Program Review Report

Yuba Community College District

YC - Office Administration Program Recommendations

Program Description: Office Administration (OA) is a department in the Business Division. Students may earn an A.S. degree and/or a Certificate of Achievement with concentration areas of Administrative Assistant, Clerical, Legal Office, or Medical Office. 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. Many of these courses are offered both online and face-to-face.

The Office Administration data show that OA consistently generates high WSCH, and the program has a high retention rate with an average success rate. The accuracy of a portion of the data supplied by the District is in question as the figures show the number of course sections increasing and the enrollments decreasing. In reality, the number of sections has decreased, not increased, over the past five years, which would result in a corresponding decrease in enrollment.

Over the years the OA department at Marysville has prepared students for good jobs in administrative support. Evidence is on our own campus as the administrative assistants employed in the offices of the chancellor, president, vice president, and business division dean are all products of the OA program. They were all sent to work in campus offices as student workers and were able to advance themselves into high-level positions. Currently, two OA students are working in the president's and vice president's offices; and last year an OA student assisted in the Business Division office and worked with both the Automotive Department and Work Experience Program. These are just a few examples of successful OA students.

Clear Lake campus, too, has had tremendous success in student job placement. Recently trained students are filling several positions on campus, as well as a corporate headquarters position in a west coast grocery chain, county offices, contractor's office manager, local medical offices, casino security admin, tribal accountant, and others. We seek to pinpoint the skills required by Lake County's unique business demographics.

Year of Review: 2012-2013

Type of Review: Self-Study (4-year review)

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 is an ongoing concern first expressed in the 2010-2011 annual update. Plans to expand the program by offering medical billing, insurance, and coding did not materialize due to schedule compression and workload reductions over the past few years. The Medical Word Processing class was offered for the first time in two years in Fall 2011. Unfortunately, the class had extremely low enrollment even though students had been requesting the class for years. The class was again scheduled Fall 2012 but was canceled because of low enrollment. Locally, Rideout Memorial Hospital, which probably employed the highest number of transcriptionists, has now outsourced its transcription to a Kentucky-based firm that offers much lower pay and benefits than Rideout did.

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.

Clear Lake's OA schedule has weathered the budget reductions largely due to the OA Block structure instituted here many years ago. Three OA Blocks per semester are taught by two adjuncts and one full time instructor from another program. Summer includes another OA Block, taught by adjunct. These seven blocks serve the students in a face-to-face venue, with ample caps-- but, still, there is some competition for popular time slots. All clerical and specialty OA classes are offered during these blocks.

The newly adopted 1-unit typing sections at Clear Lake have been effective, with students more easily able to advance at their own pace. We've observed some working more slowly with greater success and some completing early and able to enroll for additional unit(s) when time allows.

Future Goals and Program Direction: Future goals for the OA program at Marysville include but are not limited to replacing the full-time position left vacant by Professor Jeanie Lee's retirement in June 2011, improving the learning and teaching environment by relocating classes from Building 500 to a new site on the Yuba College campus and/or to the Sutter County Campus, streamlining the degree and certificate offerings to meet transfer model curriculum and financial aid criteria, and continuing to develop and assess course SLOs. OA will work with all of the departments in the Business Division to move toward a common program that encompasses all business courses under one department rather than the separate departments that currently exist.

In early spring 2012, the Clear Lake Business Department hosted its Industry Advisory Committee in a well-attended meeting. The most important take-away was the overwhelming opinion that soft skills are a critical aspect of training our students. There was much discussion around adding a Customer Service module to existing classes, or creating a new Customer Service course that would serve both the Business Department and Culinary. Attendees felt we were doing our students and our community a dis-service by not stressing various related "soft skills" in our Business programs.

Clear Lake has recently submitted (in CurricuNET) variations of existing OA 60 and OA 61 classes, to include lab components. This will be a great advantage to our many students who have no computer access off campus. Lake is still finding that a very large number of students depend on the campus computer lab facilities as their only option for completing homework and online classes. This is because computer ownership is extremely low and high-speed bandwidth is not available in many county locations, even if the students could afford it.

Curriculum & SLO Assessment Summary : At Marysville several OA courses have assessed SLOs over the past two years. All levels of keyboarding have been assessed as have the business English and business communications courses. Assessment will continue in these courses as well as in the remaining OA courses.

Curriculum plans at Clear Lake include offering a medical billing, coding and insurance course as soon as possible. We have requests for these skills, and feel these courses could be easily worked in to our existing OA Blocks.

Clear Lake's SLOs for the OA program are posted to TracDat and will continue to be assessed in the 2012/2013 school year, aiming for reporting every OA section. A majority of OA sections reported SLO results for the 2011/2012 year, and the Clear Lake Business Department is refining the preliminary SLOs and the procedures for reviewing and acting on results of these assessments.

The Clear Lake Campus staff and instructors offer expertise in all of the currently offered OA subjects. This popular program has high enrollments, good retention rates and above average success rates. The broad range of options offered our students are possible with such a small population through the OA Block structure, offering many office skills classes during the same time slot. We anticipate continued high demand and enrollment in Clear Lake's OA blocks. We aim to continue awarding a large portion of Yuba College's OA Certificates each year, including Certificates of Achievement in each of the newly-planned concentrations.

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
YC - Office Administration Program Recommendations - Staffing/Classified (Marysville) - Hire an Instructional Assistant **Year(s) Requested:** 2013-2014 **Request Date:** 08/01/2013 **Recommendation Priority:** 1. Low Priority **Supporting Evidence (SLO, WSCH, etc.):** 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 program reviews and annual updates since these layoffs, 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. At the beginning of the semester, especially,	**Plan of Action:** Position request for a 10-month, 30-hour-a-week IA **Type:** Staffing - Other **Budgetary Impact:** IA salary and benefits **Perkins Eligible:** No **Location:** YC Marysville Campus **DE Related:** No **HSI Related:** No		
	Plan of Action: Position request for a 10-month, 30-hour-a-week IA **Type:** Staffing - Other **Budgetary Impact:** IA salary and benefits		

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students are sometimes turned away because not all lab computer are working. In addition, equipment purchased through Perkins funding and designated for Room 502 has not been installed, and the semester is half over already. Two full OA classes use this room daily, and the lab is also used four nights a week and on weekend. Students could have been benefiting from the updated equipment if we had someone to install the computers. More working computers equates to the ability to add students to classes. Additionally, professors who used the IA to assist with grading now have increased contract loads because their labs are no longer assisted.			
YC - Office Administration Program Recommendations - Staffing/Certificated (Marysville) - Hire a full-time OA instructor. **Year(s) Requested:** 2013-2014 **Request Date:** 08/01/2013 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** Over the past few years, the OA Department has been forced to decrease both the number and frequency of its course offerings. Although the data show a slight increase in sections offered, this is not the case on the Marysville campus. We have gone from offering seven sections of keyboarding instruction each year (three fall, three spring, one summer) to just four. Ideally we should offer OA60 General Office Procedures each semester since this course	**Plan of Action:** Submit Staffing Request for an OA instructor. **Type:** Staffing - Faculty **Budgetary Impact:** 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. **Perkins Eligible:** No **Location:** YC Marysville Campus **DE Related:** No **HSI Related:** No **Related Documents:** OA FTES_FTEF Data.xlsx		

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
leads students to the advanced and specialized office procedures classes (OA61 Advanced Office Procedures, OA63 Legal Office Procedures, and OA65 Medical Office Procedures). We currently offer OA60 just once a year. The OA61, OA63, and OA65 courses are on a rotation of alternate semesters. We are still managing to offer three sections of OA17A Word Processing I and two sections of OA17B Word Processing II; however, because of the availability of adjunct faculty and course scheduling, these classes are offered only online. OA21 Business Communications and OA52 Business English are offered each semester alternately on line and face-to-face. OA22 Machine Calculations and OA53 Filing are offered each semester. We have attempted to offer OA55 Medical Word Processing again after not having scheduled the class for two years. However, its enrollments have been disappointing. With the local hospital now outsourcing its transcription, jobs for transcriptionists that paid well with good benefits are fewer in our area. (See attached article from the Appeal Democrat.) To be able to offer all the classes that students need to earn their OA degree and/or certificate within four semesters means that each semester approximately two FTEF are needed. (See attachment of course loads.) For the past three years, we have been managing this with one full-time OA professor and two adjuncts. Load limits for both the full-time and part-time faculty, as well as time/scheduling constraints, make it difficult to continue offering all the	OA Course Load.xlsx Rideout Outsources Transcriptionist Jobs.pdf **Plan of Action:** Submit Staffing Request for an OA instructor. **Type:** Staffing - Faculty **Budgetary Impact:** 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.		

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classes in a way that maximizes students' time here at the college. Another concern is the availability of adjuncts to teach OA classes. Professor Lee, who retired in June 2011 returned to teach part-time in 2011-12 and has agreed to do so again this academic year; but how long she will be willing to continue to teach is uncertain. Also, Teresa Paras is teaching an online section of OA17A and is also teaching in the BCA program. Her availability is limited both because of maximum allowable load and because she has accepted the full-time position as campus operations specialist at the Sutter County facility. Finding qualified OA instructors is increasingly problematic; locating someone with both the necessary skills as well as the education and teaching experience is difficult.			
YC - Office Administration Program Recommendations - Equipment/Technology -- Lab Furniture (Marysville) - Replace furniture in Room 502. **Year(s) Requested:** 2012-2013 **Request Date:** 08/01/2013 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** New lab equipment purchased through a Perkins grant has supposedly arrived for Room 502 in Marysville although it has not yet been installed. However, the lab does not have proper computer tables. The table height is not conducive to computer keyboard use, and the chairs do not provide	**Plan of Action:** Purchase furniture (tables and chairs) for Room 502. **Type:** Equipment/Technology **Budgetary Impact:** 30 adjustable computer tables* @ $400 = $12,000 30 adjustable computer chairs* @ $100 = $3,000 Use furniture standards used to purchase lab furniture for the Sutter County Campus **Perkins Eligible:** Yes **Location:** YC Marysville Campus **DE Related:** No		

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
adequate back support.	**HSI Related:** No		
	Plan of Action: Purchase furniture (tables and chairs) for Room 502. **Type:** Equipment/Technology **Budgetary Impact:** 30 adjustable computer tables* @ $400 = $12,000 30 adjustable computer chairs* @ $100 = $3,000 Use furniture standards used to purchase lab furniture for the Sutter County Campus		
YC - Office Administration Program Recommendations - Equipment/Technology -- Presentation Equipment (Marysville) - Replace presentation equipment in Room 502 **Year(s) Requested:** 2013-2014 **Request Date:** 01/01/2013 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** The projection equipment in Room 502 is not sufficient. At the beginning of the semester, the projector image was so dim that it could not be seen from even the front row. After several requests, a replacement projector was brought in, but it, too, is dim. Students who sit more than a couple of rows back cannot see the projection. Every class that is taught in Room 502 uses the projection equipment to demonstrate software or to present using PowerPoint or to show videos. The poor quality of the	**Plan of Action:** Request projection equipment for Room 502 from any available funding source. **Type:** Equipment/Technology **Budgetary Impact:** Cost of equipment: $2,359 Use current District standards for equipment purchase. **Perkins Eligible:** Yes **Location:** YC Marysville Campus **DE Related:** No **Related Documents:** MultMediaEstimatorMay2011.xlsx MultMediaEstimatorMay2011.xlsx		
	Plan of Action: Request projection equipment for Room 502 from any available funding source. **Type:** Equipment/Technology **Budgetary Impact:**		

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
equipment makes for a difficult learning environment. And as stated in the 2011-2012 annual update, the projector 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.	Cost of equipment: $2,359 Use current District standards for equipment purchase.		
YC - Office Administration Program Recommendations - Equipment/Technology (Marysville) - Install computers in Room 502. **Year(s) Requested:** 2012-2013 **Request Date:** 10/01/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** Computers were purchased for the Room 502 lab through a Perkins grant and have been received. They need to be installed in the lab so students are able to benefit from newer technology. More working computer stations equate to being able to enroll students to the class cap.	**Plan of Action:** Contact IT to install new computers in Room 502 in time for Spring 2013 semester. **Type:** Equipment/Technology **Budgetary Impact:** None; equipment is already on site and was purchased with Perkins funding. **Perkins Eligible:** Yes **Location:** YC Marysville Campus **DE Related:** No **HSI Related:** No **Related Documents:** Perkins Application.doc YC_051400_Office Tech_Office Computer Applications.pdf		
YC - Office Administration Program Recommendations - Curriculum/SLO Assessment (Marysville) - Continue with the assessment schedule of OA SLOs. Update all OA course of study outlines. Evaluate	**Plan of Action:** Schedule assessment of SLOs in OA classes for the 2013-2014 year. **Type:** Curriculum/SLO		

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
curriculum revise A.S. degree and certificate requirements based on transfer model curriculum, financial aid criteria, and advisory committee input. **Year(s) Requested:** 2012-2013 **Request Date:** 01/01/2013	**Budgetary Impact:** NA **Perkins Eligible:** No **Location:** YC Marysville Campus **DE Related:** No		
Recommendation Priority: 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** OA course SLOs continue to be developed and assessed. Assessment results continue to be positive. The OA department will continue with the assessment schedule for 2013-2014. Degree and certificate requirements must meet state TMC standards and financial aid criteria. All OA course of study outlines are due for revision in CurriCUnet and will be updated by December 1 to include the required SLOs and course prerequisites. OA21/GNBUS21 will undergo a slight modification so that it meets the requirements of the transfer model curriculum Business Communications course. A meeting of the business division advisory committee was held in October, and the committee's input will be used in evaluating curriculum direction.	**Plan of Action:** Schedule assessment of SLOs in OA classes for the 2013-2014 year. Revise OA degree and certificate requirements. **Type:** Curriculum/SLO **Budgetary Impact:** NA **Perkins Eligible:** No **Location:** YC Marysville Campus **DE Related:** Yes **HSI Related:** No		
YC - Office Administration Program Recommendations - Curriculum 1 (Marysville) - Study the feasibility of offering legal and medical office certificates at Marysville in the future	**Plan of Action:** Develop schedule of recommended course offerings at Marysville and Sutter County over the next year. **Type:**		

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
Year(s) Requested: 2013-2014 **Request Date:** 08/01/2013 **Recommendation Priority:** 2. Medium Priority **Supporting Evidence (SLO, WSCH, etc.):** With only one full-time OA professor and the prospect of that person being split between the Marysville Campus and Sutter County campus, 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.	Curriculum/SLO **Budgetary Impact:** Possible salary and benefits for replacement OA instructor; adjunct instructor(s) **Perkins Eligible:** No **Related Documents:** MultMediaEstimatorMay2011.xlsx **Plan of Action:** Develop schedule of recommended course offerings at Marysville and Sutter County over the next year. **Type:** Curriculum/SLO **Budgetary Impact:** Possible salary and benefits for replacement OA instructor; adjunct instructor(s)		
YC - Office Administration Program Recommendations - Curriculum 2 (Marysville) - Develop and implement into all OA courses a consistent plan to instill in students soft skills and personal responsibility. Work to make this a Business Division plan. Investigate ways to offer courses in the timeframes preferred by the local business community. **Year(s) Requested:** 2013-2014 **Request Date:** 01/01/2013 **Recommendation Priority:** 2. Medium Priority **Supporting Evidence (SLO, WSCH, etc.):** At the October 5, 2012, Business Division Advisory Committee meeting, those in attendance stressed the need for	**Plan of Action:** Include on Business Division monthly agendas the topic of integration into business division course curriculum the development of personal responsibility and soft skills. **Type:** Curriculum/SLO **Budgetary Impact:** None **Perkins Eligible:** Yes **Location:** YC Marysville Campus **DE Related:** No **HSI Related:** No		

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
employees who possess the soft skills of reliability, punctuality, customer service, personal hygiene, etc. Business also wants training at time and durations that provide the least interruption to the business day.			
YC - Office Administration Program Recommendations - Curriculum 3 (Marysville) - Review the concept of "paperless" lab for keyboarding classes. **Year(s) Requested:** 2012-2013 **Request Date:** 10/31/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** Professors need to be able to give students critical feedback on work they submit; and in order to learn, students need to be able to view their documents from the perspective of the receiver of that document. They need to see hard copy of their work. Most businesses still use hard copies. Due to budget constraints this year, keyboarding students are not being allowed to print their work for submission. With the exception of weekly timed writings and two midterm tests and a final, no printing is allowed in the lab. As a result, it is very difficult to track students' work. Each keyboarding lesson results in a summary lesson report as well as multiple formatted Word documents as the students progress in their instruction. Although for instructional purposes, having students print hard copies of the documents is best, a work-around is for them to upload the Word	**Plan of Action:** Budget for paper and toner for the keyboardeing lab. (See attachment detailing estimated number reams of paper needed, paper cost, and toner cost.) **Type:** Curriculum/SLO **Budgetary Impact:** $336.16. See attached documents with paper and toner usage and cost estimates. **Perkins Eligible:** Yes **Location:** YC Marysville Campus **DE Related:** No **HSI Related:** No **Related Documents:** paper use.xlsx paper and toner cost.pdf		

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
documents to Blackboard, which is what we are doing this semester. Grading the work is much more time-consuming for the instructor and viewing corrected work more time-consuming for students, but we will continue this method in order to save a few hundred dollars a year. However, the summary lesson reports cannot be uploaded to Blackboard because of software incompatibility; therefore, the instructor must daily go to each student to check their progress. This, too, is time-consuming and disruptive to the students. Since each lesson report consumes only one page, printing should be reinstated for those reports and paper and toner purchased as necessary.			
YC - Office Administration Program Recommendations - Relocate Business Division Classes (Marysville) - Relocate the Business Department to another site on the Marysville Campus or to the Sutter County facility. **Year(s) Requested:** 2013-2014 **Request Date:** 08/01/2013 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** The home of the Marysville Business Division, Building 500, in a serious state of disrepair, and multiple administrators and board members have talked of closing the building. The building has not had proper maintenance for the last 10 to 15 years or maybe longer and no plans exist to fix it. HVAC units have to be regularly patched together by our maintenance staff; outside	**Plan of Action:** Find an alternate location for Business Division classes on the Marysville Campus or at the Sutter County Facility. Determine what is best for our students considering where the majority of them reside, the availability of public transportation to the Sutter County Facility. Determine what is best for our students considering that Business is not a standalone program. Our students take classes in other disciplines, and students in other disciplines take our classes. A study needs to be undertaken regarding whether a complete move or a partial move is the best course of action. **Type:** Facilities **Budgetary Impact:** Possibly an overall cost savings if Building 500 is closed. **Perkins Eligible:** No		

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
contractors will not commit to a repair. Classroom temperatures are either too cold or too hot and thus not conducive to learning or teaching. The facility overall is depressing. Carpets are water-stained from HVAC unit leaks. Ceiling tiles are missing and/or water-stained. The restrooms are deplorable and filthy with broken locks on stall doors and broken urinals. In past semesters Room 502 has experienced its share of wildlife including mice and termites. This semester a new addition is the snake or apparently snakes. These conditions are not conducive to effective teaching or learning and in the business division a snake is considered a grievable working condition issue.	**Location:** YC Marysville Campus **DE Related:** No **HSI Related:** No **Related Documents:** Snake.JPG BUILDING 500.pptx		
YC - Office Administration Program Recommendations - Facilities (Marysville) - Repair Building 500 **Year(s) Requested:** 2012-2013 **Request Date:** 08/01/2013 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** 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	**Plan of Action:** 1. Allocate funds in the District budget to repair Building 500. 2. Remove snake. **Type:** Facilities **Budgetary Impact:** 1. Probably $1 million. 2. About $140 with tax/shipping and handling. **Perkins Eligible:** No **Location:** YC Marysville Campus **DE Related:** No **HSI Related:** No **Related Documents:** BUILDING 500.pptx Snake.JPG		

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
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. Water damage in December 2011 and again in January 2012 affected Room 503 next door as well. The HVAC units in these rooms leaked throughout the year and did not function at all during the summer. Over the past few years, Room 502 has been invaded by mice and termites and most recently one or more snakes have taken up residence. Classrooms are not maintained by the custodial staff. 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.	snake2.jpg snake3.jpg snake catching equipment.pdf		
YC - Office Administration Program Recommendations - Online Classes (Marysville) - Evaluate the schedule of OA courses being offered online **Year(s) Requested:** 2012-2013 **Request Date:** 08/01/2013 **Recommendation Priority:** 1. Low Priority **Supporting Evidence (SLO, WSCH, etc.):** Currently Yuba College offers OA17A, OA17B, OA 21/GN BUS 21, OA52, GN BUS 52, and OA65 as online classes. Both	**Plan of Action:** 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 **Budgetary Impact:** None **Perkins Eligible:** No **Plan of Action:** Evaluate the OA classes being offered online to determine if changes should be		

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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.	made to better enable students to fulfill certificate and graduation requirements. **Type:** Curriculum/SLO **Budgetary Impact:** None		
YC - Office Administration Program Recommendations - Equipment/Technology -- Lab Computers (Clear Lake) - Replace Clear Lake's 902 Lab computers. **Year(s) Requested:** 2012-2013 **Request Date:** 01/24/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** 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 continue to be heavily dependent on this lab for homework, Accounting and Math and 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. Because it is also used as a teaching classroom, limited-license software (QuickBooks) is installed in the lab, and cannot be updated to the newest version.			
YC - Office Administration Program Recommendations - SLO Assessment (Clear Lake) - Clear Lake will continue			

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
reporting assessments of SLOs in 2012/2013. Lake Business Department will review results and align curriculum based on findings. **Year(s) Requested:** 2012-2013 **Request Date:** 10/11/2012 **Recommendation Priority:** 2. Medium Priority **Supporting Evidence (SLO, WSCH, etc.):** Clear Lake: SLOs for all of our OA sections have been entered in TracDat, along with assessment results in 2011/12. 2012/2013 will, again, see results of SLO assessments being entered for all Clear Lake OA sections. Continued discussions of curriculum changes, based on last year's results, are taking place among all Lake Business staff and faculty.			
YC - Office Administration Program Recommendations - Facilities (Clear Lake) - Clear Lake's 400 lab needs carpet repair or replacement. This is a safety hazard. **Year(s) Requested:** 2012-2013 **Request Date:** 01/31/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** The existing carpet is ripping across the seams in busy aisles at several locations, creating a serious danger to students and staff moving around the lab. This has been a problem for some time, and was documented by Maintenance and Operations October, 2012.			
YC - Office Administration Program			

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
Recommendations - Curriculum (Clear Lake) - Explore alternative methods of communicating more effectively with the main campus Business Division. Continue to participate in departmental curriculum decisions that must take Clear Lake's unique demographics into account. **Year(s) Requested:** 2012-2013 **Request Date:** 10/11/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** Division meetings with main campus held by land-line phone, IP phone, Tanburg, wireless campus connection and online meeting software have been sub-par, at best. Our voice is not heard and the shared visuals are often not available to us.			
YC - Office Administration Program Recommendations - Program Review (Clear Lake) - Work with Planning, Research and Student Success to request breakouts for Clear Lake's Program Review data. (Success and Retention, Degrees and Certificates awarded, etc.) **Year(s) Requested:** 2012-2013 **Request Date:** 10/11/2012 **Recommendation Priority:** 2. Medium Priority **Supporting Evidence (SLO, WSCH, etc.):** SLOs are being tracked separately for Clear Lake. However, other critical data for WSCH, FTES, FTEF and related info is reported only in conjunction with main campus statistics. Specific data for Clear			

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Lake, alone, would be extremely helpful to Program Review and course development. As an example, in 2011-12 when Clear Lake introduced new one-unit keyboarding (15A1, 15A2, 15A3), the enrollment, success and retention rates show very strong when compared to 15A sections at other campuses. We suspect our retention and success is higher in other classes, as well--most likely due to the OA Block scheduling used at Clear Lake.			
YC - Office Administration Program Recommendations - Curriculum 2 (Clear Lake) - Follow Marysville's lead in exploring "paperless" OA classes, reducing resources used in the very active 400 lab. Co-ordinate with Division plans to offer soft skills classes (or modules) and emphasize personal responsibility in our Business courses. **Year(s) Requested:** 2012-2013 **Request Date:** 10/11/2012 **Recommendation Priority:** 3. High Priority **Supporting Evidence (SLO, WSCH, etc.):** Budget cuts in Clear Lake Business Department supplies budget have required procedural changes in the Lab. Frequently-down network access has thwarted possible "cloud"-like solutions at the Clear Lake campus. Rigor must be protected and plagiarism prevented as we proceed toward a "paperless" OA lab.			
YC - Office Administration Program			

Recommendations	Plans of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
Recommendations - Facilities 2 (Clear Lake) - Clear Lake's 400 lab needs 10-15 replacement chairs for student seating. In the past year, we've been piecing together parts to make enough usable chairs to accommodate our students. Each year, a number of new chairs must be purchased to keep up with the dwindling supply of adequate seating. **Year(s) Requested:** 2012-2013 **Request Date:** 10/11/2012 **Recommendation Priority:** 3. High Priority	**Plan of Action:** Request 10-15 replacement chairs for the 400 lab in Program Review. **Type:** Facilities **Location:** Clear Lake Campus		