

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing form:		Linda Talbott		Curriculum/Department:		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.			
Goal #	Values for Teaching	College Goals	2004-2005 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)		
1	2,6	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.	95% 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	5,6 7	1	Outlines for all VOA courses will be reviewed and updated as needed.	New outlines will be filed in the division office.	Program coordinator will print copies of every outline, review them carefully for accuracy and relevance, and ask others in the division who play a role in the program to make suggestions.		

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. One hundred percent of students in the Virtual Office Assistance program reported that they are “very satisfied” with the skills gained in this program.	Students in the VOA program have access to up-to-date computers and current software. Courses are aimed at giving them maximum hands-on learning opportunities in the most commonly used programs in their field. Special emphasis is placed on learning Web page development and management skills. Degree seekers write a viable business plan and create a professional portfolio.
2. One hundred percent of employers surveyed indicated that they are “very satisfied” with the entry-level skills of graduates of this program.	During program completion, special emphasis is placed on helping students develop professionalism. Most graduates plan to establish a business and will need to develop a client base. They are expected to work independently and deliver quality work in a timely manner. Courses are aimed at making sure students achieve those skills and abilities.
3. The program coordinator will update all outlines this summer in order to incorporate new software to be adopted during fall semester.	Since we are adopting new software in the fall, the program coordinator will work during summer semester to update all outlines.