Division of: **Arts and Sciences**

Person Responsible for this Division: **Jerry Moller**

Department of: **Business/Office Administration Programs**

Primary Person Responsible for this Form: **Gay Mills**

Purpose Statement (With Last Updated Date): **Train students to be successful office professionals.**

Goal Statement #1: Adequately prepare students with proficient skills and knowledge (*AC Strategic Plan through 2015: Strategy 1.4.1 and 1.5.3*).
Exact Wording of Strategic Plan: Align AC learning outcomes with THECB outcomes which emphasize 21st century skills (AC Strategic Plan through 2015: Strategy 1.4) and Assess required competencies in credit CTE course/programs, linked CE courses, and CE certification programs (AC Strategic Plan through 2015: Strategy 1.5).

Outcome/Objective Statement: After completing at least 30 hours of Office Administration (OA) courses, 80 percent of OA majors will show proficiency in these areas—speed, accuracy, composition, and professional document formatting—based on portfolios completed in Advanced Document Formatting, POFT 2333 (capstone course), as evaluated by a panel comprised of faculty and members of the industry.

- Results (If Applicable, Provide Numbers and Percentages for Quantitative Data)
    o **2010-2011 Data:** Numbers = __10___ out of __11___ and Percentage =s ___91___%
    o **2011-2012 Data:** Numbers = __21___ out of __21___ and Percentage =s __100___%

- Analysis
  Provide Previous Data/Result Analysis: Advanced Document Formatting students exceeded our expectations! The 21 students who presented portfolios to our Advisory Committee were scored proficient, without exception. Our assessment tools remained the same as previous years, so our results indicate our OA majors are prepared for the workforce.

- Improvements
    o List any Improvements Made in the **2011-2012** (Last Academic) Year**:** The percent of proficient student portfolios, as assessed by the OA Advisory Committee, increased from 91% (2010-2011) to 100% (2011-2012).
    o Evaluate Why Improvements Were Successful/Were Not Successful: We will monitor one additional year of portfolio assessments to determine if student proficiencies remain consistent**.**
    o What Budget Implications Were Involved with this Improvement? None.

- Recommendations/Actions for **2012-2013**
    o Person Responsible (Who will complete the action?): Gay Mills
    o Action Plan: We will raise the percent of OA majors who show proficiency in speed, accuracy, composition, and professional document formatting (as demonstrated by portfolios evaluated by the OA Advisory Committee) from 80% to 85% of students who have completed at least 30 hours of OA courses.
    o Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date**):** Two semesters of student portfolios. The next portfolio evaluations are scheduled for May 2013.
    o What Budget Implications Are Involved with this Action? (Please Provide Cost Estimate/Details): Cost of lunch for participating Advisory Committee members (approximately $125).

Goal Statement #2: Adequately prepare students for employment in office/administrative jobs (AC Strategic Plan through 2015: Strategy 1.2.1.1.1).

Outcome/Objective Statement #2: Upon completion of OA program, at least 90% of graduates will be employed in the office administration field or seeking additional higher education goals, based on results from THECB Annual Data Profile for AC—Cumulative Outcomes for Graduates, Workforce Education Program Detail for Amarillo College (ADP-10A, CIP Code 52.04). (No Excuses – Goal 5).

- Results (If Applicable, Provide Numbers and Percentages for Quantitative Data)
  - **2008-2009 Data:** __73.7__%
  - **2010-2011 Data:** Numbers = __3__ out of _3_ and Percentage =s __100__%

- Analysis
  - Provide Previous Data/Result Analysis: The number of OA graduates employed or seeking additional education increased 26.3% from 2008-2009 to 2010-2011.

- Improvements
  - List any Improvements Made in the **2011-2012** (Last Academic) Year: A career module was introduced in our POFT 1313 Professional Development for Office Professional course to explore career opportunities in the Administrative Professional field.
  - Evaluate Why Improvements Were Successful/Were Not Successful: We cannot validate that the improved graduate employment/seeking additional education percentages are related to the percent increase since the students enrolled in POFT 1313 have not graduated.
  - What Budget Implications Were Involved with this Improvement): None

- Recommendations/Actions for **2012-2013**
  - Person Responsible (Who will complete the action?): Gay Mills
  - Action Plan: We will continue the career module in POFT 1313 and will visit about career opportunities when advising/registering OA majors.
  - Expected Time Frame Needed to Implement Action Plan: Currently implementing.
  - What Budget Implications Are Involved with this Action? : None.

Goal Statement #3: (No Excuses Initiative - Poverty): Establish an OA Lending Library through Adult Student Services, located in the Library 4th floor. We will provide two copies of all OA textbooks to be available for students who cannot afford to purchase textbooks.

Outcome/Objective Statement #3A: Allow disadvantaged students to borrow textbooks for the semester. We will track the usage of the lending textbooks through Library check-out reports.

- Results (If Applicable, Provide Numbers and Percentages for Quantitative Data)
  N/A – New Goal/Outcome
    o **2010-2011 Data:** Numbers = _____ out of _____ and Percentage =s _____%
    o **2011-2012 Data:** Numbers = _____ out of _____ and Percentage =s _____%

- Analysis
    o Provide Previous Data/Result Analysis

- Improvements
    o List any Improvements Made in the **2011-2012** (Last Academic) Year:

    o Evaluate Why Improvements Were Successful/Were Not Successful:

    o What Budget Implications Were Involved with this Improvement? (Please Provide Cost Estimate/Details):

- Recommendations/Actions for **2012-2013**
    o Person Responsible (Who will complete the action?):

    o Action Plan:

    o Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):

    o What Budget Implications Are Involved with this Action? (Please Provide Cost Estimate/Details):