 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.</li> <li>FTE enrollment in the OA programs will increase by 50% by fall 2009.</li> </ul>	<ul style="list-style-type: none"> <li>Program Coordinator will monitor the results in the survey of graduates as conducted as part of the annual program review process.</li> <li>Program Coordinator will establish a method by which students may earn certification (e.g., International Association for Administrative Professionals)</li> </ul>
2	6 9	1 5 7	Upon graduation, OA majors will express satisfaction with their instructional program.	<ul style="list-style-type: none"> <li>On the annual survey of graduates for the past three years, 90% of OST/OA program graduates will indicate satisfaction with the overall quality of the academic program.</li> <li>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.</li> <li>FTE enrollment in the OA programs will increase by 50% by fall 2009.</li> </ul>	<ul style="list-style-type: none"> <li>Program Coordinator will monitor the results in the survey of graduates as conducted as part of the annual program review process.</li> <li>Program Coordinator will monitor the results in the survey of employers as conducted as part of the annual program review process.</li> <li>Program Coordinator will meet with appropriate SCC staff members to seek ideas and support for recruitment and retention by the end of the fall 2008 semester.</li> <li>Program Coordinator will meet with at least one local employer per semester to develop insight as to their needs with regard to the required knowledge and skills of office assistants.</li> </ul>
3	1 2 5 6 7 9	1	<b>Business Knowledge and Skills:</b> Students will demonstrate a basic understanding of common business practices	80% of all prospective graduates over a three-year period will earn a grade of B or above in each applicable course to indicate <ul style="list-style-type: none"> <li>a basic understanding of common</li> </ul>	<ul style="list-style-type: none"> <li>At the end of each semester the Program Coordinator will collect the pertinent data.</li> <li>At the end of the 2008-2009 academic year the Program Coordinator will compare the results with the desired outcomes and</li> </ul>

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				business concepts and practices <ul style="list-style-type: none"> <li>• a basic understanding of accounting principles and the ability to apply this knowledge to a business organization</li> <li>• a basic understanding of the financial records of the organization and the ability to maintain such as directed</li> <li>• the ability to use Quickbooks</li> <li>• the ability to anticipate and resolve human resource concerns</li> <li>• the ability to deal with the public and customers in a professional and timely manner</li> </ul>	develop corrective action for those desired outcomes not achieved.
4	1 2 5 6 7 9	1	<b>Office Administration Knowledge and Skills:</b> 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	80% of all prospective graduates over a three-year period will earn a grade of B or above in each applicable course to indicate <ul style="list-style-type: none"> <li>• the ability to keyboard with speed and accuracy</li> <li>• the ability to operate word processing software so as to produce documents that are grammatically correct, error free, and in the correct form</li> <li>• the ability to compose and/or edit correspondence</li> <li>• the ability to produce accurate and understandable reports or the data for reports as directed</li> <li>• the ability to produce esthetically</li> </ul>	<ul style="list-style-type: none"> <li>• At the end of each semester the Program Coordinator will collect the pertinent data.</li> <li>• At the end of the 2008-2009 academic year the Program Coordinator will compare the results with the desired outcomes and develop corrective action for those desired outcomes not achieved.</li> </ul>

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