

**SOUTHERN WEST VIRGINIA COMMUNITY AND TECHNICAL COLLEGE
BOARD OF GOVERNORS
MEETING OF APRIL 16, 2013**

ITEM: Academic Program Review

RECOMMENDED RESOLUTION: *RESOLVED*, That the Southern West Virginia Community and Technical College Board of Governors approve the continuance of the Office Administration, Certificate program with corrective action in accordance with the provisions of the West Virginia Council for Community and Technical College Education, Title 135 Procedural Rule, Series 10, *Policy Regarding Program Review*.

STAFF MEMBER: Gail Hall

RATIONALE FOR THE RECOMMENDATION:

In accordance with West Virginia Code and Council Policy Series 10, *Policy Regarding Program Review*, the Department of Business conducted a program review of the Office Administration, Certificate program during the 2012-2013 academic year.

Based on the program review, the continuation of the program with corrective action is recommended. A greater emphasis will be placed on program enrollees/completion rates and identifying majors within the program. Although the number of declared majors per year is unacceptable and the numbers of students enrolled and graduating in Office Administration Certificate program have decreased from the previous program reviews, this Certificate program is a no-cost option for students.

An undertaking to correct this situation includes the development and promotion of skill sets to provide an opportunity for those who may want to enter this occupational area; a restructuring of the curriculum with a 30-hour requirement (first year of AAS degree program); delivery system of curriculum to include increased number of on-line courses; a tracking system in advising as well as beyond graduation; and, marketing.

PROGRAM REVIEW
Southern West Virginia Community and Technical College
Board of Governors

Program with Special Accreditation Program without Specialized Accreditation

Office Administration, Certificate February 1, 2013
Program: _____ _____
Degree and Title Date

INSTITUTIONAL RECOMMENDATION

The institution is obligated to recommend continuance or discontinuance for each program reviewed and provide a brief rationale for its recommendation.

- _____ 1. Continuation of the program at the current level of activity without corrective action;
- X 2. Continuation of program with corrective action (specify required action - e.g., reducing the range of optional tracks or other corrective action);
- _____ 3. Identification of the program for further development;
- _____ 4. Development of a cooperative program with another institution or sharing of courses, facilities, and/or faculty, and the like;
- _____ 5. Discontinuance of the program in accordance with provisions of the West Virginia Council for Community and Technical College Education, Title 135, Procedural Rule, Series 11, *Degree Designation, General Education Requirements, New Program Approval, and Discontinuance of Existing Programs.*

Rationale for Recommendation:

The enrollments during this review period have been on the downside of the cycle that past history reflects; therefore corrective action is being recommended. Activities that have been developed/implemented include: Skill Sets that will help those who want to enter this occupational area; renaming of Certificate/restructuring the curriculum - 30 total hours - to align with Year One of the AAS program; and the certificate program will be an institutional no cost opportunity to meet student needs.

Signature of person preparing report if other than Department Chair	Date
<i>Boil Hall</i>	2-01-2013
Signature of Department Chair	Date
<i>Dr. Pamela L. Alderman</i>	3/25/13
Signature of Dean	Date
<i>Harry M. Langley</i>	03-27-13
Signature of Vice President for Academic Affairs	Date
Signature of President	Date
Signature of Chair, Board of Governors	Date

PROGRAM REVIEW
Southern West Virginia Community and Technical College
Programs Without Specialized Accreditation

Summary of Findings
2012-2013

Program Title: Office Administration, Certificate

Hours Required for Graduation: 30

I. Synopses of significant findings, including findings of external reviewer(s)

A. Adequacy

Gone through several revisions but configured for 30 hours beginning in 2012-2013 while maintaining essentials to provide for student/employer needs

- Program has established goals and objectives
- Appropriately trained, dedicated faculty
- Provides a variety of skilled occupational pathways
- Entrance abilities for the students are within community college standards
- Program maintains appropriate assessment tools
- Ninety percent of OA Certificate classes are delivered online

Conclusion: Program meets minimum adequacy requirements.

B. Viability

- Program has sufficient enrollment
- Graduates are within expectations for the program

Conclusion: Program meets minimum viability requirements.

C. Necessity

- Program meets a validated occupational demand
- Graduates successfully find gainful employment

Conclusion: Program meets minimum requirements for necessity.

D. Consistency with Mission

- Curriculum is an acceptable blend of recommended courses which accomplish the Institution's Commitments for learning
- Program delivers courses in a non-traditional format
- Faculty involvement in advising process encourages degree completion/graduation within a two-, three-year window.

Conclusion: Program is consistent with the mission of the college.

II. Plans for program improvement, including timeline.

New skill sets and restricted electives have been developed to expand offerings and keep current with student/business needs. Marketing of these will begin in 2012-2013. Faculty will continue developing majors courses for on-line delivery as their "load time" permits.

Additional efforts are being made in tracking and advising students to assist with completion of courses in sequence. Along with advising student efforts, students will also be tracked beyond graduation. These activities are ongoing.

III. Identification of weaknesses or deficiencies from the previous review and the status of improvements implemented or accomplished.

The identified weaknesses in previous review related to students being identified in the computer in the major they are actually pursuing. Too, being able to obtain appropriate student and employer feedback is still somewhat of a weakness in spite of survey efforts. Efforts to eliminate both of these conditions are ongoing.

IV. Five year trend data on graduates and majors enrolled.

The numbers of majors and graduates fluctuated minimally from year to year. This situation compares to the college-wide enrollment and declared majors since the last program review.

V. Summary of assessment model and how results are used for program improvement.

The assessment model contains a variety of measurements for classroom performance. Student advising and progress toward graduation is monitored closely. Outcomes are discussed with faculty and changes in delivery and content are made accordingly. Formal curriculum changes are presented in accordance with the established institutional procedures and policies for curriculum and instruction.

VI. Data on student placement.

Graduates who actively seek Office Administration jobs following their graduation have found employment within a relatively short time period. The limited number of surveys returned reveal that students are working or, having changed their mind about their major, are returning to college for additional studies.

VII. Final Recommendations Approved by the Governing Board

See the attached resolution for Board of Governors Final Recommendation and signatures.

PROGRAM REVIEW
Southern West Virginia Community and Technical College
Programs Without Specialized Accreditation

Program Name: Office Administration, Certificate

Date of Last Review: 2007-08 Program Review; 2008-09 Follow-up Report

I. PROGRAM DESCRIPTION

The Office Administration Certificate program provides the student with the basic knowledge and training in the skills for administrative office work. It is designed for those who have little or no training or experience in office administrative work and wish to hold or get a job doing general office work or work as an administrative assistant, stenographer, typist, or file clerk.

Much of the Office Administration program is available on the web collegewide, but may also be offered on the Logan and Williamson campuses. The Boone/ Lincoln and Wyoming campuses offer the program support courses only.

II. SPECIALIZED ACCREDITATION INFORMATION

This program does not have any specialized accreditation information.

III. PROGRAM STATEMENT on Adequacy, Viability, Necessity, and Consistency with College Mission

A. Adequacy

1. Curriculum

The curriculum for the certificate degree in Office Administration has had varying credit hours during this review period: 34, 37, 35, and 30. The faculty continuously review the curriculum, based on program advisory committee input and business needs, to assure that students are receiving the knowledge and skills that are needed to be successful. The curriculum is comprised of general education, business, and program specific courses to meet student/workforce needs. See Appendix I.

2. Faculty

One full-time program-specific faculty member along with the full-time business department chair and, whenever needed, an adjunct faculty member accomplish the instructional mission of the Office Administration Certificate degree program. The full-time faculty teach approximately ninety-nine percent (99%) of the Office Administration courses while adjunct faculty members teach the remaining one percent (1%).

The program-specific faculty member is based on the Williamson Campus. The majority of Office Administration courses are available on the web. (This enables all of Southern's service areas to have access to the courses.) Full-time faculty ranks are Professor. See Appendix II.

3. Students

a. Entrance Abilities

The Office Administration Certificate Program is an open-admission program in accordance with the open-door admissions policy of Southern West Virginia Community and Technical College.

b. Exit Abilities

Upon completion of the certificate requirements, students will have acquired a comprehensive knowledge of basic office skills and will have become proficient in document processing.

Specific exit abilities of Office Administration Certificate graduates include:

- use of various application software common in the office technology field (Word, Excel, Access, and PowerPoint)
- organize work, set priorities, and utilize stress and time management skills
- perform administrative office procedures conducive to their field of study
- demonstrate professionalism through proper attire and conduct
- oral and written business communications
- exhibit ethical, responsible, and dependable behavior

4. Resources

a. Financial

The Office Administration program receives a yearly budget dedicated to meeting the needs of the program. The certificate program is a no-cost program of study as the courses are basically the first year of the AAS degree.

b. Facilities

Each campus provides a computer lab that is accessible for any program/course use. The Logan and Williamson Campuses provide a computer lab(s) dedicated solely for business program/course priority use. Data projectors,

along with lap/desktop computers, assist in providing technology in the instructional process. Classrooms are used for nonweb classes or when sections of OA courses are offered on the campus.

5. Assessment Information

The Office Administration program has an approved Program Assessment Plan. The Plan includes a mission statement, goals and objectives, linkage of goals and objectives to institutional commitments, and student and employer surveys. Students also participate in Southern's assessment program which has used WORKKEYS, MAPP, and ETS Proficiency Profile. See Appenix III.

Within the Office Administration program all courses are criterion referenced and instructional material is defined within the respective course syllabi. These documents are subject to annual departmental review to insure the viability of the criteria. Examinations and out-of-classroom assignments are used as course specific assessment devices as they are application-oriented simulations based upon the above-referenced criteria.

The program has limited returns on graduate follow-up surveys. Attempts are made each year to contact students by phone, email, and US mail. The feedback on employer satisfaction is also somewhat limited. A majority of the students who respond prefer not to include employer or salary information. Most feedback information is informal through contact with the students and the local business employer or a call from a business who has employed a prior graduate.

6. Advisory Committee

The Office Administration Program shares in an active advisory committee for all of the Department of Business programs. The committee consists of professionals from all facets of the business world: banking industry, CPA firms, realtors, mining, hospitals, insurance, advertising, redevelopment authorities, attorneys, and trucking firms. The number of members attending the meetings has varied with 13 and 10 members participating in the last two annual meetings in April 2010 and 2011, respectively.

7. Strengths and Weaknesses

STRENGTHS:

Availability of the majority of program via web
Students' opportunity for employment
Highly competent and committed faculty

WEAKNESSES:

Need for students to properly identify major

Graduation to occur within one year - three years maximum

B. Viability

1. Number of majors per year for previous five years

<u>Term</u>	<u>Enrollment</u>
Spring 2012	1
Fall 2011	1
Spring 2011	1
Fall 2010	3
Spring 2010	1
Fall 2009	1
Spring 2009	1
Fall 2008	0
Spring 2008	1
Fall 2007	1

Enrollment Trends for previous five years

Although the OA program curriculum has been restructured and sequenced for one-year completion, enrollees do not follow the expected one year for certificate degree completion. The enrollment, as with other Business programs, is cyclical. A review of the enrollee numbers does not indicate a great number of students with a certificate interest. However, the major code in the computer does not always reflect what the student is pursuing. This is validated in the number of graduates over the five year period. Students enroll in the program and, for whatever reason, leave it without attaining a degree. However, a few semesters later, they return to complete their program of study.

Number of Graduates for previous five years

In the period of Fall 2007 to Spring 2012 data are available showing seven graduates.

<u>Year</u>	<u>Graduates</u>
2007 - 2008	4
2008 - 2009	0
2009 - 2010	2
2010 - 2011	0
2011 - 2012	1

The numbers of graduates have been sporadic over the past five years.

Enrollment Projections

Although we cannot predict large increases in enrollment in the future, there is a community employment need delivered by this program which we believe drives enrollment. The Department of Labor has released information relative to occupationally titled positions for which the Office Administration program prepares students as growing normally in number of jobs and an occupation with a bright outlook for employment. The West Virginia job market's median annual salary is \$27,900.

Conversion of OA classes to a web-based delivery system is an on-going process; thus more classes will become available for those who cannot travel to campus.

2. Program Course Enrollments

As more of the OA courses have become available via the web, enrollments have increased. While the program's offerings is a variety of specialized courses designed specifically for the program, students are being drawn to them because of the web availability and determination the courses will be of personal benefit as they move through their chosen major. A complete listing of all OA courses for the past five years can be found in Appendix IV.

3. Service Courses

While a majority of the program's requirements are designed specifically for this major, there are two courses that are popular with other students - OA 103 Document Processing I and/or OA 104 Document Processing II. Also popular with nonmajors is OA 131 Records Management. (Included in Appendix IV.)

4. Off-Campus/Distance Delivery Classes

This program has several courses that are currently offered by distance delivery. A listing of online courses is available in Appendix V.

5. Articulation Agreements

There are no articulation agreements for the program.

C. Necessity

There is an identified need for individuals who are trained in our Office Administration program within our local as well as regional service areas. Demands from the local labor market have consumed the sum total of graduates. Requests from service area employers are commonplace. Despite production of program graduates over the past five years, the demand continues to exceed supply. The U.S. Bureau of Labor projects

that this occupational area will grow about as fast as average - 12 percent - annually. (Appendix VI)

D. Consistency with Our Mission

The Office Administration program directly supports the institution's mission to fulfill the needs of students - as well as employers - in our service area.

- The curriculum provided is an acceptable blend of those recommended courses which fulfill the purpose of the Certificate - basic skills for an entry-level position in an office environment and enhancement of the institution's commitment to its student population.
- The program meets the requirements of the Institutional Compact to deliver programs/courses in a non-traditional format in order to increase learning opportunities in our service district.
- The program provides the opportunity for employers to encourage employees to gain/upgrade skills via web delivery system
- Faculty involvement in advising encourages completion of degree and graduation within two-year timeframe.

IV. Recommendation

Based upon the program review, the continuation of the program at the current level of activity with corrective action is recommended.

Appendix I

Curriculum
2007-2012

**Office Administration
Certificate
34 Semester Hours**

Purpose: The Office Administration Program provides the student with the basic knowledge and training in the skills administrative office work. It is designed for those who have little or no training or experience in office administrative work and wish to hold or get a job doing general office work or work as an administrative assistant, stenographer, typist, or file clerk.

Knowledge and skills gained through this program typically prepare for, or upgrade persons in, the following occupations:

Administrative Assistant
File Clerk
Receptionist
Typist

Recommended Program Sequence

FIRST YEAR-FIRST SEMESTER

Dept.	Course No.	Title	Credit Hours	Total Hours
AC	111	Principles of Accounting I	3	
		OR		
OA	101	Office Accounting I		
BU	100	Introduction to Business	3	
BU	115	Business Calculations	3	
EN	101	English Composition I	3	
OA	104	Intermediate Keyboarding	3	
OR	110	Introduction to College	1	
				16

FIRST YEAR-SECOND SEMESTER

Dept.	Course No.	Title	Credit Hours	Total Hours
AC	112	Principles of Accounting II	3	
		OR		
OA	102	Office Accounting II		
BU	205	Business Communications	3	
OA	105	Advanced Keyboarding	3	
OA	131	Records Management	3	
OA	120	SuperWrite I	3	
SP	103	Speech Fundamentals	3	
				<u>18</u>
		Total Hours		34

**Office Administration
Certificate
37 Semester Hours**

Purpose: The Office Administration Program provides the student with the basic knowledge and training in the skills administrative office work. It is designed for those who have little or no training or experience in office administrative work and want to enter employment in an entry level position.

Knowledge and skills gained through this program typically prepare for, or upgrade persons in, the following occupations:

Administrative Assistant
File Clerk
Receptionist
Typist

Recommended Program Sequence

FIRST YEAR-FIRST SEMESTER

Dept.	Course No.	Title	Credit Hours	Total Hours
AC	111	Principles of Accounting I	3	
CS	116	Word Processing Concepts	2	
CS	118	Spread Sheet Concepts	2	
EN	101	English Composition I	3	
CS	120	Data Base Management Systems Concepts	2	
*OA	104	Document Processing II	3	
SP	103	Speech Fundamentals	3	
OR	110	Introduction to College	1	
				19

FIRST YEAR-SECOND SEMESTER

Dept.	Course No.	Title	Credit Hours	Total Hours
AC	250	Computerized Accounting	3	
BU	115	Business Calculations	3	
MK	274	Services Marketing	3	
CS	125	Electronic Presentations	2	
OA	131	Records Management	3	
OA	135	Document Processing Simulation	3	
OA	240	Office Administration Practicum	1	
				<u>18</u>
Total Hours				37

*OA 103 or previous keyboarding experience is required.

Medical Lab Assistant**Certificate 36- Semester Hours**

Purpose: These are non-transfer programs designed for the career oriented student who desires to enter the job market after completion, or to enhance skills in current employment.

Support Courses

Dept.	Course No.	Title	Credit Hours
BS	124	Human Anatomy & Physiology I	4
BS	125	Human Anatomy & Physiology II	4
EN	101	English Composition I	3
EN	102	English Composition II	3
MT	121	College Math for General Education	3
OR	110	Introduction to College	1
PY	201	General Psychology	3
PY	218	Life-Span Development Psychology	3

Major Courses

AH	100	Patient Care Technology	3
AH	103	Principles of Phlebotomy	3
-AH	108	Medical Terminology	2
AH	112	Basic Medical Laboratory Procedures	2
AH	113	Phlebotomy Clinical Practicum	2

Office Administration**Certificate 37- Semester Hours****Support Courses**

AC	111	Principles of Accounting I	3
AC	250	Computerized Accounting	3
BU	115	Business Calculations	3
CS	116	Word Processing Concepts	2
CS	118	Spreadsheet Concepts	2
CS	120	Database Management System Concepts	2
CS	125	Electronic Presentations	2
EN	101	English Composition I	3
MK	274	Services Marketing	3
OR	110	Introduction to College	1
SP	103	Speech Fundamentals	3

Major Courses

*Previous keyboarding experience is required or OA 103.

OA	104	*Document Processing II	3
OA	131	Records Management	3
OA	135	Document Processing Simulation	3
OA	240	Office Administration Practicum	1

Office Administration

Certificate

37 Semester Hours

The full Office Administration Certificate Program is available at all campus locations.

Dept/No.	Title	Credit Hours
Support Courses		
AC 111	Principles of Accounting I	3
AC 250	Computerized Accounting	3
BU 115	Business Calculations	3
CS 116	Word Processing Concepts	2
CS 118	Spreadsheet Concepts	2
CS 120	Database Management System Concepts	2
CS 125	Electronic Presentations	2
EN 101	English Composition I	3
MK 274	Services Marketing	3
OR 110	Introduction to College	1
SP 103	Speech Fundamentals	3
Major Courses		
OA 103 or previous keyboarding experience is required	Basic Document Processing I	3
OA 104	*Document Processing II	3
OA 131	Records Management	3
OA 135	Document Processing Simulation	3
OA 240	Office Administration Practicum	1

*Previous keyboarding experience is required or OA 103.

Department Chair: 304.236.7619
 Administrative Secretary: 304.236.7609

Office Administration

Certificate

Minimum 35 Credit Hours

Purpose

The Office Administration Certificate Program provides the basic knowledge and training in the skills of administrative office work. It is designed for those who have little or no training or experience in office administrative work and want to enter employment in an entry-level position or for those who may be employed but wish to formally upgrade their skills.

The full Office Administration Certificate Program is available at all campus locations.

Dept/No.	Title	Credit Hours
Support Courses		
AC 111	Principles of Accounting I	3
AC 250	Computerized Accounting	3
BU 100	Introduction to Business	3
BU 115	Business Mathematical Applications	3
BU 120	Business Software Applications	3
EN 101	English Composition I	3
OR 110	Introduction to College	1
SP 103	Speech Fundamentals	3
Major Courses		
OA 103 or previous keyboarding experience is required	Basic Document Processing I	3
OA 104	*Document Processing II	3
OA 131	Records Management	3
OA 135	Document Processing Simulation	3
OA 240	Professional Image	1

*Previous keyboarding experience is required or OA 103.

Department Chair: 304.236.7619

Administrative Secretary: 304.236.7609

A trimester-by-trimester program course sequence is available at <http://www.southernwv.edu/programs/certificate/office-administration>

Office Administration

Certificate
30 Credit Hours

Purpose

The Office Administration Certificate Program provides the basic knowledge and training in the skills of administrative office work. It is designed for those who have little or no training or experience in office administrative work and want to enter employment in an entry-level position or for those who may be employed but wish to formally upgrade their skills.

The full Office Administration Certificate Program is available at all campus locations.

Dept/No.	Title	Credit Hours
Support Courses		
BU 115	Business Mathematical Applications	3
or	or	
MT 123	Intermediate Algebra	
EN 101	English Composition I	3
SP 103	Speech Fundamentals	3
Major Courses		
AC 111	Principles of Accounting I	3
BU 100	Introduction to Business	3
BU 120	Business Software Applications	3
OA 103	Basic Document Processing I	3
OA 104	Document Processing II	3
OA 131	Records Management	3
OA 135	Document Processing Simulation	3

A trimester-by-trimester program course sequence is available at <http://www.southernwv.edu/programs/certificate/office-administration>

Department Chair: 304.236.7619

Administrative Secretary: 304.236.7609

Appendix II

Faculty Data Sheets

- e. List awards/honors (including invitations to speak in your area of expertise) or special recognitions in last five years.
~Williamson Appalachian Regional Hospital Local Advisory Committee, Chair
~Laurel Lake Wildlife Management Area Foundation, Board Chair
~Mingo County/Coalfield Community Action Partnership, Vice Chair
- f. Indicate any other activities which have contributed to effective teaching.
- g. List professional books/papers published during the last five years.
- h. List externally funded research (grants and contracts) during last five years.

**APPENDIX II
Faculty Data**

(No more than **TWO** pages per faculty member)

Name: Patricia Ann Poole

Check one: Full-time Part-time Adjunct Graduate Assistant

Highest degree earned Master's Degree Conferred by Marshall University
Date degree received 1987 Area of specialization Education—plus, 32 post-graduate hours in
business-related courses and Bachelor's in Business Education

Professional registration/licensure

Years of employment at present institution 28

Years of employment in higher education 28

Years of related experience outside higher education 5

Non-teaching experience Worked as an Administrative Assistant at: Cabell-Huntington Hospital,
Barboursville Insurance Agency, and United Parcel Service

To determine compatibility of credentials with assignment:

- a. List courses you taught this year those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

b.

<u>Year/Semester</u>	<u>Course Number and Title</u>	<u>Enrollment</u>
Fall 2012	BU 120 –Business Software Applications CRN-236	25
Fall 2012	BU 120 –Business Software Applications CRN-698	19
Fall 2012	OA 103 –Document Processing I CRN-252	14
Fall 2012	OA 104 -Document Processing II CRN-253	15
Fall 2012	*OA 140 –Administrative Office Procedures CRN-255	9
Fall 2012	*OA 143 –Legal Office Procedures CRN-256	4
Fall 2012	*OA 145 –Medical Administrative Procedures CRN-257	7
*Classes taught as one 3-hour course		
Spring 2012	BU 120 –Business Software Applications CRN-246	27
Spring 2012	MG 261 –Human Resources Management CRN-231	24
Spring 2012	OA 103 –Basic Document Processing I CRN-647	19
Spring 2012	OA 131 –Records Management CRN-236	23
Spring 2012	OA 135 –Document Processing Simulation CRN-237	8
Spring 2012	OA 240 –Administrative Management CRN-240	15
Fall 2011	BU 120 –Business Software Applications CRN-478	8
Fall 2011	BU 120 –Business Software Applications CRN-459	8
Fall 2011	BU 120 –Business Software Applications CRN-164	28
Fall 2011	MG 261 –Human Resources Management CRN-149	24
Fall 2011	OA 103 –Basic Document Processing I CRN-156	25
Fall 2011	OA 104 –Document Processing II CRN-157	18
Fall 2011	*OA 140 –Office Administrative Procedures CRN-466	10
Fall 2011	*OA 143 –Legal Office Procedures CRN-467	2
Fall 2011	*OA 145 –Medical Administrative Procedures CRN-468	10
*Classes taught as one 3-hour course		

- c. If degree is not in area of current assignment, explain.
- d. Identify your professional development activities during the past five years.
1. Blackboard 9.1 Training Course (via Southern WV Comm. & Tech. College) (Spring 2012)
 2. SP. Topics-Leadership-President's Future Leaders Academy –Year 1 and Year 2 (2010 and 2011)
 3. Post-Graduate Class-ATE 520-Principles Cooperative Education (Summer 2011)
 4. Post-Graduate Class-ATE 522-Administration of Cooperative Programs (Summer 2011)
 5. Post-Graduate Class-ATE 549-Occupational Analysis Instructional Design (Fall 2010)
 6. Workshop: Developing A Systemic Sector (Targeted Industry) Strategy (via Comm. & Tech. College System) (Fall 2010)
 7. Certification in Microsoft Office (via New Horizons) (Summer 2009)
 8. Workshop: Creating a Competitive Workforce for West Virginia: Connecting Relevancy with Rigor within Community and Technical College Programs and Services (via Comm. & Tech. College System) (Fall 2008)
 9. Post-Graduate Class- MKT 511-Marketing and Management (Summer 2007)
 10. Post-Graduate Class-MGT 620-Human Resources Management (Summer 2007)
 11. Post-Graduate Class-ATE 651-Developing Marketing Curriculum (Summer 2007)
 12. Post-Graduate Class-CI 560-Entrepreneur Academy (Fall 2007)
 13. WV Business Association (WVBEA) Fall Conference (Fall 2007)
 14. Course in Medical Billing and Coding (via Southern WV Comm. & Tech. College) (Fall 2008)
 15. Southern Business Education Association Conference (Fall 2008)
- e. List awards/honors (including invitations to speak in your area of expertise) or special recognitions in last five years.
1. President's Award for Excellence in Teaching (2011)
 2. Twice Nominated for Savas-Kostas Award for Excellence (2010 and 2006)
- f. Indicate any other activities which have contributed to effective teaching.
- g. List professional books/papers published during the last five years.
- h. List externally funded research (grants and contracts) during last five years.

Appendix III

Assessment Data

2008 Assessment Report

Work Keys Summary--Continued
Spring 2008
Negotiated Level: 83.30%

Program -- Certificate	#Pass	#Taken	%Passed
Health Care Technology	2	2	100%
CIS	1	1	100%
Medical Laboratory Assistant	1	8	13%
EET	0	1	0%
OA	0	1	0
Totals	4	13	31%

Those in gray failed to meet negotiated levels.

Students must have successfully met negotiated levels on all three parts to be considered successful.

Department: Business
557-AAS—Office Information Technology--Administrative
 n=1
 Min. AM (4) Min LI (4) Min. RFI (4)
 1 -- 100% 1-- 100% 1 -- 100%
 All Areas—1-- 100%

Gender	Ethnicity	AM	LI	RFI	Met All Standards	
F	W	6	5	6	S	
	Mean	6	5	6		
	Standard	4	4	4		
		0--<3	0--<3	0--<3		
		0--3	0--3	0--3		
		0--4	0--4	0--4	0 -- U	0% U
		0--5	1--5	0--5	1 -- S	100% S
		1--6	0--6	1--6		
		0--7	0--7	0--7		
	Met Standard	1	1	1		

2008 Assessment Report

Department: Business
 558-AAS—Office Information Technology--Legal
 n=2
 Min. AM (4) Min LI (4) Min. RFI (4)
 1 -- 50% 2 – 100% 2 –100%
 All Areas—1 -- 50%

Gender	Ethnicity	AM	LI	RFI	Met All Standards	
F	W	3	4	5	U	
F	W	5	4	5	S	
	Sum	8	8	10		
	n=	2	2	2		
	Mean	4	4	5		
	Standard	4	4	4		
		0--<3	0--<3	0--<3		
		1--3	0--3	0--3		
		0--4	2--4	0--4	1 - U	50% U
		1--5	0--5	2--5	1 - S	50% S
		0--6	0--6	0--6		
		0--7	0--7	0--7		
	Met Standard	1	2	2		

Department: Business
 559-AAS—Office Information Technology--Medical

n=4

Min. AM (4) Min LI (4) Min. RFI (4)
 3 -- 75% 2 -- 50% 4 -- 100%

All Areas—2 -- 50%

Gender	Ethnicity	AM	LI	RFI	Met All Standards	
F	W	4	4	4	S	
F	W	5	4	6	S	
F	W	3	3	5	U	
F	W	4	3	5	U	
	Sum	16	14	20		
	n=	4	4	4		
	Mean	4	3.5	5		
	Standard	4	4	4		
		0--<3	0--<3	0--<3		
		1--3	2--3	0--3		
		2--4	2--4	1--4	2 - U	50% U
		1--5	0--5	2--5	2 - S	50% S
		0--6	0--6	1--6		
		0--7	0--7	0--7		
	Met Standard	3	2	4		

Department: Business
 559-AAS—Office Administration

n=2

Min. AM (4) Min LI (4) Min. RFI (4)
 2 -- 100% 2 -- 100% 2 -- 100%

All Areas—2 -- 100%

Gender	Ethnicity	AM	LI	RFI	Met All Standards	
F	W	6	4	6	S	
F	W	5	5	6	S	
	Sum	11	9	12		
	n=	2	2	2		
	Mean	5.5	4.5	6		
	Standard	4	4	4		
		0--<3	0--<3	0--<3		
		0--3	0--3	0--3		
		0--4	1--4	0--4	0 - U	0% U
		1--5	1--5	0--5	2 - S	100% S
		1--6	0--6	2--6		
		0--7	0--7	0--7		
	Met Standard	2	2	2		

2008 Assessment Report

Assessment Matrix for Measuring Program Goals
Office Administration

Goals 1-3					
Evaluation Method	When Conducted	Person Responsible	Results	Audience for Results	Use of Results
Pretest	Students take the exam when enrolled in Intermediate Keyboarding	Intermediate Keyboarding Faculty	This test acts as a base-line test. Student and instructor can see student's weaknesses and strengths prior to taking the class.	Instructor	Emphasis can be placed on weak areas and the curriculum can be adjusted accordingly.
Post-test	At the end of the Internship	Faculty	After completing the post-test, a comparison is made with the pretest to determine if learning has been achieved.	Instructor	The results can identify student's deficiency and the curriculum can be adjusted accordingly.
Work Keys	Annually on Assessment Day	Faculty	Measures the students attainment of academic skill proficiencies in reading, writing, and math	Students, Faculty, and Potential Employers	Results help identify areas of deficiency. Faculty then adjust the curriculum accordingly.
Internship	At the end of the Program	Internship Faculty	Employer gives feedback regarding intern's competency.	Faculty, Students	From the information obtained via a checklist evaluation, telephone procedures were implemented in the program.

Notes:

Goal 1

The program provides for those that have little or no experience in office administration an opportunity to achieve skills and knowledge that will make them valuable to many employers.

Goal 2

The program provides for those who are already employed in jobs that require or would be helped by training in office administration an opportunity to increase their skills and knowledge.

Goal 3

The program provides the student with the opportunity to specialize in one of program's emphasis areas: Administrative, Legal or Medical.

Work Keys Results 2009

Institution Summary-

Spring 2009

Negotiated Level- 83.30%

<i>Certificate Programs</i>			
Program	# Passed	# Taken	% Passed
EKG Health Care Technology	7	9	77.7%
Medical Laboratory Assistant	2	11	18.2%
Computer Information Systems (CIS)	1	1	100%
TOTALS	10	21	47.6%

<i>Associate of Applied Science Degree</i>			
Program	# Passed	# Taken	% Passed
Surgical Technology	9	11	81.2%
Medical Laboratory Technology	9	10	90.0%
Paramedic Studies	0	1	0%
Nursing	69	74	93.2%
Respiratory Technology	4	9	44.4%
Salon Management / Cosmetology	6	10	60.0%
Radiologic Technology	15	15	100.0%
Technical Studies in Emergency Services	1	1	100.0%
Business Accounting	8	8	100.0%
Business Administration / Health Care Management	1	1	100.0%
Business Administration / General Business	4	8	50.0%
Business Administration / Small Business Management	2	2	100.0%
Office Information Technology- Legal	0	1	0%
Criminal Justice- Corrections	1	2	50.0%

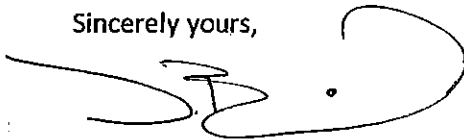
charleston
west

November 18, 2008

To whom it may concern,

Rekko's knowledge of computers is extraordinary. Rekko was originally hired in as the front desk receptionist, however her professionalism and her computer knowledge has propelled her to the position of IT/Sales Assistant. We are very pleased to have her on our team.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Dee Bird', with a large, sweeping flourish extending to the right.

Dee Bird
Service Manager

**SOUTHERN WEST VIRGINIA COMMUNITY AND TECHNICAL COLLEGE
DEPARTMENT OF CAREER AND TECHNICAL PROGRAMS
SUPERVISOR QUESTIONNAIRE**

1. Your Name Dianette "Dee" Bird Your Position Service Manager
2. Employee being evaluated Kekko Patton
3. How long have you supervised this employee 1 year
4. Circle the number in the line which indicates your judgment of the degree to which Southern prepared this person in the following areas:

4-Excellent 3-Good 2-Fair 1-Poor

a.	Initiative	4	3	2	1
b.	Quality of work	4	3	2	1
c.	Dependability	4	3	2	1
d.	Self confidence	4	3	2	1
e.	Communicates well with supervisor and other employees	4	3	2	1
f.	Recognizes limitations and seeks assistance if needed	4	3	2	1
g.	Completes assignments in a reasonable length of time	4	3	2	1
h.	Displays leadership qualities	4	3	2	1
i.	Is well versed in computer programs	5	4	3	2
j.	Has a positive attitude in the workplace	4	3	2	1

5. What is the number of weeks of orientation your institution provided for the new graduate? 4
6. Would you be willing to serve on an advisory committee? Yes No

If Yes, please list your preferred mailing address:

Address

Comments: See attached

AAS

558- Office Information Technology- Legal

Office Information Technology- Legal					
Campus	Gender	Criteria: Applied Math Score	Criteria: Locating Information Score	Criteria: Reading For Information Score	Met All Three Criteria Standards
Logan	F	5	3	4	U
	Summary	5	3	4	
	n=	1	1	1	
	Mean	5	3	4	
	Standard Set	4	4	4	
	Number Who Met Standard (% of Criteria)	1 (100%)	0	1 (100%)	
Number Who Scored <3 (% of Total for Each Criteria)		0	0	0	
Number Who Scored 3 (% of Each Criteria)		0	1	0	
Number Who Scored 4 (% of Each Criteria)		0	0	1	
Number Who Scored 5 (% of Each Criteria)		1	0	0	
Number Who Scored 6 (% of Each Criteria)		0	0	0	
Number Who Scored 7 (% of Each Criteria)		0	0	0	

Number Who Met All 3 Criteria Standards Satisfactorily (% of Overall Total)	0
Number Who Met All 3 Criteria Standards Unsatisfactorily (% of Overall Total)	1 (100%)

Office Info Tech-Admin-AAS

Table 1

Major	Campus	Total Score	Skills Dimension Subscores				Context-Based Subscores		
			Critical Thinking	Reading	Writing	Mathematics	Humanities	Social Sciences	Natural Sciences
557	Logan	447	111	120	116	115	116	113	117

Table 2

Major	Reading		Critical Thinking	Writing			Mathematics		
	P	M		P	M	N	P	M	N
557									

Table 3

Major 557	Proficient	Marginal	Not Proficient
Reading Level I	100%		
Reading Level II		100%	
Critical Thinking			100%
Writing Level I	100%		
Writing Level II		100%	
Writing Level III			100%
Mathematics Level I	100%		
Mathematics Level II		100%	
Mathematics Level III			100%

Office Info Tech-Medical-AAS

Table 1

Major	Campus	Total Score	Skills Dimension Subscores				Context-Based Subscores		
			Critical Thinking	Reading	Writing	Mathematics	Humanities	Social Sciences	Natural Sciences
559	Logan	431	110	118	110	107	112	107	121

Table 2

Major	Reading		Critical Thinking	Writing			Mathematics		
	P	M	N	M	N	N	N	N	N
559	P	M	N	M	N	N	N	N	N

Table 3

Major 559	Proficient	Marginal	Not Proficient
Reading Level I	100%		
Reading Level II		100%	
Critical Thinking			100%
Writing Level I		100%	
Writing Level II			100%
Writing Level III			100%
Mathematics Level I			100%
Mathematics Level II			100%
Mathematics Level III			100%

Office Administration-AAS

Table 1

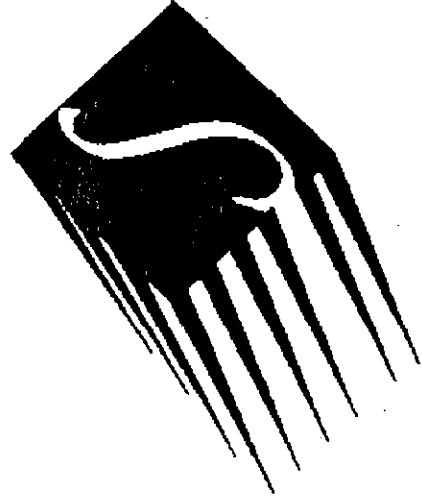
Major	Campus	Total Score	Skills Dimension Subscores				Context-Based Subscores		
			Critical Thinking	Reading	Writing	Mathematics	Humanities	Social Sciences	Natural Science
560	Williamson	419	105	108	106	108	103	109	111
560	Williamson	425	112	111	110	103	112	113	109
560	Williamson	433	107	116	117	107	112	109	112
560	Boone	438	112	117	117	107	112	115	115
560	Williamson	439	111	124	112	108	116	118	117
560	Williamson	440	109	119	117	110	114	115	112
560	Wyoming	449	111	126	118	109	118	118	118
		3043	767	821	797	752	787	797	
Mean		435	110	117	114	107	112	114	113

Table 2

Major	Reading		Critical Thinking	Writing			Mathematics		
	P	N		P	M	M	N	N	N
560	P	N	N	P	M	M	N	N	N
560	M	N	N	M	N	N	N	N	N
560	P	P	N	M	N	N	N	N	N
560	P	M	N	P	M	M	M	N	N
560	P	N	N	P	M	M	N	N	N
560	N	N	N	N	N	N	M	N	N
560	P	P	N	P	P	M	M	N	N

Major 560	Proficient	Marginal	Not Proficient
Reading Level I	72%	14%	14%
Reading Level II	29%	14%	57%
Critical Thinking			100%
Writing Level I	57%	29%	14%
Writing Level II	14%	43%	43%
Writing Level III		57%	43%
Mathematics Level I		43%	57%
Mathematics Level II			100%
Mathematics Level III			100%

**SOUTHERN WEST VIRGINIA
COMMUNITY AND TECHNICAL COLLEGE
ASSESSMENT REPORT 2011**



Box 164
Rawl, WV 25691
November 16, 2012

Dr. Gail Hall, Professor/Chair
Department of Business
Southern West Virginia
Community and Technical College
1601 Armory Drive
Williamson, WV 25661

Dear Dr. Hall:

I want to commend the staff and faculty at Southern. As a former student, I am so glad that I chose Southern as the place to continue my education. The associate degree that I received has helped me tremendously in obtaining the position that I now enjoy doing at Food City - I am our store's Human Relations Coordinator. Without the curriculum that was offered at Southern, I would not have been prepared to do the job that I do!

Food City is growing! We now have over 103 stores in a three-state area and are one of the larger employers in the Tug Valley area. Food City is one of a few companies that encourages young and older employees to continue their education - we have flexible hours so we are able to work around a student's schedule. I am the first contact for a person that is looking to find a job. So, I get to talk to a lot of potential new hires, and I have learned through interviews that many are planning to go to Southern to continue their education. Our area is so fortunate to have Southern! Its continued growth is a testament to the fact that many are receiving an education right here at home that is as equal or better than many large universities and colleges.

Thanks again to you and all the staff! Keep doing what you are doing - it is working and resulting in Williamson and the surrounding areas becoming a better place in which to live.

Sincerely,



Mary Meadows

November 15, 2012

To Whom It May Concern:

I am a 2007 graduate of the Office Administration program. I graduated with the medical, legal and administrative options. I am currently employed full time in a medical office and have been since my graduation.

I am so thankful for the Office Administration program! I did my internship with the same doctor's office that I am employed at now and from day one, I was able to walk in the office and begin assisting.

I have been able to assist in so many areas in the office because of my education. I have helped to assist at the front desk with answering the telephones and scheduling and referring patients. I have also helped with the filing system and mail sorting. Also, I have posted insurance payments and made bank deposits. Because of all the knowledge I obtained in the classroom, I am very flexible in the office.

Although, I have assisted in these other areas, I am employed as an Accounts Receivable Coordinator. I handle all insurance claims and billing. Every single thing I do every day in this office, I learned in school. I am also receiving a higher level of pay than my coworkers that have no educational background. I am blessed to have been a student of the Office Administration program!

Sincerely,

Lora newsome lawrence

Lora Newsome Lawrence

Office Administration Letter of Support

The OA program at Southern, to me, was an interesting business degree. It touched the basis of all business related degrees to help understand all parts of a business, but also went in depth with many tasks and situations that occur in offices on a regular basis. I was pleased with the program; it taught me many things that I use everyday in my job. Also, because I learned them in my classes and was encouraged to practice them every chance I got, they became a routine that I already had when I started my job, or I already knew how to do. Unfortunately, I do not receive a higher pay because of my degree, but as with all businesses, every one functions different and has varying routines or certain ways of doing things, but I am on my way of gaining success in the business I am currently working! Since shortly before graduating Southern, I have been an Accounts Payable Supervisor at McCormick's Department Store, though that is an accounting degree, because I was gaining my Office Administration degree, it helped me to get the position. What I learned in the OA program benefited me because not only do I cover the responsibilities of an Accounts Payable, I also hold the title of an Office Clerk as well. I have to answer the phone, help customers with problems they may have or know who to send them to for help, and do other office duties, whatever they may be. I enjoy my job! I am glad that I chose to take the Office Administration program at Southern; it has benefited me greatly for the job that I have. If it had not been for the OA program teachers and courses I would not have gotten the job that I have today because it gave me the knowledge to do my job tasks and do them well!

Sincerely,
Crystal Toppings, AP

Appendix IV

Program Course
Enrollments
2007-2012

Office Administration
Course Enrollment Profile

Courses	2007-08		2008-09		2009-10		2010-11		2011-12	
	Fall	Spring	Fall	Spring	Fall	Spring	Fall	Spring	Fall	Spring
OA 103 – Beginning Keyboarding	19	18	25	17		25		17	26	19
OA 104 – Intermediate Keyboarding	14	21	20	8	13	25	14	11	18	
OA 105 – Advanced Keyboarding	*3	5	*1							
OA 120 – SuperWrite I	14			6						
OA 121 – SuperWrite II		5		*1						
**OA 129 – Medical Terminology & Transcription		*2								5
**OA 130 – Administrative Machine Transcription										*1
OA 131 – Records Management	23	20	13	10	*2		12	13		23
**OA 133 – Legal Terminology & Transcription		*2		*3						
OA 135 – Document Processing Simulation				6		11		*1		8
OA 140 – Office Administrative Procedures			17		17		21	*2	10	*1
**OA 143 – Legal Office Procedures									*2	
**OA 150 – Transcription Skills			*2		7			*4		
OA 145 – Medical Administrative Procedures I									10	
OA 220 – Administrative Management						17				15
**OA 225 – Professional Image for Majors						*1			*2	*3
**OA 230 – Medical Billing and Coding	9	7	6			8			7	
**OA 235 – Legal Research		*3		*2		5				
**OA 245 – Medical Administrative Procedures		5								
OA 250 – Office Procedures and Techniques	*1	13								
**OA 255 – Legal Administrative Procedures		*1		*1						
***OA 260 – Medical Office Internship	1			2						
***OA 265 – Legal Office Internship			3	1		1				
***OA 270 – Administrative Office Internship	1	1	2			1				

*Denotes Independent Study

** Denotes taught in the Classroom. All others taught via WEB

***Internships

Appendix V

Office Administration
Certificate
Online Course Offerings

Office Administration
Online Course Offerings

Fall 2007	Online Course	Enrollment
OA 103	Beginning Keyboarding	19
OA 104	Intermediate Keyboarding	14
OA 105	Advanced Keyboarding	3
OA 120	SuperWrite I	14
OA 131	Records Management	23

Spring 2008		Enrollment
OA 103	Beginning Keyboarding	18
OA 104	Intermediate Keyboarding	21
OA 105	Advanced Keyboarding	5
OA 121	SuperWrite II	5
OA 131	Records Management	20
OA 245	Medical Administrative Procedures	5
OA 250	Office Procedures and Techniques	13

Fall 2008		Enrollment
OA 103	Beginning Keyboarding	25
OA 104	Intermediate Keyboarding	20
OA 131	Records Management	13
OA 140	Office Administrative Procedures	17

Spring 2009		Enrollment
OA 103	Beginning Keyboarding	17
OA 104	Intermediate Keyboarding	8
OA 120	SuperWrite I	6
OA 131	Records Management	10
OA 135	Document Processing Simulation	6

Fall 2009	Online Courses	Enrollment
OA 104	Intermediate Keyboarding	13
OA 140	Office Administrative Procedures	17
OA 150	Transcription Skills	7

Spring 2010	Online Courses	Enrollment
OA 103	Document Processing I	25
OA 104	Document Processing II	25
OA 131	Records Management	
OA 135	Document Processing Simulation	11
OA 220	Administrative Management	17

Office Administration
Online Course Offerings

Fall 2010	Online Courses	Enrollment
OA 104	Document Processing II	14
OA 131	Records Management	12
OA 140	Office Administrative Procedures	15

Spring 2011	Online Courses	Enrollment
OA 103	Document Processing I	17
OA 104	Document Processing II	11
OA 131	Records Management	13

Fall 2011	Online Courses	Enrollment
OA 103	Document Processing I	26
OA 104	Document Processing II	18
OA 140	Office Administrative Procedures	10
OA 145	Medical Administrative Procedures I	10

Spring 2012	Online Courses	Enrollment
OA 103	Document Processing I	19
OA 131	Records Management	23
OA 135	Document Processing Simulation	8
OA 220	Administrative Management	15

Appendix VI

Supplemental Data
US Bureau of Statistics

**US Bureau of Labor and Statistics
Secretaries and Administrative Assistants**

2010 Median Pay (May 2010)	\$34,660 per year \$16.66 per hour
Entry-Level Education	High School Diploma or equivalent
Number of Jobs	4,010,200
Job Outlook, 2010-20	12% (About as fast as average)
Employment Change, 2010-20	492,900

Median Wages for Different Types of Secretaries/Administrative Assistants

Executive Secretaries	\$43,520
Legal Secretaries	\$41,500
Medical Secretaries	\$30,530
Secretaries Except Legal, Medical, and Executive	\$30,830

Industries that Employed the Most Secretaries/Administrative Assistants

Educational Services; state, local, & Private	14%
Offices of Health practitioners	11%
Government	9%
Legal Services	7%

Job Outlook

Secretaries and Administrative Assistants	Percent Change in Employment, Projected 2010-20
Total, All Occupations	14%
Secretaries and Administrative Assistants	12%
Office Administrative Support Occupations	10%

Employment Projections Data for Secretaries/Administrative Assistants 2010-20

Occupational Title	SOC Code	Employment 2010	Projected Employment 2020	Change 2010-20	
				Percent	Numeric
Secretaries/Administrative Assistants	43-6000	4,010,200	4,503,100	12	492,900
Executive Secretaries and Executive Administrative Assistants	43-6011	1,236,100	1,392,100	13	456,000
Legal Secretaries	43-6012	233,200	241,400	4	8,200
Medical Secretaries	43-6013	508,700	718,900	41	210,200
Secretaries and Administrative Assistants, Except Legal, Medical & Executive	43-6014	2,032,200	2,150,800	6	118,500

<http://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm#tab-6>