Program Purpose
The purpose of the Office Administration—Medical Office Option (AAS degree) Program is to prepare students for entry-level employment in a medical setting, both private practice setting and hospital setting. This program consists of 63-64 semester hours depending on the exact courses chosen. There are 42 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 OAD Medical Office Option program are able to
- Communicate effectively both orally and in writing (BUS 215)
- Demonstrate competence in financial account processes and systems (BUS 241)
- Demonstrate an understanding of economic theory, analysis, and policy applications (ECO 231 or ECO 232)
- Prepare Income Statements (BUS 241)
- Apply communication principles to the production of faxes, memos, emails, letters, resumes, and reports (OAD 125, OAD 126, OAD 103)
- Explain the basis operating system of a computer (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 the ten-key numeric touch method to solve mathematical business problems
- Utilize American Records Management Association filing rules
- Transcribe medical documents form dictated recordings
- Interpret medical terms used in medical records (OAD 211)
- Transcribe dictated medical letters, reports into mail-ready document using a computer (OAD 212), (OAD 214)
- Maintain medical records efficiently (OAD 138, OAD 214, OAD 215)
- 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, employment is projected to grow much faster, ranking medical assistants among the fastest growing occupations over the 2008-2018 decade. Job prospects should be excellent. Approximately 62% of medical assistants work in physician offices. Some medical assistants are trained on the job, but many complete a two-year associate degree program.
Medical assistants held about 483,600 jobs in 2008. About 62% worked in offices of physicians; 13% worked in public and private hospitals, including inpatient and
outpatient facilities; and 11% in offices of other health practitioners, such as chiropractors and optometrists.

According to www.careerinfolnet.org/occ_rep.asp, the trend for medical assistant employment for Alabama is bright. A thirty-four percent increase in employment is expected between 2008 and 2018. The median pay scale in Alabama is $11.46 per hour or $23,800. The top wage is $15.52 per hour, or $32,300 per year.

Medical assistants constantly interact with other people and may have to handle several responsibilities at once. Most full-time medical assistants work a 40-hour week. However, many medical assistants may work part-time, evenings, or weekends.

Training at the postsecondary level includes anatomy, physiology, and medical terminology, as well as keyboarding, transcription, recordkeeping, accounting, and insurance billing and coding. All these areas are covered in the OAD Medical option program at NACC.

**Structure**
The Office Administration—Medical Option Program at NACC offers an associate degree in the OAD medical option including core subjects such as keyboarding, word processing, records and information management, accounting, medical transcription, and business communication, with additional electives in specific subject areas such as medical terminology, medical office procedures, insurance billing and coding, and biology.

**Accreditation**
The Office Administration—Medical Option Program is within the institutional accreditation granted by the SACS Commission of 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**

<table>
<thead>
<tr>
<th>BUDGETS</th>
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<td></td>
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<td></td>
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Source: Dean of Administrative services
### EXPENDITURES FY 2008-2009

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### EXPENDITURES FY 2009-2010

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<td>TOTALS</td>
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</table>

Source: Dean of Administrative Services

### Instructional Quality and Enhancements/Curriculum Design

The Office Administration—Medical Option 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); 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 areas 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 committee 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/Office Administration 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
Ernestine 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

Enrollments and Completions

Office Administration—Medical Office Option
Enrollments
2008-2009 through Fall 2010

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<td>Office Administration-Medical Office Option</td>
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<tr>
<td>Office Administration-Paralegal Option</td>
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<tr>
<td>Totals</td>
<td>119</td>
<td>181</td>
<td>152</td>
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Source: Office of Institutional Planning and Assessment.
Office Administration—Medical Office Option
Completers
2008-2009 through Fall 2010

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<tr>
<td>Office Administration-Medical Option</td>
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<td>5</td>
<td>7</td>
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<tr>
<td>Office Administration-Paralegal</td>
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<td>1</td>
<td>1</td>
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<tr>
<td><strong>Totals</strong></td>
<td><strong>22</strong></td>
<td><strong>16</strong></td>
<td><strong>11</strong></td>
</tr>
</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 participated in the survey found that those students enrolled in the AAS Office Administration—Medical option 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 graduates for employment in a medical setting.
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:**

____________________________________________________  March 25, 2011  
Ernestine Pace, Office Administration Instructor  Date

____________________________________________________  March 25, 2011  
Sam Dobbs, Director of Business and Computer Science Division  Date

Date Reviewed by Curriculum Committee:  August 3, 2011

Curriculum Committee Chair:  
Bradley Fricks, Spanish Instructor