

**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, Associate in Applied Science 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, Associate in Applied Science degree 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 acceptable, the numbers of students enrolled and graduating in Office Administration have decreased from the previous program reviews.

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 60-hour requirement; 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
Programs Without Specialized Accreditation

Summary of Findings
2012-2013

Program Title: Office Administration, Associate in Applied Science

Hours Required for Graduation: 60

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

A. Adequacy

- Gone through several revisions but configured for 60 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
- Majority of OA classes are delivered online

Conclusion: Program meets minimum adequacy requirements.

B. Viability

- Program has sufficient enrollment
- Graduates are within expectations for the program
- Previous history of this program indicates future students seeking the degree will remain steady

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. Faculty will continue developing majors courses for on-line delivery as their "load time" permits.

With the implementation of Web registration for student use, 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. Increased efforts toward eliminating both of these conditions to include - one month after original is distributed - sending a second copy (followup) survey to nonresponders. Faculty and staff are involved in ongoing efforts to eliminate both of these conditions.

- IV. Five year trend data on graduates and majors enrolled.**
The numbers of majors and graduates fluctuated minimally from year to year. As Southern's enrollment increases, it is expected that the program's enrollment will experience a proportionate increase during the future review periods with curriculum restructuring to 60 hours, market demands, and WEB course availability enhancing any enrollment movement.

- 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, Associate in Applied Science

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

I. PROGRAM DESCRIPTION

The Office Administration Associate in Applied Science degree program will prepare the student for immediate employment as a highly-skilled office manager, administrative assistant, executive secretary, office assistant, customer service representative, or administration office coordinator. Whether it is in the challenging environment of the business world, legal environment, or medical environment, the Office Administration students develop skills that will meet the need of today's work requirements.

Much of the Office Administration program is available on the web and 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 associate in applied science degree in Office Administration has had varying credit hours during this five-year review period: 69, 67-70, 62 and 60 (for the 2012-13 academic year). 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 core, and program specific courses (with emphasis areas in administrative, legal, or medical) 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 several adjunct faculty

members accomplish the instructional mission of the Office Administration 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 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 degree requirements, students will have acquired a comprehensive knowledge of basic office skills, will have become proficient in document processing, as well as becoming well-versed and efficient in their chosen area of emphasis - administrative, legal, or medical. Along with becoming knowledgeable within their specified chosen occupational environment, students will have also acquired an overall basic knowledge of business principles.

Specific exit abilities of Office Administration 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
- prepare appropriate reports conducive to their field of study

4. Resources

a. Financial

The Office Administration program receives a yearly budget dedicated to meeting the needs of the program.

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 (i.e. Machine Transcription) 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, assessment procedures which include a standard examination (Office Proficiency Assessment Certification - OPAC) taken during the term they are an applicant for graduation from the program, and student and employer surveys. Students also participate in Southern's assessment program which has used WORKKEYS, MAPP, and ETS Proficiency Profile. See Appendix 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 area business employers or a call from a business who has employed a prior graduate. Three graduates during this period have written personal testimonies, which are included in appendix, about the program and their current jobs. (Appendix III)

Limited information (one survey and three testimonials) about the graduates include:

<u>Year</u>	<u>Position</u>	<u>Business</u>
2007	Accounts Receivable Coordinator	Wilson Eyecare Associates
2008	Receptionist	McCoy Dental
2009	Human Relations Coordinator	Food City Supermarket
2012	Accounts Payable/ Office Clerk	McCormick's

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 fluctuated; however, 10 members took part in the last annual meeting in April 2012.

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 two years - three years maximum

B. Viability

1. Number of majors per year for previous five years

<u>Term</u>	<u>Enrollment</u>
Spring 2012	26
Fall 2011	33
Spring 2011	32
Fall 2010	24
Spring 2010	28
Fall 2009	30
Spring 2009	29
Fall 2008	36
Spring 2008	22
Fall 2007	28

Enrollment Trends for previous five years

Enrollees in the OA program, which is structured for a two-year completion, do not follow the expected two-year design. The enrollment, as with other Business programs, is cyclical. A review of the Fall enrollee numbers reveal they have fluctuated - 28, 36, 30, 24, 33. The numbers returning for Spring also have fluctuated with 22, 29, 28, 32, and 26. 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 degree.

Number of Graduates for previous five years

In the period of Fall 2007 to Spring 2012 data are available showing 17 graduates.

<u>Year</u>	<u>Graduates</u>
2007 - 2008	5
2008 - 2009	3
2009 - 2010	3
2010 - 2011	4
2011 - 2012	2

The numbers of graduates have been fairly consistent and compare to the college-wide enrollment and declared majors the past year.

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 consist of a variety of specialized courses designed specifically for the program, students are being drawn to them because of the web availability and their determining 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 some 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. (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; some before they even graduate. (One young lady was scheduled to graduate in May 2012 and she went to work one month before graduation, with the employer accommodating her on-campus class schedule. This semester, an area CPA firm was searching for an administrative assistant and a student, scheduled to graduate in May 2013, was referred. The student was hired and, again, her schedule for on-campus classes was accommodated.) Requests from service area employers are commonplace. Despite a fairly consistent 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 provide a well-rounded individual at this educational level and enhance 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 time frame.

IV. Recommendation

Based upon the program review, the continuation of the program at the current level of activity with corrective action - 60-hour curriculum with stability in requirements; full program available for WEB delivery; and marketing - is recommended.

Appendix I

Curriculum
2007-2012



Office Administration

Associate in Applied Science

The Office Administration Program will prepare the student for immediate employment as a highly-skilled office manager, administrative assistant, executive secretary, office assistant, customer service representative, or administration office coordinator.

Recommended Sequence

First Year - First Semester

- BU 100 Introductions to Business 3
- BU 115 Business Mathematical Applications 3
- EN 101 English Composition I 3
- OA 103/104 Document Processing I/II 3
- OA 140 Office Administrative Procedures OR
- OA 143 Legal Office Procedures OR
- OA 145 Medical Office Procedures 3

Total Semester Hours: 15

First Year - Second Semester

- AC 111 Principles of Accounting I 3
- BU 120 Business Software Applications 3
- OA 131 Records Management 3
- OA 135 Document Processing Simulation 3
- SP 103 Speech Fundamentals 3

Total Semester Hours: 15

Second Year - First Semester

- AC 250 Computerized Accounting 3
- BU 205 Communications in Business 3
- EC 241 Principles of Economics I 3
- OA 129 Medical Terminology and Transcription OR
- OA 130 Administrative Machine Transcription OR
- OA 133 Legal Terminology and Transcription 3
- Program Restricted Elective 3

Total Semester Hours: 15

Second Year - Second Semester

- OA 220 Administrative Management 3
- SO 200 Introduction to Sociology 3
- Program Restricted Elective - According to Emphasis 3
- Business Restricted Elective 6

Total Semester Hours: 15

Total Program Hours: 60

Program Information and Description

Available at

www.southernwv.edu/programs

Office Administration

Associate in Applied Science
Minimum 62 Credit Hours

Purpose

The Office Administration Program will prepare the student for immediate employment as a highly-skilled office manager, administrative assistant, executive secretary, office assistant, customer service representative, or administration office coordinator. Whether it is in the challenging environment of the business world, legal profession, or medical environment, the Office Administration students develop skills that will meet the need of today's work requirements.

The full Office Administration Program is available on the web and may be offered on the Logan and Williamson campuses. The Boone/Lincoln and Wyoming/McDowell campuses offer the program support courses only.

Dept/No.	Title	Credit Hours
Support Courses		
AC 111	Principles of Accounting I	3
BU 100	Introduction to Business	3
BU 115	Business Mathematical Applications	3
BU 120	Business Software Applications	3
BU 205	Communications in Business	3
EC 241	Principles of Economics I	3
OR	OR	
EC 242	Principles of Economics II	
EN 101	English Composition I	3
OR 110	Introduction to College	1
PY 201	General Psychology	3
OR	OR	
SO 200	Introduction to Sociology	
OR	OR	
SO 215	Human Relations	
SP 103	Speech Fundamentals	3
Major Courses		
AC 250	Computerized Accounting	3
OA 104	Document Processing II	3
OA 131	Records Management	3
OA 135	Document Processing Simulation	3
OA 220	Administrative Management	3
OA 225	Professional Image for Majors	1
	*Business Restricted Elective	3
Administrative Emphasis		
OA 130	Administrative Machine Transcription	3
OA 140	Office Administrative Procedures	3
	*Business Restricted Electives	9
Medical Emphasis		
AH 108	Medical Terminology	2
BS 115	Human Biology	4
OA 129	Medical Terminology and Transcription	3
OA 145	Medical Office Procedures	3
OA 230	Medical Billing and Coding	3

Office Administration**Associate in Applied Science****Minimum 67-70 Semester Hours**

Purpose: The Office Administration Program will prepare the student for immediate employment as a highly-skilled office manager, administrative assistant, executive secretary, or office assistant. Whether it is in the challenging environment of the business world, legal profession, or medical environment, the Office Administration student develop skills that will meet the need of today's work requirements. Contact Dr. Gail Hall, Department Chair at 304.236.7619 or Rhonda Collins, Administrative Secretary at 304.236.7609.

Support Courses

Dept.	Course No.	Title	Credit Hours
AC	111	Principles of Accounting I	3
AC	250	Computerized Accounting	3
BU	115	Business Calculations	3
BU	205	Communications in Business	3
BU	291	Internship	3
CS	116	Word Processing Concepts	2
CS	118	Spread Sheet Concepts	2
CS	120	Data Base Management Systems Concepts	2
CS	125	Electronic Presentations	2
EC	241 or 242	Principles of Economics I or II	3
EN	101	English Composition I	3
MK	274	Services Marketing	3
		Restricted Elective (any AC,BU,FN,MG,MK, or OA)	3
OR	110	Orientation to College	1
SP	103	Speech Fundamentals	3
SO	200	Introduction to Sociology	3

Major Courses

OA	104	Document Processing II	3
OA	131	Records Management	3
OA	135	Document Processing Simulation	3
OA	140	Office Administration Procedures	3
OA	150	Transcription Skills	3
OA		Emphasis Area*	6-9
OA	220	Administrative Management	3
OA	225	Office Administration Capstone	1

***Medical Emphasis**

AH 108 Medical Terminology	2	BU Human Biology 4
OA 230 Medical Billing & Coding	3	

Legal Emphasis

BU 207 Business Law	3
OA 235 Legal Research	3

Office Administration

Associate in Applied Science
Minimum 67-70 Semester Hours

Purpose

The Office Administration Program will prepare the student for immediate employment as a highly-skilled office manager, administrative assistant, executive secretary, office assistant, customer service representative, or administration office coordinator. Whether it is in the challenging environment of the business world, legal profession, or medical environment, the Office Administration students develop skills that will meet the need of today's work requirements.

The full Office Administration 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
BU 205	Communications In Business	3
BU 291	Business Administration Internship	3
CS 116	Word Processing Concepts	2
CS 118	Spread Sheet Concepts	2
CS 120	Data Base Management Systems Concepts	2
CS 125	Electronic Presentations	2
EC 241	Principles of Economics I	3
OR		
EC 242	Principles of Economics II	
EN 101	English Composition I	3
MK 274	Services Marketing	3
Choose 3 hours from: AC, Restricted Elective		3
BU, FN, MG, MK, or OA		
OR 110	Orientation to College	1
SP 103	Speech Fundamentals	3
SO 200	Introduction to Sociology	3
Major Courses		
OA 104	Document Processing II	3
OA 131	Records Management	3
OA 135	Document Processing Simulation	3
*OA 140	Office Administration Procedures	3
*OA 150	Transcription Skills	3
*OA	Area of Emphasis	6-9
OA 220	Administrative Management	3
OA 225	Office Administration Capstone	1
*Medical Emphasis		
AH 108	Medical Terminology	2
BS 115	Human Biology	4
OA 230	Medical Billing & Coding	3
*Legal Emphasis		
BU 207	Business Law	3
OA 235	Legal Research	3

Department Chair: 304.236.7619
Administrative Assistant: 304.236.7609

OFFICE ADMINISTRATION
Associate in Applied Science
67-70 Semester Hours

Purpose: The Office Administration Program will prepare the student for immediate employment as a highly-skilled office manager, administrative assistant, executive secretary, or office assistant. Whether it is in the challenging environment of the business world, legal profession, or medical environment, the Office Administration student will develop skills that will meet the need of today's work requirements. In addition to developing communication skills, the student will become proficient in word processing, database management, records management as well as acquiring a broad knowledge of topics which are pertinent in an office environment.

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	
OA	104	Document Processing II	3	
SP	103	Speech Fundamentals	3	
OR	110	Introduction to College	1	
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FIRST YEAR-SECOND SEMESTER

Dept.	Course No.	Title	Credit Hours	Total Hours
AC	250	Computerized Accounting	3	
BU	115	Business Calculations	3	
CS	120	Data Base Management Systems Concepts	2	
CS	125	Electronic Presentations	2	
OA	131	Records Management	3	
OA	135	Document Processing Simulation	3	
*AH	108	Medical Terminology	<u>2</u>	16- 18

SECOND YEAR-FIRST SEMESTER

Dept.	Course No.	Title	Credit Hours	Total Hours
BU	205	Communications in Business	3	
MK	274	Services Marketing	3	
OA	150	Transcription Skills	3	
OA	140	Office Administration Procedures	3	
OA		Emphasis Area*	3	
SO	200	Introduction to Sociology	<u>3</u>	
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SECOND YEAR-SECOND SEMESTER

Dept.	Course No.	Title	Credit Hours	Total Hours
EC	241 or 242	Principles of Economics I or II	3	
OA	220	Administrative Management	3	
OA	225	Office Administration Capstone	1	
BU	291	Internship	3	
OA		Emphasis Area*	3-4	
		**Restricted Elective	<u>3</u>	
				16-17
				67-70

***Medical Emphasis**

AH 108 Medical Terminology	2
OA 230 Medical Billing & Coding	3
BS 115 Human Biology	4

Legal Emphasis

BU 207 Business Law	3
OA 235 Legal Research	3

OFFICE ADMINISTRATION
Associate in Applied Science
69 Semester Hours

Purpose: The Office Administration Program will prepare the student for immediate employment as a highly-skilled office manager, administrative assistant, executive secretary, or office assistant. Whether it is in the challenging environment of the business world, legal profession, or medical environment, the Office Administration student will develop skills that will meet the need of today's work requirements. In addition to developing communication skills, the student will become proficient in word processing, database management, records management as well as acquiring a broad knowledge of topics which are pertinent in an office environment.

This program is designed to serve the student as follows:

1. This program also provides for those who have little or no experience in office administration an opportunity to achieve skills and knowledge that will make them valuable to many employers.
2. It 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.
3. It provides the student with the opportunity to focus on a particular speciality such as administrative, legal, or medical.

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

Administrative Assistant
 Office Manager
 Office Assistant
 Executive Secretary
 Legal Secretary
 Legal Administrative Assistant
 Medical Secretary
 Medical Administrative Assistant

This program will also provide the occupational commerce skills segment of a four-year degree in teacher's education for a major in business education.

All students in the Office Administration Program must complete a common general education and business core. An occupation specialization emphasis provides for concentration in the specific occupational area where employment will be sought.

Upon completion of the program, the common exit skills all students will be able to perform are:

- use the desktop/lap computer or typewriter to produce letters and business documents
- apply proper formatting, grammar, spelling, and punctuation in the production of documents
- transcribe documents using a transcribing machine
- utilize the computer and software to solve business problems
- use proper telephone etiquette
- apply the basic principles of business management
- use fundamental accounting principles
- develop manual and electronic record control systems
- use business mathematics to solve everyday problems
- identify the basic economic principles of modern economy
- prepare and deliver effective oral presentations
- demonstrate effective interpersonal relations in the work environment
- write and speak clearly and effectively using standard English

Some occupational areas may require specific skills. Please see a faculty advisor or Division Chair for additional guidance. Occupational emphasis areas (see identification course at end of curriculum sequence and then review the course description in the back of the catalog) include:

- Administrative
- Legal
- Medical

Note: Any course that is not used as a requirement from AC, BU, EC, FN, MG, MK, or OA may be used to fulfill the Business Program restricted elective for each business program.

OFFICE ADMINISTRATION
69 Semester Hours
Recommended Program Sequence

FIRST YEAR-FIRST SEMESTER

Dept.	Course No.	Title	Credit Hours	Total Hours
BU	100	Introduction to Business	3	
BU	115	Business Calculations		
OR				
MT	123	Intermediate Algebra	3	
CS		Select from CS 116, 118, or 120	2	
EN	101	English Composition I	3	
OA	104	Intermediate Keyboarding	3	
OA	120	SuperWrite I	3	
OR	110	Introduction to College	1	

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FIRST YEAR-SECOND SEMESTER

Dept.	Course No.	Title	Credit Hours	Total Hours
EN	102	English Composition II	3	
OA	101	Office Accounting I		
OR				
AC	111	Principles of Accounting I	3	
OA	105	Advanced Keyboarding	3	
OA	130	Administrative Machine Transcription	3	
OA	131	Records Management	3	
SP	103	Speech Fundamentals	3	

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SECOND YEAR-FIRST SEMESTER

Dept.	Course No.	Title	Credit Hours	Total Hours
OA	102	Office Accounting II		
OR				
AC	112	Principles of Accounting II	3	
BU	205	Communications in Business	3	
EC	241	Principles of Economics I		
OR				
EC	242	Principles of Economics II	3	
MG	260	Principles of Management	3	
SO	200	Introduction to Sociology		
OR				
SO	215	Human Relations	3	
OA		*Occupational Emphasis Elective	3	

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SECOND YEAR-SECOND SEMESTER

Dept.	Course No.	Title	Credit Hours	Total Hours
BU	207	Business Law	3	
MG	261	Human Resource Management	3	
OA	250	Office Procedures and Techniques	3	
OA	270	Office Administration Internship	3	
OA		Occupational Emphasis Elective	3	

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***Occupational Emphasis Areas (Select 12 hours from the following)**

Administrative: OA 130, OA 250, or OA 270 (See course descriptions in back of catalog.)

Legal: OA 133, OA 235, OA 255, or OA 265 (See course descriptions in back of catalog.)

Medical: OA 129, OA 230, OA 245, OA 260, AH 108, or BS 115 (See course descriptions in back of catalog.)

Note: In addition, any AC, BU, EC, FN, MG, MK, or OA course may be taken as an elective.

Appendix II

Faculty Data Sheets

**APPENDIX II
Faculty Data**

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

Name: Gail Hall

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

Highest degree earned Ed.D Conferred by The University of Tennessee

Date degree received August 1985 Area of specialization Vocational Technical Ed – Business Education w/cognate in Management

Professional registration/licensure West Virginia Teacher's Certificate

Years of employment at present institution 41

Years of employment in higher education 41

Years of related experience outside higher education 12

Non-teaching experience 0

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.

<u>Year/Semester</u>	<u>Course Number and Title</u>	<u>Enrollment</u>
Spring 2011	BU 205 Communications in Business	13
	MG 261 Human Resource Management	10
	OA 150 Transcription Skills	4
	OA 235 Legal Research	4
Fall 2011	BU 100 Introduction to Business	17
	BU 205 Communications in Business	8
	OA 225 Professional Image for Majors	2
Spring 2012	BU 205 L01 Communications in Business	20
	BU 205 W01 Communications in Business	10
	MK 270 Principles of Marketing	2
	OA 129 Medical Terminology and Transcription	1
	OA 130 Administrative Machine Transcription	1
Fall 2012	OA 225 Professional Image for Majors	3
	OA 235 Legal Transcription	1
	MG 261 Human Resource Management	1

- c. If degree is not in area of current assignment, explain.

- d. Identify your professional development activities during the past five years.
 ~Attended the WV Vocational –Technical/Adult Technical Education conferences
 ~Attended the WV Business Education Association conference

- 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 II
Faculty Data

(No more than TWO pages per faculty member)

Name: Kathy Hall

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

Highest degree earned _____ Conferred by _____
Date degree received _____ Area of specialization _____
Professional registration/licensure _____
Years of employment at present institution _____
Years of employment in higher education _____
Years of related experience outside higher education _____
Non-teaching experience _____
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.

<u>Year/Semester</u>	<u>Course Number and Title</u>	<u>Enrollment</u>
Fall 07	OA 230 – Medical Billing and Coding	9
Fall 08	OA 230 – Medical Billing and Coding	6

c. If degree is not in area of current assignment, explain.

d. Identify your professional development activities during the past five years.

e. List awards/honors (including invitations to speak in your area of expertise) or special recognitions in last five years.

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: Maggie Smith

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

Highest degree earned

Conferred by

Date degree received

Area of specialization

Professional registration/licensure

Years of employment at present institution

Years of employment in higher education

Years of related experience outside higher education

Non-teaching experience

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.

<u>Year/Semester</u>	<u>Course Number and Title</u>	<u>Enrollment</u>
Spring 2010	OA 230 – Medical Billing and Coding	8
Fall 2011	OA 230 – Medical Billing and Coding	7

c. If degree is not in area of current assignment, explain.

d. Identify your professional development activities during the past five years.

e. List awards/honors (including invitations to speak in your area of expertise) or special recognitions in last five years.

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

Assessment Results
2007-2008

Office of the Vice President for Academic Affairs

May 27, 2008

Summary
Work Keys Summary
Spring 2008
Negotiated Level: 83.30%

Program – AAS	#Pass	#Taken	%Passed
Office Administration	2	2	100%
Medical	2	4	50%
Administrative	1	1	100%
Legal	1	1	100%

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.

Summary
Work Keys Summary
Spring 2009
Negotiated Level: 83.30%

Program – AAS	#Pass	#Taken	%Passed
Office Information Technology - Legal	0	1	0%

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		N	P	M	N	P	M
557	P	M	N	P	M	N	P	M	N

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**



Career and Technical/Business-Office Administration- AAS

Table 1

Campus	Major	Total Score	Critical Thinking	Reading	Writing	Mathematics	Humanities	Social Sciences	Natural Sciences
Logan	560	437	108	118	114	111	109	114	114
Logan	560	427	108	113	113	105	111	112	109
Williamson	560	474	126	130	123	111	130	126	124
Wyoming	560	454	115	125	116	113	119	119	121
		1792	457	486	466	440	469	471	468
	MEAN	448	114.3	121.5	116.5	110	117.3	117.8	117

Table 2

Major	Level 1	Level 2	Level 3	Level 1	Level 2	Level 3	Level 1	Level 2	Level 3
560	P	M	N	P	M	N	M	N	N
560	P	P	N	P	M	N	M	M	N
560	P	P	P	P	P	P	M	N	N
560	M	N	N	M	N	N	N	N	N

Table 3

	Level 1	Level 2	Level 3	Level 1	Level 2	Level 3	Level 1	Level 2	Level 3
Proficient	75.0%	50.0%	25.0%	75.0%	25.0%	25.0%	0.0%	0.0%	0.0%
Marginal	25.0%	25.0%	0.0%	25.0%	50.0%	0.0%	75.0%	25.0%	0.0%
Not Proficient	0.0%	25.0%	75.0%	0.0%	25.0%	75.0%	25.0%	75.0%	100.0%

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

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 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

Office Administration
Course Enrollments by Non-Majors

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	24	15				14	21	
OA 104 – Intermediate Keyboarding	13	20	15	7	8		8	6	11	
OA 131 – Records Management		16	10	6		18	11	6		

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>