

Program Review

AAS in Office Administration (CIP: 52.0401)

Program Purpose

What is the published purpose/mission of the program?
The Office Administration Program (OAD) trains and prepares students for employment as entry-level administrative assistants in the general and medical office settings as well as in the legal setting.
How does the program's purpose/mission fit into the overall mission of the college?
The Office Administration Program provides training, field experiences, and education to prepare students for careers in office administration for the general office, the medical office, and the law office. This program supports mission goals three and seven.
Do any changes need to be made to the program's purpose/mission? Explain.
The purpose/mission should also include 'including offering employment assistance once a student has earned his/her certificate/degree.'
Do any changes need to be made to how the program's purpose/mission fits into the overall college mission? Explain.
None.

Program Learning Outcomes

What are the program learning outcomes?

A.A.S.-Office Administration-General Option

Graduates of the Office Administration Program (General Option) will be able to:

- Create, format, and edit business documents. (BUS 215)
- Maintain office records using alphabetic, numeric, and geographic records management skills. (OAD 138)
- **NOTE: Revisions to the Program Learning outcomes courses will be submitted to the Curriculum Committee in March 2022. Those changes will be reflected in the final program review.**

A.A.S.-Office Administration-Medical Office Option

Graduates of the Office Administration Program (Medical Office Option) will be able to:

- Create, format, and edit business documents. (BUS 215)
- Maintain office records using alphabetic, numeric, and geographic records management skills. (OAD 138)
- **NOTE: Revisions to the Program Learning outcomes courses will be submitted to the Curriculum Committee in March 2022. Those changes will be reflected in the final program review.**

A.A.S.-Office Administration-Paralegal Option

Graduates of the Office Administration Program (Paralegal Option) will be able to:

- Create, format, and edit business documents. (BUS 215)
- Maintain office records using alphabetic, numeric, and geographic records management skills. (OAD 138)
- Students will be able to organize and maintain a law office, including basic management; scheduling; equipment operation; and creating, filing, and retrieving legal documents. (PRL 282)

How are the Program Learning Outcomes for OAD assessed?

Outcomes for General Option: Graduates will be able to:	Course(s)	Assessment
The student will be able to create, format, and edit common business documents.	BUS 215	In BUS 215, the student will compose, format, proof, and edit a memo and block style business letter with 80% accuracy.
The student will be able to maintain office records using alphabetic, numeric, and geographic records management skills.	OAD 138	In OAD 138, the student will demonstrate an acceptable rate of accuracy, with a minimum 80%, on an exam involving the rules of filing.
<ul style="list-style-type: none"> • NOTE: Revisions to the Program Learning outcomes courses will be submitted to the Curriculum Committee in March 2022. Those changes will be reflected in the final program review. 		

How are the Program Learning Outcomes for OAM assessed?

Outcomes for General Option: Graduates will be able to:	Course(s)	Assessment
The student will be able to create, format, and edit common business documents.	BUS 215	In BUS 215, the student will compose, format, proof, and edit a memo and block style business letter with 80% accuracy.
The student will be able to maintain office records using alphabetic, numeric, and geographic records management skills.	OAD 138	In OAD 138, the student will demonstrate an acceptable rate of accuracy, with a minimum 80%, on an exam involving the rules of filing.
<ul style="list-style-type: none"> NOTE: Revisions to the Program Learning outcomes courses will be submitted to the Curriculum Committee in March 2022. Those changes will be reflected in the final program review. 		

How are the Program Learning Outcomes for OAP assessed?

Outcomes for General Option: Graduates will be able to:	Course(s)	Assessment
The student will be able to create, format, and edit common business documents.	BUS 215	In BUS 215, the student will compose, format, proof, and edit a memo and block style business letter with 80% accuracy.
The student will be able to maintain office records using alphabetic, numeric, and geographic records management skills.	OAD 138	In OAD 138, the student will demonstrate an acceptable rate of accuracy, with a minimum 80%, on an exam involving the rules of filing.
Students will be able to organize and maintain a law office, including basic management; scheduling; equipment operation; and creating, filing, and retrieving legal documents.	PRL 282	In PRL 282, the student will demonstrate his/her ability to organize and maintain a variety of aspects of a law office with a minimum score of 80% on a comprehensive final project.

What can students do with the knowledge they have after completing the program?

Students who have earned an AAS degree or short-term certificate in Office Administration can gain entry-level employment in general office settings, as well as medical and legal establishments.

What are the plans for reviewing the program learning outcomes and revising them?

Program learning outcomes will continue to be developed from basic, essential skills for entry-level positions in our area job market. This information will be gathered by Advisory Committee and updated as necessary.

Assessed Needs and Assumptions

What are the national occupational projections for careers for which the program(s) train?

National Employment Projections by Occupational Group Base Year 2019 and Projected Year 2029					
Occupation	Region	Employment		Net Change	Percent Change
		2019	2029		
Office and Administrative Support Occupations (all) (430000)	Nation	20,633,000	19,673,300	-959,700	-4.7%
Paralegals and legal assistants (232011)	Nation	337,800	372,100	35,300	10.5%
Medical secretaries (436013)	Nation	623,400	682,700	59,300	9.5%
Office and Administrative Support Workers (439199)	Nation	220,800	229,600	8,800	4%
Other secretaries (439000)	Nation	4,033,300	3,804,400	-228,900	-5.7%

Source: National Data—Bureau of Labor Statistics, Occupational Outlooks Handbook.
<https://www.bls.gov/emp/tables/occupational-projections-and-characteristics.htm>

Based on the occupational projections, what is the state/region employment outlook for graduates of the program?

Statewide Employment Projections by Occupational Group Base Year 2018 and Projected Year 2028					
Occupation	Region	Employment		Net Change	Percent Change
		2018	2028		
Office and Administrative Support Occupations (all) (430000)	Statewide	300,040	293,370	-6,670	-2.2%
	Workforce Development Region 2	17,790	17,150	-640	-3.6%
Medical secretaries (436013)	Statewide	6,060	6,930	870	14.2%
	Workforce Development Region 2	430	470	40	9.6%
Other secretaries (439000)	Statewide	42,310	40,290	-2,020	-4.8%
	Workforce Development Region 2	2,340	2,180	-160	-6.8%
Paralegals and legal assistants (232011)	Statewide	3,130	3,540	410	13.0%
	Workforce Development Region 2	100	110	10	15.8%
Office and Administrative Support Workers (439199)	Statewide	2,330	2,520	190	8.2%
	Workforce Development Region 2	100	100	0	-%

Source: State and Regional Data—Alabama Department of Labor, Industry and Occupation Projections 2018-2028. <http://www2.labor.alabama.gov/Projections/ProjectionsTAB.aspx>

Structure

What credentials does the program offer?

Associate in Applied Science Degree (AAS)

- General Option
 - o Short-Term Certificate
- Medical Office Option
 - o Short-Term Certificate
- Paralegal Option

What are the requirements for each credential?

AAS in Office Administration General
Area I: Written Composition (3 hours total)
ENG 101—English Composition I (3 hours)
Area II: Humanities and Fine Arts (6 hours total)
SPH 107—Fundamentals of Public Speaking (3 hours)
Humanities and Fine Arts Elective (3 hours) Choose from ART 100, 203, 204; MUS 101; PHL 206; REL 100, 151, 152; SPA 201, 202; THR 120, 126
Area III: Natural Science and Mathematics (6-7 hours total)
CIS 146 (3 hours)
MTH 116 or any 100 level MTH (3-4 hours)
Area IV: History, Social, and Behavioral Sciences (3 hours total)
Area IV Elective (3 hours) Choose from: GEO 100; HIS 101, 102, 201, 202; POL 211; PSY 200, 210; SOC 200, 210
Area V: Pre-Professional, Major, and Elective Courses (45 hours total)
OAD 103 (3 hours)
OAD 125 (3 hours)
OAD 131 (3 hours)
OAD 138 (3 hours)
OAD 241 (3 hours)
OAD 243 (3 hours)
BUS 215 (3 hours)
BUS 241 (3 hours)
BUS 245 (3 hours)
ECO 231 or 232 (3 hours)
ACC/ACT/BUS/OAD/WKO Electives (15 hours) Choose from: ACC 129; ACT 249; BUS 105, 242, 248; OAD 101, 126, 211, 217, 218, 231, 246; WKO 106
Total Hours Required for Degree: 63-64

General Short-Term Certificate in Office Administration
OAD 103 (3 hours)
OAD 125 (3 hours)
OAD 131 (3 hours)
OAD 138 (3 hours)
OAD 218 or OAD 231 (3 hours)
BUS 215 (3 hours)
BUS 241 (3 hours)
BUS 245 (3 hours)
ACT 249 (3 hours)
Total Hours Required for Short-Term Certificate: 27
AAS in Office Administration Medical Office
Area I: Written Composition (3 hours total)
ENG 101—English Composition I (3 hours)
Area II: Humanities and Fine Arts (6 hours total)
SPH 107—Fundamentals of Public Speaking (3 hours)
Humanities and Fine Arts Elective (3 hours) Choose from ART 100, 203, 204; MUS 101; PHL 206; REL 100, 151, 152; SPA 201, 202; THR 120, 126
Area III: Natural Science and Mathematics (6-7 hours total)
CIS 146 (3 hours)
MTH 116 or any 100 level MTH (3-4 hours)
Area IV: History, Social, and Behavioral Sciences (3 hours total)
Area IV Elective (3 hours) Choose from: GEO 100; HIS 101, 102, 201, 202; POL 211; PSY 200, 210; SOC 200, 210
Area V: Pre-Professional, Major, and Elective Courses (45 hours total)
OAD 103 (3 hours)
OAD 125 (3 hours)
OAD 131 (3 hours)
OAD 138 (3 hours)
OAD 241 (3 hours)
OAD 243 (3 hours)
BUS 215 (3 hours)
BUS 241 (3 hours)
ECO 231 or 232 (3 hours)
MAT 101 or OAD 211 (3 hours)
HIT/OAD/MAT Electives (9-12 hours) Choose from: HIT 230, 232; MAT 120 or OAD 214; MAT 220 or OAD 215; MAT 121; MAT 128

ACT/BUS/OAD/WKO Electives (3-6 hours) Choose from: ACT 249; BUS 105, 242, 248; OAD 101, 126, 217, 218, 231, 246; WKO 106
Total Hours Required for Degree: 63-64
Medical Office Short-Term Certificate in Office Administration
OAD 103 (3 hours)
OAD 125 (3 hours)
OAD 138 (3 hours)
OAD 211 or MAT 101 (3 hours)
OAD 131, 218 or 231 (3 hours)
BUS 215 (3 hours)
OAD 214 or MAT 120 (3 hours)
MAT 121 (3 hours)
MAT 220 or OAD 215 (3 hours)
Total Hours Required for Short-Term Certificate: 27
AAS in Office Administration Paralegal
Area I: Written Composition (3 hours total)
ENG 101—English Composition I (3 hours)
Area II: Humanities and Fine Arts (6 hours total)
SPH 107—Fundamentals of Public Speaking (3 hours)
Humanities and Fine Arts Elective (3 hours) Choose from ART 100, 203, 204; MUS 101; PHL 206; REL 100, 151, 152; SPA 201, 202; THR 120, 126
Area III: Natural Science and Mathematics (6-7 hours total)
CIS 146 (3 hours)
MTH 116 or any 100 level MTH (3 hours)
Area IV: History, Social, and Behavioral Sciences (3 hours total)
Area IV Elective (3 hours) Choose from: GEO 100; HIS 101, 102, 201, 202; POL 211; PSY 200, 210; SOC 200, 210
Area V: Pre-Professional, Major, and Elective Courses (51 hours total)
OAD 103 (3 hours)
OAD 125 (3 hours)
OAD 131 (3 hours)
OAD 138 (3 hours)
OAD 241 (3 hours)
OAD 243 (3 hours)
BUS 215 (3 hours)

BUS 241 (3 hours)
BUS 263 (3 hours)
PRL Electives (21 hours) Choose seven courses from the following options: PRL 101, 102, 160, 210, 230, 240, 262, 282
ACT/BUS/OAD/WKO Electives (3 hours) Choose from: ACT 249; BUS 105, 242, 248; OAD 101, 126, 217, 218, 231, 246; WKO 106
Total Hours Required for Degree: 69-70

How often are the requirements for the degree reviewed?

Degree requirements are reviewed every year.

Are there any plans for revising the degree requirements?

Changes to OAD for the 2021-2022 academic year included:

- Removing OAD 200 and replacing with OAD 243
- Adding OAD 241 as a core course and making WKO 106 an elective
- Changing OAD 131 from an elective to a core course
- Adding ACC/ACT/BUS electives for those students who wish to also pursue AAS in BUS

Changes to OAM for the 2021-2022 academic year included:

- Removing OAD 200 and replacing with OAD 243
- Changing OAD 131 from an elective to a core course
- Adding OAD 241 as a core course and making WKO 106 an elective

Changes to OAP for the 2021-2022 academic year included:

- Removing OAD 212 and replacing with OAD 243
- Adding OAD 241 as a core course and making WKO 106 an elective
- Changing OAD 131 from an elective to a core course
- Changing the PRL class requirements from eight classes to seven classes

Accreditation

What is the institutional accreditation for the program?

The Office Administration Program is within the institutional accreditation granted by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) and reaffirmed in 2015.

Does the program have any program-specific accreditations?

None.

Instructors

Who are the current instructors in the program, and what are their credentials?

Amy LaCount, OAD Program Coordinator and Instructor

- A.A.S., Office Administration, Gadsden State Community College
- B.S., Human Resource Management; M.S.M., Management, Faulkner University

Sherry Whitten, Adjunct OAD Instructor

- B.S., Commerce and Business Administration, University of Alabama
- M.S., Business Education, Alabama A&M University
- 27 Hours of Graduate Coursework in Higher Education Administration-University of Alabama
- National Board of Professional Teaching Standards Certified Instructor in the area of Early Adolescence through Young Adulthood/Career and Technical Education. Area of Specialty includes: Business, Marketing, Information Management and Entrepreneur
- Alabama Community College Leadership Academy Graduate
- Certified Career Services Provider (CCSP)
- Global Career Development Facilitator (GCDF)
- Certified Professional Résumé Writer (CPRW)
- Microsoft Office Specialist Word 2016

Jeremy Taylor, Paralegal Instructor

- B.A., History and Political Science, The University of Alabama
- J.D., The University of Alabama School of Law

How have the instructors in the program developed professionally over the past two years?

Amy LaCount:

- Instructional Leadership Academy, Alabama Community College System
- Alabama Master Teacher Experience, Alabama Community College System
- Presenter, ACCA Fall Conference 2019
- Alabama Canvas Users Group
- ACCSHRMA Diversity Conference
- NACC Annual May Day Technology Conference
- Annual Threat Advice and Sexual Harassment Training/Safe Colleges Training
- Appy Hour, Alabama Community College System
- Canvas Pronto Training
- The Connected Faculty Summit hosted by Arizona State University
- National Education Association Higher Ed Conference
- Alabama Education Association Annual Conference and Annual Postsecondary Conference
- Alabama Education Association Postsecondary Board Officer and Interim President

Sherry Whitten:

- 2020 and 2021 NACADA Virtual Region 4 and Region 7 Conference
- Alabama's Committee on Credentialing and Career Pathways
- Appy Hour, Alabama Community College System
- Blackboard Ally Training
- Canvas Pronto Training
- NACADA-NODA Joint Presentation, Leveraging the Advising Relationship to Support Transition and Retention of Online Students
- Communication Collaboration: Developing Effective Communication
- The Connected Faculty Summit hosted by Arizona State University
- Self-Service Banner Faculty and Advisors
- Edge Factor: Getting Started!
- WIOA Informational Meeting for ACCS Representatives
- NACC Annual May Day Technology Conference
- Banner Navigation and General Person Training
- Academic Advising and Student Support from a Distance
- EMSI Training – Employer Portal for Career Coach
- ACHIEVE – Alabama Transfer Student Conference

Jeremy Taylor:

- Attended and taught continuing legal education courses to stay current on the law and trends in the practice of law
- Regularly teach orientation classes for new judges, legal updates to current and former judges as part of the Alabama Judicial College, and classes on judicial ethics to Alabama judges
- Obtained over 100 hours of continuing legal education

What are any planned professional development activities for instructors in the program?

Amy LaCount:

- Quality Matters Training, August 2021
- Alabama Canvas Users Group, October 2021
- ACCA Fall Conference, November 2021

Sherry Whitten:

- Earn a Certified Master of Career Services (CMCS) credential

Jeremy Taylor:

- Continuing education courses in legal matters (plan to attend above what is required)
- NACC professional development offerings

Are any additional instructors anticipated within the next five years? If so, please explain.

To be determined by future enrollment and program additions.

Instructional Quality and Enhancements/Curriculum Design

How is the general education core incorporated into the course of study for this program?

The AAS Degree includes 18-19 credit hours of general education in the 63-64 total: ENG 101, SPH 107, three hours of humanities or fine arts, CIS 146, any 100 level or numerically higher math class, and three hours of History, Social and Behavioral Sciences.

Are all course syllabi current and posted on the NACC website? Explain.

Yes. They are posted and current.

How is curriculum of each program option evaluated to ensure it is relevant and current? Examples include advisory committee suggestions, student learning outcome evaluations, student evaluations, etc.

The program relies heavily on Advisory Committee suggestions/input, as well as student evaluations. Also, employment trends and employment data from our region are used in consideration of changes/revisions to all OAD programs.

Describe changes that have been made in the delivery of the courses in each option of the program as a result of review of the program learning outcomes over the last five years.

There are more blended/hybrid classes. More videos are recorded by instructor and less publisher video content is used. Zoom and Microsoft Teams are both widely used to meet one-on-one with online students.

Are courses in the program scheduled to maintain availability and accessibility in accordance with the college's mission? Explain.

In accordance with NACC Mission Goal 3, courses are routinely offered and made available so that students can graduate on time. Courses that are only offered on a rotating basis are carefully chosen each semester to ensure students who attend consecutive semesters graduate on time.

Program Resources

Describe the physical facilities and resources, including any laboratories, used in the program. Are the physical facilities and resources adequate? Explain.

The OAD program is housed in the Business Education Building. There are three computer labs available for use by the OAD program. One is a testing lab with 35 thin client desktops, one is the OAD computer lab housed with 27 desktops and the Technology Learning Center has 20 desktops available to students. The TLC also has tutors available for students.

The Dell Wyze thin clients are adequate and meet the needs of the OAD program. The VMWare Infrastructure is upgraded regularly to meet the growing needs of the campus.

The BE building also is equipped with a Message Board to keep students informed of relevant information and activities on campus.

Are there any plans for major expansion or upgrade of facilities or major replacement/expansion of equipment? Explain the rationale and include projected costs.

We are in the process of updating three rooms in the BE Building where the OAD program is housed. The three rooms include a collaboration space, recording studio and huddle room. The outdoor/indoor commons area has also been renovated to include a lounging space for students.

In May 2021, one classroom in the BE Building was updated with Extron Smart Classroom technology which cost approx. \$35,000. We are also in the planning stages to upgrade the additional five classrooms. The OAD program has shared usage of the Extron Smart Classroom.

In June 2021, a Laptop Vending Kiosk was installed on campus which allows students to check out laptops for short-term usage. We have also equipped the library with over 350 laptops that students can check out for long-term use.

We have plans to purchase and install additional laptop vending kiosk for student usage.

Describe the technological resources used in the program. Are the technological resources adequate? Explain.

The two computer labs have Extron AV Systems installed with thin client desktops. The OAD classroom and the TLC lab is equipped with printers which students can use at no cost.

The classroom is setup with an AppleTV, two projectors and projections screens to allow viewing from anywhere in the classroom.

Technological resources are adequate.

Are there any plans for major expansion or upgrade of technological resources? Explain the rationale and include projected costs.

We are in the process of updating three rooms in the BE Building where the OAD program is housed. The three rooms include a collaboration space, recording studio and huddle room. The outdoor/indoor commons area has also been renovated to include a lounging space for students.

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In June 2021, a Laptop Vending Kiosk was installed on campus which allows students to check out laptops for short-term usage. We have also equipped the library with over 350 laptops that students can check out for long-term use.

We have plans to purchase and install additional laptop vending kiosk for student usage.

Describe the library resources that are available to the program.

Examples of library resources provided by the NACC Learning Resources Center include the following: books, eBooks (full-text electronic books), journals, magazines, and newspaper articles. Depending on the format, these items may be accessed electronically or in print. Online tutorials as well as program specific LibGuides, provide instruction in the use of these resources. Laptops are also available for students to check out. LRC personnel are available to assist students and faculty in person, online, and by phone.

Are the library resources adequate for the program? Explain.

Yes, resources are adequate for the OAD students. The LRC provides print and electronic resources and provides assistance in numerous ways.

Are there any plans for expansion or upgrade of library resources for the program? Explain the rationale and include projected costs.

The LRC continuously updates its collection through a process of deselection and selection.

Advisory Committee

Is an advisory committee in place for the program? If so, list the committee members and their affiliation in the community. If not, are plans in place to establish an advisory committee?

Office Administration Programs Advisory Board

Dr. David Campbell (ex officio) NACC President
Chad GorhamNACC Dean of Instruction
Kerry Wright..... Dean of Workforce Development and Skills Training
Haley Johnson (convener)..... Division Director
Chris Croft..... Attorney
Jeff Helton Scottsboro Career Center
Shannon Maxwell First Choice Personnel
Susanna Sivley Highlands Medical Center
Vonda Tharpe The Children's Place
Gayle West Scottsboro Career Center
Kerry White.....NACC Workforce Development

What is the purpose and role of the advisory committee?

The purpose of the Office Administration (OAD) Advisory Committee is to assist in attaining the goals and objectives of the OAD programs.

Describe any changes that have been made to the program as a result of advisory committee activity or suggestions.

Enrollment and Completions

What are the enrollment trends in the program over the last five years?

Number of Students Majoring in Office Administration AY 2015-2016 through AY 2019-2020					
Option	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
OAD General	42	32	24	22	27
OAD Medical	33	39	46	46	32
OAD Paralegal	19	18	23	18	20
Total	94	89	93	86	79

What are the enrollment trends in the program over the last five years by gender?

Number of Students Majoring in Office Administration (all options) by Gender AY 2015-2016 through AY 2019-2020					
	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
Female	91	85	92	85	74
Male	3	4	1	1	5
Total	94	89	93	86	79

What are the enrollment trends in the program over the last five years by race/ethnicity?

Number of Students Majoring in Office Administration (all options) by Race/Ethnicity AY 2015-2016 through AY 2019-2020					
	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
African American	3	3	2	1	3
Asian	1	1	-	-	-
Hispanic	3	4	5	5	5
Native American	3	3	3	5	2
Other	1	2	3	2	1
White	80	72	79	72	64
Total	94	89	93	86	79

What are the total number of enrollments and credit-hour production over the last five academic years?

Total Enrollments and Credit-Hour Production Office Administration Courses AY 2015-2016 through AY 2019-2020

	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
Total Enrollments	231	168	338	307	345
CHP	693	504	1,014	921	1,035

Note: Total Enrollments is a duplicated headcount. If a student enrolled in more than one OAD or PRL course, that student is counted multiple times.

Total Enrollments and Credit-Hour Production Paralegal Courses AY 2015-2016 through AY 2019-2020

	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
Total Enrollments	38	41	72	42	52
CHP	114	123	216	126	156

Note: Total Enrollments is a duplicated headcount. If a student enrolled in more than one OAD or PRL course, that student is counted multiple times.

What are the course success and retention rates in the program over the last three academic years?

Course Success and Retention Rates Office Administration Courses AY 2015-2016 through AY 2019-2020

Year	Enrollments	Withdrawal Rate		Failure Rate		Pass Rate (A-D)		Success Rate (A-C)	
		No.	%	No.	%	No.	%	No.	%
2015-2016	231	20	8.7%	9	3.9%	191	82.7%	190	82.3%
2016-2017	168	18	10.7%	1	0.6%	129	76.8%	128	76.2%
2017-2018	338	22	6.5%	6	1.8%	283	83.7%	276	81.7%
2018-2019	307	24	7.8%	15	4.9%	262	85.3%	255	83.1%
2019-2020	345	30	8.7%	10	2.9%	302	87.5%	295	85.5%

*Grades of I ("incomplete") are not calculated in the course success and retention rates.

**Course Success and Retention Rates
Paralegal Courses
AY 2015-2016 through AY 2019-2020**

Year	Enrollments	Withdrawal Rate		Failure Rate		Pass Rate (A-D)		Success Rate (A-C)	
		No.	%	No.	%	No.	%	No.	%
2015-2016	38	0	0.0%	0	0.0%	32	84.2%	32	84.2%
2016-2017	41	0	0.0%	0	0.0%	41	100.0%	40	97.6%
2017-2018	72	1	1.4%	2	2.8%	69	95.8%	68	94.4%
2018-2019	42	1	2.4%	0	0.0%	41	97.6%	38	90.5%
2019-2020	52	0	0.0%	0	0.0%	52	100.0%	50	96.2%

**Grades of I ("incomplete") are not calculated in the course success and retention rates.*

What do the data indicate about enrollment and student retention in the program?

What are the plans for increasing enrollment and retention rates in the program?

Increase presence at high school career fairs; partner with area K-12 Career Coaches to speak to classes in area high schools, attend/present at any function on NACC campus that involves recruiting of high school, non-traditional, etc., potential students.

How many students have earned a credential in the program in the last five academic years?

Completers in Office Administration Academic Years 2014-2015 through 2018-2019					
Credential	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
AAS					
<i>OAD General</i>	16	10	10	8	4
<i>OAD Medical</i>	10	7	6	14	7
<i>OAD Paramedic</i>	2	1	3	3	4
STC					
<i>Office Administration*</i>	-	-	-	-	-
<i>Office Administration – Medical Option*</i>	-	-	-	-	-
Total Completers	28	18	19	25	15

Note: A student who earned multiple awards is counted in all applicable rows.

The Office Administration and Office Administration – Medical Option STCs were first offered in 2020.

What are the plans for increasing the completion rates in the program?

Continue to offer relevant program and flexible scheduling options to enhance student completion and job placement

Licensure passage rates

Does the program lead to the opportunity for licensure? If so, what are the licensure opportunities?
No.
What are the licensure pass rates, if applicable?
N/A
Does the program or any coursework in the program lead to any type of industry certification? If so, what are the certifications?
Students are encouraged to complete Microsoft Office Certification after completing Word Processing, Excel, and CIS 146.
What are the industry certification pass rates, if applicable?
N/A

Job Placement Rates and Employer Satisfaction

What are the job placement rates for graduates of the program?

Period	Graduates	Number Employed	Percent Employed
2015-2016	28	22	79%
2016-2017	38	27	71%
2017-2018	23	19	83%
2018-2019	27	25	93%
Summer 2019, Fall 2019, Spring 2020	10	9	90%

Is employer satisfaction of graduates assessed? If so, are employers satisfied with graduates of the program? Please describe.

Employer satisfaction is not assessed.

Student Follow-Up Reports

Is student satisfaction with the program assessed? If so, are students in the program satisfied with the program? Please describe.

At this time, there is no formal assessment of student satisfaction.

Is alumni satisfaction with the program assessed? If so, are alumni of the program satisfied with the program? Please describe.

At this time, there is no formal assessment of alumni satisfaction.

Findings of Review

What are the strengths of the program?

The Office Administration program consistently offers relevant courses. The program’s instructors go the extra mile to assist students (who are often first-generation college students) succeed and begin a new and positive cycle in their family for future generations. The program coordinator prioritizes recruiting minorities, in both ethnicity and gender, and expanding career opportunities beyond the typical administrative assistant positions.

What are recommendations for improvement?

- Continue to seek student and employer input (through the Advisory Committee) for future changes and revisions to programs and courses
- Offering hybrid classes to assist students in accommodating work/family schedules. Hybrid classes offer the flexibility of online classes, but because of regular interaction with instructor, students are not totally autonomous.
- We will continue to seek employer input on traditional skills they seek, as well as new and trending skills that employers expect from our program graduates.

Please provide any other findings that are pertinent to the review.

Additional professional development will be encouraged to all instructors.

Report Affirmed by:

Signed:	Date:
Amy LaCount, Program Coordinator of Office Administration	
Signed:	Date:
Chad Gorham, Dean of Instruction	
Signed:	Date:
Dr. David Campbell, NACC President	
Signed:	Date:
Kelly Black, Drafting and Design Instructor and Chair of the Curriculum Committee	

