Assessment Plan

Yuba Community College District

YC - Office Administration Program Recommendations

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Program Description: Office Administration (OA) is a department in the Business Division. Students may earn A.S. degrees and certificates in Administrative Assistant, Clerical, Legal Office Skills, Medical Office Skills, and Word Processing. To meet degree and certificate requirements, students take not only OA courses but also courses in general business, accounting, business computer applications, speech, and nursing. Courses are offered both online and face-to-face.

Year of Review: 2011-2012

Type of Review: Annual Update

Executive Summary: Marysville Campus: The OA program continues to be a strong and popular program. Enrollments are solid and many courses -- in particular, online and keyboarding classes -- have students waiting to enroll. Students learn transferrable skills that lead them toward multiple career paths.

The future of the medical office concentration for students at the Marysville Campus was a concern expressed in the 2010-2011 annual update. Plans to expand the program by offering medical billing, insurance, and coding have been put on hold due to schedule compression and workload reductions over the past few years. In addition, for one year the nursing department did not offer the medical terminology course that is required for students working toward a medical office certificate or degree. Also, we had not been able to find an adjunct to teach the medical transcription course, which had not been offered for the past two years. The nursing department as well as the radiology department are both offering medical terminology so students can once again get the required medical terminology courses. This past fall we were able to offer medical word processing for the first time in two years. Unfortunately, the class had extremely low enrollment even though students had been requesting the class for years; perhaps they had given up because of the lengthy delay in offering the class.

Marysville's ability to continue to offer a full schedule of classes is a major concern. With only one full-time professor and limited adjunct instructors, the frequency of specialized course offerings such as those in legal and medical office may be reduced or not offered at all. Even the core keyboarding courses were affected by workload reduction in the fall. Prior to Fall 2011 the department had been able to offer three sections of keyboarding (OA15/51 courses); last fall the sections were reduce to two and remain at two this spring.

Future Goals and Program Direction: Future goals for the OA program at Marysville include replacing the full-time position left vacant by Professor Jeanie Lee's retirement in June 2011, improving the learning and teaching environment by modernizing the facilities and purchasing new equipment and furniture for the labs, strengthening the medical office curriculum by adding courses in medical billing and insurance, establishing a presence at the Sutter County facility, and continuing to assess course SLOs.

Clear Lake Campus is offering OA classes EACH semester in the form of three OA blocks, one taught by full-time faculty and two by adjunct. OA blocks include Typing, Filing, Machine Calc, Medical Word Processing, General Transcription, Beginning and Advanced Medical Terminology, General, Legal and Medical Office Procedures. Clear Lake also offers Word Processing I + II, Business English and Business Communications in alternating semesters.

Summer session at Clear Lake offers Typing, Machine Calc, and Filing (only) on a compressed schedule, taught by adjunct.

Fall 2011 saw the introduction of Clear Lake's one unit Typing classes, and 1.5 unit Machine Calc. So far, this has been an important and successful improvement for the students.

Clear Lake OA is requesting the addition of a new adjunct instructor, which would release our full-time instructor back to her BCA assignments. Replacement computers for the 902 lab are requested to give students another campus location for practicing skill sets, makeup work and studying. Carpet replacement is needed for Clear Lake's 400 lab.

Clear Lake's SLOs for the OA program are posted to TracDat and will be assessed in the Spring, 2012 semester for as many sections as possible. Lake has been able to retain its IA, who is instrumental to the OA program.

In early spring, the Clear Lake Business Department Industry Advisory Committee will schedule a meeting. Curriculum plans include offering a medical billing, coding and insurance course as soon as possible.

The Clear Lake Campus staff and instructors offer expertise in all of the currently offered OA subjects. Given the popularity of the program, we anticipate continued high demand and enrollment in Clear Lake's OA blocks. Based on Clear Lake's past success rates, we expect to continue awarding numerous OA Certificates each year.

Recommendation: Staffing/Classified (Marysville)

Hire an Instructional Assistant

Year(s) Requested: 2012-2013
Request Date: 08/01/2012
Recommendation Priority: 2. Medium Priority
Supporting Evidence: Just a few short years ago, three instructional assistants supported the Marysville business programs and labs. That number was reduced to two and then to one. In 2010 the one IA supporting business division programs and labs was laid off. In both the 2008-2009 program review and the 2009-2010 annual update, the importance of the instructional assistant positions was emphasized. Lake has been able to retain its IA, who is key to the OA program. Unfortunately, the district laid off the IA who supported all Marysville business computer labs. This action has affected the OA program because response time and reliability of support from district information services is less than desirable. Response to the submission of a Customer Center Request is often slow. For example, a request submitted on December 15, 2011, was acknowledged immediately but was not responded to until January 12 or 13; and that response required two more reminders of the problem. A request submitted on January 18 was acknowledged immediately. On January 20 the problem still had not been addressed; lack of an available computer caused a student to be turned away on two days, not ideal in the first week of class. Equipment and software issues are an on-going disruption to instruction.

Additionally, professors who used the IA to assist with grading now have increased loads because their labs are no longer assisted.

Plans of Action

Plan of Action	Budgetary Impact	Timeline/Responsible Party	Active
Position request for a 10-month, 30-hour-a-week IA **Type:** Staffing - Other	IA salary and benefits	Fall 2012 Dr. Ed Davis	Yes

Recommendation: Staffing/Certificated (Marysville)

Hire a full-time OA instructor to teach at the Marysville Campus and/or the Sutter County site.

Year(s) Requested: 2012-2013
Request Date: 12/03/2012
Recommendation Priority: 3. High Priority
Supporting Evidence: With the retirement of Professor Jeanie Lee at the end of the 2010-2011 academic year, the OA Department at Marysville is left with only one full-time professor -- Marcia Stranix. Professor Lee has returned to teach adjunct in the 2011-2012 year but is limited to how much she can teach both in terms of the number of units she may teach and the amount of money she can earn without jeopardizing here retirement. Although she has agreed to return in the fall of 2012, she plans to schedule the classes she will teach in the first half of the semester.

We were lucky enough to entice Ms. Teresa Paras to teach a couple of sections for us this past fall and spring. However, as an adjunct, she, too, is limited in the number of units she can teach and when she can teach classes without interfering with her regular full-time employment.

Professor Stranix offers courses both on campus and online as regular load and as extra pay in an effort to offer students a viable schedule of classes. Of course, she is also limited in the number of units she can teach. It is becoming increasingly difficult to meet student demand for class sections.

As addressed in the 2010-2011 Annual Update, the ability to continue to offer specialized certificates in Legal and Medical Office on the Marysville Campus continues to be in jeopardy for lack of available instructors.

An additional consideration is the new Sutter County facility. Although the courses to be offered at that site are yet to be determined, if Professor Stranix is scheduled at the Sutter County site two or three days a week, that leaves the Marysville campus with no full-time professor and very limited classes for OA students.

Plans of Action			
Plan of Action	**Budgetary Impact**	**Timeline/Responsible Party**	**Active**
Submit Staffing Request for an OA instructor. **Type:** Staffing - Faculty **Related Documents:** OA FTES_FTEF Data.xlsx	Salary and benefits. Cost savings from 2011-2012 since no full-time replacement was hired. A repalcement will likely be hired at a much lower salary than that which the previous professor received.	Fall 2012 Dr. Ed Davis	Yes

Recommendation: Equipment/Technology -- Lab Computers (Marysville)

Replace computers and furniture in Rooms 502 and 514

Year(s) Requested: 2012-2013
Request Date: 08/01/2012
Recommendation Priority: 3. High Priority
Supporting Evidence: Lab equipment at Marysville is barely sufficient at present, and room caps will have to be lowered in one or two labs because of nonfunctioning computers. In last year's annual update, the assumption was that new equipment would come with the Building 500 renovation. As of now, that renovation has been canceled; and no equipment has been purchased. Already this spring, just one week into the semester, students in the Room 502 lab have been turned away because computers were not functioning. The room has 29 stations, and at any one time one or more are often not working. If additional computers were available and adequate power were brought into the lab, at least seven, possibly ten, more stations could be added.

Although not used primarily for OA classes any longer, the Room 514 lab size could be increased as well if additional computers were available. The equipment in that room is also very dated.

The power supply in the instructor's demonstration computer in Room 502 died in December 2011. A loaner from IT is currently being used; however, that computer freezes daily during demonstrations, making for less than ideal lecture conditions.

The labs do not have proper computer tables. The table height is not conducive to computer keyboard use as the tables were designed for typewriters. The chairs do not provide adequate back support.

Plans of Action			
Plan of Action	**Budgetary Impact**	**Timeline/Responsible Party**	**Active**
Purchase computers and furniture (tables and chairs) for Rooms 502 and 514 from any available funding source. Even though the Building 500 remodel is off the table, Measure J FF&E money should still be available. **Type:** Equipment/Technology	62 desktop computers (includes instructor demo stations) @ $1,000 each = $62,000. If thin client computers and servers are purchased, cost would be lower, probably $33,000 (including two servers). 40 adjustable computer tables @ $400 = $16,000 42 adjustable computer chairs @ $100 = $4,200	Spring 2012 Dr. Ed Davis	Yes

Recommendation: Equipment/Technology -- Presentation Equipment (Marysville)

Replace presentation equipment in Room 502

Year(s) Requested: 2012-2013
Request Date: 08/01/2012
Recommendation Priority: 3. High Priority
Supporting Evidence: The projector in Room 502 sits on a cart, which makes it awkward to move around the room during a lecture.

One has to walk in front of the projection unit when moving away from the demo computer; this is distracting to the students. In addition, the remote does not work well most of the time. To advance slides, the instructor often has to return to the keyboard.

The replacement of the projection equipment was also in the Measure J renovation plan.

Plans of Action

Plan of Action	Budgetary Impact	Timeline/Responsible Party	Active
Request projection equipment for Room 502 from any available funding source. Measure J FF&E funds should be available. **Type:** Equipment/Technology **Related Documents:** MultMediaEstimatorMay2011.xlsx	Cost of equipment: $2,359	Fall 2012 Dr. Ed Davis	Yes

Recommendation: Curriculum/SLO Assessment (Marysville)

Continue with the assessment schedule of OA SLOs. Add SLOs to all course of study outlines. Evaluate curriculum based on advisory committee input.

Year(s) Requested: 2012-2013

Request Date: 08/13/2012

Recommendation Priority: 1. Low Priority

Supporting Evidence: In 2010-11 SLOs for OA17BR Word Processing II, OA52/GN BUS 52 Business English, and OA 61 Advanced Office Procedures were assessed. This year OA15ABC (Beginning, Intermediate, and Advanced Keyboarding) and OA21/GN BUS 21 Business Communications are being assessed.

As course of study outlines come due for revision, SLOs will be added to the outlines.

Assessment results have been positive. The OA department will continue with the assessment schedule for 2012 -2013.

A meeting of the business division advisory committee is planned for the spring semester. The committee's input will be used in evaluating curriculum direction including which OA classes should be offered in Sutter County.

Plans of Action

Plan of Action	Budgetary Impact	Timeline/Responsible Party	Active
Schedule assessment of SLOs in OA classes for the 2012-2013 year. **Type:** Curriculum/SLO	NA	Fall 2012 Marcia Stranix Jeanie Lee Teresa Paras	Yes

Recommendation: Sutter County Site

Develop a rotation of OA classes to be offered at the Sutter County site

Year(s) Requested: 2012-2013

Request Date: 08/01/2012

Recommendation Priority: 2. Medium Priority

Supporting Evidence: A recommendation on a preliminary list of courses to be offered at the new Sutter County site includes the OA15 keyboarding courses. The OA15 courses are core to OA certificates. If it is determined that OA courses are to be offered at the new site, a plan must be developed so that students at both Marysville and Yuba City will be able to complete certificates. Business Division advisory committee recommendations will be considered in determining site scheduling.

Plans of Action

Plan of Action	Budgetary Impact	Timeline/Responsible Party	Active
Determine OA course schedule to be offered at Sutter County **Type:** Curriculum/SLO	Cost of full-time OA replacement faculty and adjuncts	Fall 2012 Dr. Ed Davis Professor Marcia Stranix	Yes

Recommendation: Facilities

Repair facilities in Building 500 to address all safety and working/learning condition issues including but not limited to nonfunctional or malfunctioning HVAC, water damage, probable mold conditions, electrical hazards, tripping dangers, restrooms with broken urinals and no door locks, building cleanliness and sanitary conditions, and interior and exterior esthetics.

Year(s) Requested: 2012-2013
Request Date: 08/01/2012
Recommendation Priority: 3. High Priority
Supporting Evidence: The 500 building on the Marysville campus was scheduled for remodel during the 2011-2012 year. The remodel plans were to have resulted in a modernization of all classroom and lab facilities for the 2012-2013 year. The fact that this project has been canceled has impacted the entire business division and in turn each department, including OA.

The lab and classroom conditions in Building 500 are deplorable. Rooms are routinely either too hot or too cold. Room 502 has incurred water damage on four occasions during the last year due to water leaking from both the front and back HVAC units. The water-stained carpet not only looks shabby but is also likely a health hazard as mold has probably set in. The most recent damage in December and again in January affected Room 503 next door as well.

Classrooms are not maintained by the custodial staff. Room 502 was so filthy on January 17, the first day of classes, that when I arrived at 7 a.m. I found Jackie Harryman (the Administrative Assistant) vacuuming the carpet and cleaning the tables. She also had to move furniture that had not been returned to its place when the water damage occurred in December.

The restrooms are an embarrassment and probably a health hazard as well. The facilities are not sanitary and have no heat or hot water. Stall doors do not lock. Urinals are broken.

Plans of Action

Plan of Action	Budgetary Impact	Timeline/Responsible Party	Active
Renovate Building 500 **Type:** Facilities	Unknown but probably $500,000.	2013-2014	Yes

Recommendation: Curriculum (Marysville)

Study the feasibility of offering legal and medical office certificates at Marysville in the future

Year(s) Requested: 2012-2013
Request Date: 08/01/2012
Recommendation Priority: 1. Low Priority
Supporting Evidence: With only one full-time OA professor and the prospect of that person being split between the Marysville Campus and Sutter County site, it may not be possible to offer the specialize courses required for a legal and/or medical certificate unless a full-time instructor is hired to replace Professor Lee.

Plans of Action

Plan of Action	Budgetary Impact	Timeline/Responsible Party	Active
Develop schedule of recommended course offerings at Marysville and Sutter County over the next year. **Type:** Curriculum/SLO **Related Documents:** MultMediaEstimatorMay2011.xlsx	Possible salary and benefits for replacement OA instructor; adjunct instructor(s)	Spring 2012 Marcia Stranix Jeanie Lee	Yes

Recommendation: Online Classes

Evaluate the schedule of OA courses being offered online

Year(s) Requested: 2012-2013
Request Date: 08/01/2012
Recommendation Priority: 1. Low Priority

Supporting Evidence: Currently Yuba College offers OA17AR, OA17BR, OA 21/GN BUS 21, OA52, GN BUS 52, and OA65 as online classes. Both OA21/GN BUS 21 and OA52/GN BUS 52 are offered in alternate semesters campus and online. Because of possible future site scheduling problems, it may be necessary to study the advisability of offering courses such as OA55 online so students are able to complete certificates. Of course, even with this delivery mode change, a replacement instructor is necessary.

Plans of Action

Plan of Action	Budgetary Impact	Timeline/Responsible Party	Active
Evaluate the OA classes being offered online to determine if changes should be made to better enable students to fulfill certificate and graduation requirements. **Type:** Curriculum/SLO	None	Fall 2012 Marcia Stranix	Yes

Recommendation: Staffing (Clear Lake)

Hire an additional adjunct to teach one (or more) OA sections.

Year(s) Requested: 2011-2012
Request Date: 01/24/2012
Recommendation Priority: 2. Medium Priority
Supporting Evidence: Clear Lake lacks staff to cover all OA classes.
Our full time BCA instructor has been carrying an additional load to keep OA staffed.

Recommendation: Equipment/Technology -- Lab Computers (Clear Lake)

Clear Lake's 902 Lab computers need replaced.

Year(s) Requested: 2011-2012
Request Date: 01/24/2012
Recommendation Priority: 3. High Priority
Supporting Evidence: Clear Lake's 902 Lab is using VERY outdated computers that were hand-me-downs from Marysville's drafting program, transferred (used condition) in 2005.

Our students are heavily dependent on this lab for homework and online classes. The 900 Lab PCs are so outdated, they cannot run the current versions of Office 2010 and Windows 7, taught on the Clear Lake campus. This creates considerable learning difficulties, particularly with beginning students who most need the lab facilities.

Recommendation: SLO Assessment (Clear Lake)

Clear Lake to begin reporting assessments of SLOs in the Spring, 2012 semester.

Request Date: 01/24/2012
Recommendation Priority: 1. Low Priority
Supporting Evidence: Clear Lake: SLOs have been entered in TracDat for all OA classes. In the Spring 2012 semester, results of SLO assessments will be entered for all (Clear Lake) OA sections.

Recommendation: Clear Lake Facilities

Clear Lake's 400 lab needs replacement carpeting. The existing carpet is ripping across the busy aisles in several locations, creating a serious danger to students and staff moving around the lab. This is a safety hazard.

Year(s) Requested: 2011-2012
Request Date: 01/31/2012
Recommendation Priority: 2. Medium Priority
Supporting Evidence: Images of the dangerous carpet can be provided upon request.