Northeast Alabama Community College
Office Administration AAS Degree
Program Review
March 2011

Program Purpose
The Office Administration Program prepares students for entry level employment as receptionist, secretary, and/or administrative assistant. This program consists of 63-64 semester hours depending on the exact courses chosen. The program consists of 42 semester hours of pre-professional, major and elective courses (Area V), with the remaining courses consisting of selected general education courses (Areas I -IV).

Program Learning Outcomes
Graduates of the Office Administration Program are able to

- Communicate effectively both orally and in writing (BUS 215)
- Apply communication principles to the production of faxes, memos, emails, letters, resumes, and reports (OAD 101, OAD 103, OAD 231)
- Demonstrate an understanding of economic theory, analysis (ECO 231, ECO 232)
- Demonstrate competence in financial accounting processes and systems (BUS 241, BUS 242)
- Explain basis computer operating systems (CIS 146, CIS 149)
- Demonstrate the ability to use word processing, spreadsheet, presentation graphics, and database software with speed and accuracy (OAD 125, OAD 126, CIS 113)
- Use ten-key numeric touch method to solve mathematical business applications with speed and accuracy (OAD 130)
- Utilize American Records Management Association (ARMA) filing rules (OAD 138)
- Transcribe documents from dictated recordings using correct format for each document (OAD 200)
- Exhibit a positive work ethic (WKO 106)

Assessed Needs and Assumptions
According to the United States Department of Labor (www.bls.gov/oco/ocos) and the Occupational Outlook Handbook, office occupations rank among those with the largest number of job openings. Opportunities should be best for applicants with extensive knowledge of computer software applications. Secretaries and administrative assistants are increasingly assuming responsibilities once reserved for managerial and professional staff.

The job growth rate in the state of Alabama is not projected to grow at the rate of the growth rate nationally. In fact, in Alabama the growth rate is expected to decrease during the years 2008-2018, with job openings decreasing by 12% from 2008-2018. Estimates are for a total of 7,260 job openings in 2008 to 6,300 in 2018. However, the growth rate nationally is expected to increase. The median wage or salary in Alabama
in 2009 was $14.56 hourly, or $30,300 annually. The largest numbers of new hires are expected to have an associate degree. A smaller number of new hires will have less than an associate degree. This information was obtained from the U.S. Department of Labor, Employment and Training Administration CareerOneStop, available online at www.acinet.org. A review of other specific entry-level office positions for projected employment nationally projected an 11% increase in employment between 2008-2018.

Word processing, writing, and communication skills are essential for all secretaries and administrative assistants. Employers increasingly require extensive knowledge of computer software applications such as desktop publishing, project management, spreadsheets, and data base management. Secretaries and administrative assistants must be proficient in keyboarding, spelling, punctuation, grammar, and oral and written communication. The associate degree program in office administration at Northeast Alabama Community College (NACC) covers all of these areas.

Testing and certification for proficiency in Microsoft Word, Excel, PowerPoint, and Outlook is administered on the NACC campus by the Technology Learning Center under the direction of Ms. Judith Lea. Also, the certification for IC3-Certiport is administered on campus by Ms. Lea.

Structure
The Office Administration Program offers an associate degree in the general office administration option including core subjects such as accounting, keyboarding, records and information management, economics, business English, business communication, and word processing, with additional electives in specific subject area such as machine transcription skills, office software applications, office procedures, and electronic office machine calculations.

Accreditation
The Office Administration Program is within the institutional accreditation by the SACS Commission on Colleges, reaffirmed in 2005.

Instructors
Current Status:
The Office Administration Program currently has one special contract instructor, teaching a full course load. Three additional adjunct instructors are employed to teach afternoon and evening classes. All instructors have master’s degrees. All instructors’ qualifications are appropriately documented.

Ernestine Pace is the full time special contract instructor. She holds a master’s degree in business and office administration. She has had additional training in technology and Microsoft Word 2010. She has participated in recent training sessions offered by the Technology Learning Center on campus. She continues to stay abreast of the latest trends in the business office by reading and attending workshops. She will attend a professional seminar on June 2, 2011, titled “Professional Communication: What
Message Are You Sending?” She has been both adjunct and full-time instructor at NACC for a total of 26 years.

Rita Barkley is an adjunct instructor. She holds a master’s and AA degrees in Business and Office Administration. She has continued her training by attending technology training sessions offered by NACC. She also participates in professional development activities provided by the Jackson County Board of Education. Ms. Barkley has been an adjunct instructor at NACC for 18 years.

Tina Hancock is an adjunct instructor. She has an MS degree in Office Management Systems. During the spring of 2010, she completed six additional semester hours in the Office Management Systems program. Ms. Hancock has been an adjunct instructor for one year.

All instructors participate in professional development activities yearly. In addition to educational degrees, all instructors have qualifying experience in the classroom, appropriately documented.

Needs:
The program has adequate instructors at this time.

Professional development activities are provided by the college, and instructors have opportunities to attend conferences and workshops. The continuing education in the technology program has been very helpful in instruction for the “smart” technology in all the classrooms in the Business Education building on campus.

On-going Costs for the Program

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<th>BUDGETS</th>
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<tr>
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<td>OAD</td>
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Source: Dean of Administrative Services
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Source: Dean of Administrative Services

**Instructional Quality and Enhancements/Curriculum Design**

The Office Administration program includes a total of 21-22 semester hours of general education classes. These classes include English 101 (3 hours); Fundamentals of Public Speaking (3 hours); humanities and fine arts elective (3 hours); math elective (3 hours); microcomputer applications (3 hours); one math, computer science or natural science elective (3-4 hours); and a history, social science, or behavioral science elective (3 hours).

All syllabi in the program are approved by the Student Learning Outcomes Committee per the five-year course plan. All approved class syllabi are posted on the NACC website. These syllabi are used by the instructors to develop course handouts that are given to all students at the beginning of each course. Course reviews to measure the attainment of general and/or program learning outcomes are accomplished on a five-year rotating schedule, with approximately 20% of the classes receiving a review each year.

The class offerings appear adequate for the enrollment, with 4-5 classes currently offered per term. At least 3-4 electives are offered each term. The rotation of class offerings allows a student to finish within four semesters if the student takes advantage of all available offerings. Course offerings for the general education core are available each term.

The computer lab in the Business Education Building was upgraded in the spring of 2009. Microsoft Word 2010 will be installed for summer 2011. The three classrooms are equipped with Smart technology. These updates were completed in the spring of 2011. The labs are adequate for classroom instruction.

The library resources are adequate and available for students to complete assignments which require research. The head librarian updates instructors and students on a monthly basis about new additions to the library.
Advisory Committee

The purpose of the Business/Office Administration Advisory Committee is to assist in attaining the goals and objectives of the programs. The membership of the Advisory Committee consists of citizens from the service area of Jackson and DeKalb counties who have made their competencies and resources available to facilitate the efforts of the business and OAD programs in meeting the needs of the community.

The responsibilities of the council include the following:

- Assess the needs of the programs as identified by the committee
- Identify the goals of the business and OAD programs within the community
- Promote and support the associate degree business and OAD programs through the community and across the state
- Evaluate recommendations and innovative ideas for program improvement, changes and/or redirection to meet community needs

Current members of the Business/OAD Advisory Committee:

- Dr. David Campbell: President
- Dr. Mike Kennamer: Director of Workforce Development
- Dr. Joe Burke: Vice President/Dean of Instruction
- Sam Dobbs: Business/Computer Science Division Director
- Erneistine Pace: OAD instructor
- Rita Barkley: OAD instructor
- Sherry Whitten: Director, College and Career Planning Center
- Crystal Williams: First Bank of the South
- Ena Martin: Highland Medical Center
- Laura Hulgan: First Bank of the South

Enrollment and Completions

**Office Administration Program**

**Enrollments**

**2008-2009 through Fall 2010**

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<th>2008-2009</th>
<th>2009-2010</th>
<th>Fall 2010</th>
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<td>74</td>
<td>55</td>
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<tr>
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<td>75</td>
<td>70</td>
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<tr>
<td>Office Administration-Paralegal Option</td>
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<td><strong>181</strong></td>
<td><strong>152</strong></td>
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Source: Office of Institutional Planning and Assessment.
Office Administration Program
Completers
2008-2009 through Fall 2010

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<th>2009-2010</th>
<th>Fall 2010</th>
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<tr>
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<td>10</td>
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<tr>
<td>Office Administration-Medical Option</td>
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<td>Office Administration-Paralegal</td>
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<tr>
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<td><strong>22</strong></td>
<td><strong>16</strong></td>
<td><strong>11</strong></td>
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</tbody>
</table>

Source: Office of Institutional Planning and Assessment.

**Job Placement Rates and Employer Satisfaction**
According to the Alabama Department of Industrial Relations, job placement rates for the 2008-2009 completers of NACC Office Administration programs range from 50% to 67%.

**Program-related Surveys/Reports**
Surveys collected and compiled during the 2008-2010 terms consistently indicate that a majority of the students who are enrolled in the AAS Office Administration program at NACC are pleased with the education they received. The students gave the instruction, facilities, and programs of study high marks.

**Alumni Surveys**
Over 90% of the alumni felt their NACC experiences contributed to their growth in communication, cognition, information literacy, interpersonal skills, aesthetic sensitivity, and personal responsibility (general education outcomes). Of those alumni currently employed, approximately 72% are employed in either Jackson or DeKalb Counties, with 6.9% having left the state for employment (compared to 10.5% of the 2009 respondents and 11.8% of the 2008 respondents). Almost all who have been employed in a job related to their NACC training indicated satisfaction with AAS and/or certificate program preparation. AAS and certificate alumni reported employing a wide range of computer, writing, and quantitative tasks on the job.

**Findings of Review**
Course content is updated regularly and is current with respect to the state of the industry. The OAD labs are current with the latest equipment. All classrooms have been equipped with Smart Board technology. The software is also current. Microsoft 2010 will be installed on all computers in the lab and ready for use for the summer 2010 semester. With the current adjunct faculty employed in the program, students are able to have flexibility in scheduling and to complete the associate degree within the two year period. Revised degree plans have been implemented and a full range of courses are offered. The range of courses in the general curriculum and the Area V course offerings prepare the graduates for the market as receptionists, secretaries, and administrative assistants.
The College and Career Planning Center has enhanced all the programs on campus and provides valuable service for the students from the time they enter the program until they graduate.

**Report Affirmed by:**

Ernestine Pace, Office Administration Instructor

March 25, 2011

Date

Sam Dobbs, Director of Business and Computer Science Division

March 25, 2011

Date

Date Reviewed by Curriculum Committee:  August 3, 2011

Curriculum Committee Chair:  Bradley Fricks, Spanish Instructor