Assessment: Assessment Unit Planning

Program Review 2014-15

YC - Office Administration Program Review

Year Under Review : 2014-15
Type of Review:
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 who are or who have been 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.

Executive Summary (Include a list of team members): As of Spring 2015, the OA program was a strong, popular, and viable program with potential to grow under the leadership of a new instructor who was to have been hired to begin Fall 2015. Enrollments were solid. OA students learn transferrable skills that lead them toward multiple career paths in nearly all industries.

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. As sections were decreased, FTES and WSCH also decreased.

The five-year enrollment data includes the CLC campus. Since CLC offered many of its OA courses in a stacked format, the data show many sections with a low fill rate; however, sections need to be combined to show the true course time fill rates. The same is true of the OA15A/OA15B/OA15C/OA51 sections at Marysville.

01IP. Department Goals (Click '?' for Prompt): The OA program meets the mission of Yuba College by preparing students for employment. The program offers certificates and degrees that can lead to transfer. The OA curriculum meets the Yuba College vision by instilling in students ethics and personal responsibility. The program operates economically in terms of equipment and supplies; equipment replacement is infrequent, and supply costs are minimal. In past years, courses were offered in such a way that students were able to complete their certificates and degrees within prescribed semester timelines. Program evaluation and

improvement was ongoing.

02IP. Access to Support Services (Click '?' for Prompt): -Office Hours, -DSPS, -EOPS, -Library Services

03IP. Follow up to question 02IP (Click '?' for Prompt): All OA students have access to the same support services regardless of the delivery method of the course (face-to-face or online). Taking advantage of some of these services may require the student's presence on campus. However, assistance during an office hour can take place face-to-face or at a distance using the LMS communication features, email, or telephone. A DSPS student requiring additional test-taking time can be accommodated in the LMS.

04IP. Degrees/Certificates (Click '?' for Prompt): From 2011-2015 OA has awarded 49 degrees and 86 certificates. Associate in Science degrees: Administrative Assistant, 24; Legal Office, 8; Medical Office, 8; Word Processing, 9. Certificates: Administrative Assistant, 30; Clerical, 25; Legal Office, 4; Medical Office, 6; Word Processing, 21.

05IP. Improve Completion (Click '?' for Prompt): The short answer to this question is that nothing is being done presently to improve students' ability to complete degrees, certificates, or transfers

Until the fall 2015 semester, the OA department worked to maintain a full course schedule that would enable students to complete degrees and certificates within the prescribed semesters. This was possible only because Professor Jeanie Lee, who retired in 2012, continued to teach several key courses. Teresa Paras was also able to teach online classes. We tried to offer as many courses as possible both face-to-face and online, alternating semesters to meet students' preferences for method of delivery. In addition, Clear Lake College (CLC) was planning to originate online sections of OA55 Medical Word Processing and OA63 Legal Office Procedures; Marysville had not been able to offer those courses regularly because of faculty load limit restrictions. Now that CLC is aligned with Woodland Community College (WCC), it is unknown if these courses will be offered.

Now that Professor Marcia Stranix has retired, no full-time faculty teach in the OA program; and it appears that a full schedule of courses is not being offered. It will be very difficult and may not be possible for students to complete OA certificates and degrees.

06IP. Course Outlines (Click '?' for Prompt): As of May 2015, all OA COR updates had been submitted in CurricUNET. Once curriculum coordinators returned to campus for the fall 2015 semester, several of the CORs needed additional work. Marcia Stranix has been working to make the corrections, which should be complete by the end of fall 2015.

07IP. Collaboration (Click '?' for Prompt): As requested, OA faculty have attended the regular meetings of the counseling faculty to explain a program or answer a question. Faculty communicate with counselors as necessary regarding individual students.

08IP. Catalog Currency (Click '?' for Prompt): The current catalog entries should be correct once the CurricUNET changes are complete. The major changes are that two cross-listed courses (Business English [OA 52/GNBUS 52] and Business Communications [OA 21/GNBUS 21]) will be changed to GNBUS courses only. The certificate and degrees will also be changed to reflect the change in these courses. A modification to CWEE units also necessitates a change in certificate/degree course listings. Even though OA15C was inactivated over a year ago, it still appears in the catalog, and the degrees and certificate are listing the OA60 and OA61 units at 4 instead of the correct 3. All of these changes were made last year and should be current in CurricUNET.

The catalog will continue to list for one more year courses taught only at CLC. The 2016-2017 catalog will need to reflect the removal of those courses: OA15A-1, OA15A-2, OA15A-3, OA15B-1, OA15B-2, OA15B-3, OA15C, OA15O, OA54A, OA54B, OA59, OA60L, and OA61L.

09IP. For CTE Programs Only (Click '?' for Prompt): A review of current data shows that the information provided in the 2014-2015 program review is still relatively current, especially the government data as much of it has not been updated.

Data published in January 2014, at the Bureau of Labor Statistics website (http://www.bls.gov/opub/ted/2014/ted_20140127.htm) lists secretaries and administrative assistants among the top 20 occupations with the highest projected numeric change in employment. From 2012-2022, 307,800 new jobs are predicted, which is an increase of 13.2 percent. New positions for medical secretaries are anticipated to increase by 189,200 (36 percent). Median pay for secretaries is shown as $35,330/year or $16.99/hour. Positions for general office clerks show an increase of 184,100 (6.2 percent). Median pay for office clerks is $27,470/year or $13.21/hour. This information is consistent with the data provided in the 2014-2015 program review as the figures at the BLS site have not been updated. Labor market information from the state of California Economic Development Department (http://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/occExplorerQSDetails.asp?searchCriteria=secretary&careerID=&menuChoice=&geogArea=0601000000&soccode=436011&search=Explore+Occupation) provides updated wage information current as of the first quarter of 2015. The average hourly rate for executive secretaries is $29.13, and the rate for secretaries is $18.99. A combined total of 18,890 positions are anticipated to be available annually.

Data found at the Association of Executive and Administrative Professionals website (http://www.theaeap.com/survey/View.aspx?title=Administrative+Assistant+%E2%80%93+Entry&titleid=1&state=CA&country=United%20States) still show entry level salaries for those with an AA degree are 6.5% higher than for those with a high school diploma. However, as the level rises to intermediate and advanced, the salary and education levels do not show much correlation. In fact, workers with just a high school education may have higher salaries than someone with just some college or even an AA degree. And there is only a few thousand dollars increase for those with a proprietary school degree or even a bachelor's or master's degree.

The Data Mart website (http://datamart.cccco.edu/Outcomes/System_Wage_Tracker.aspx) shows that and Office Technology worker (Program Type 051400) will earn significantly more five years after receiving an AA degree ($14,747 two years before earning the degree and $29,813 five years later.) Salary Surfer http://salarysurfer.cccco.edu/Salaries.aspx supports Data Mart data.

The employment opportunities for successful OA students are varied. Virtually every industry utilizes employees who have the

10IP. DE Students (Click '?' for Prompt): All OA courses offered online are compliant with Section 508. Students who require additional test-taking time may be accommodated through the LMS. The effectiveness of the instruction is monitored by students' course achievement. "Regular effective instructor-initiated contact" is detailed in each COR and includes but is not limited to regular and virtual office hours, email, telephone, LMS announcements and discussions. Please refer to individual CORs for additional methods of contact.

11IP.Disproportionate Impact(Click '?' for Prompt): Based upon the definition of disproportionate impact, the theory is not an issue in the OA program. With the exception of OA51, OA courses have a Language requirement. Students who enroll without sufficient English language capabilities may have difficulty with the curriculum, especially in courses that require a great deal of written and oral communication. That said, as stated in the 2014-2015 program review, many OA students arrive unprepared for college-level classes. They are not ready for the rigor these classes demand. Some have poor English language skills, and these students are not only the students whose first language is not English. Language arts is a part of most of our classes to some extent. Even after completing ESL classes, these students struggle to put their thoughts into any kind of coherent writing. And even after completing Business English, many still do not apply the skills they learned. Specific evidence of what we observe to be true is difficult to cite. The data from 2010-2015 show that 50.3% of the students state their ethnicity as white with the next highest ethnicity being Hispanic at 23.3%. Although our student demographics show that a large percentage of OA students could possibly be non-native speakers, their ethnicity does not mean that is the case.

12IP. Mapping (Click '?' for Prompt): No

13IP. Course SLOs (Click '?' for Prompt): SLO results and analysis of the results is available as posted in Tracdat. Courses taught by adjunct instructors may not have SLO data.

14IP. Program SLOs (Click '?' for Prompt): Program SLOs have not been assessed.

15IP. Professional Development (Click '?' for Prompt): Full-time faculty participated in campus Flex activities and used the new LMS to offer DE and supplement face-to-face instruction.

16IP. Reflection (Click '?' for Prompt): Unknown as there are no full-time faculty to undertake these activities.

Are you ready to submit your final program review?: Yes

Program Recommendation: Staffing/Certificated

Hire a full-time OA instructor.

Recommendation Priority: 3. High Priority

Year(s) Requested: 2014-2015

Request Date: 08/01/2014

Supporting Evidence : 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 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 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.

Does this program or department have adequate full-time faculty to support a high quality program? Please explain.

Marysville Campus: Below is a table showing Marysville Load, FTEF, and FTES for the academic years 2007/08 to 2011/12; data for 2012-13 Marysville alone is not available. A five-year (2007-2012) average is also provided. Even though the five-year averages are quite respectable for a program with only one full-time professor, the yearly numbers are showing a gradual decline. This is due to fewer course offerings because faculty loads are maxed out. Adjunct instructors and teach only 10 units a semester. This has led to fewer sections of keyboarding instruction as well as a longer rotation for specialized courses such as medical office and legal office.

OFFICE ADMINISTRATION
Marysville Load, FTEF, and FTES
2007-2012
Year FTEF FTES WSCH WSCH/
FTEF Contract Non-Contract
Load FTEF Load FTES
2007-08 2.61 68.85 2065.50 396 44.57 1.49 33.71 1.12
2008-09 2.61 72.37 2171.10 416 51.58 1.72 26.70 0.89
2009-10 2.59 57.02 1710.60 330 54.41 1.81 23.36 0.78
2010-11 2.36 52.18 1565.40 331 48.06 1.60 22.87 0.76
2011-12 2.44 47.76 1432.80 293 30.01 1.00 43.25 1.44
2012-13 Data not available for Marysville only.
5-Year
Average 2.52 59.64 1789.08 354 45.73 1.52 29.98 1.00

OFFICE ADMINISTRATAION
Lake and Marysville Program Data
2007-2013
Year FTEF FTES WSCH Stu/Fac WSCH/FTEF
2007-08 4.02 97.50 2925.00 24.25 363.75
2008-09 4.03 108.33 3249.90 26.87 403.01
2009-10 4.03 90.35 2710.50 22.44 336.65
2010-11 3.85 88.81 2664.30 23.08 346.19
2011-12 3.94 76.05 2281.50 19.32 289.75
2012-13 3.11 58.43 1752.90 18.79 281.82
5-Year
Average 3.83
86.58
2597.35
22.46

YC - Office Administration Program Review

336.86

The OA program has only one full-time faculty member teaching in Marysville – Marcia Stranix and has no full-time faculty member at Lake teaching full-time in the program. Full-time professor Main teaches part of her load as OA; the remaining OA classes are taught by part-time instructors. At Marysville, retired Professor Jeanie Lee has been teaching OA22, OA53, OA60, OA61, and OA63 on a rotating basis; she is limited to how many classes she can teach due to load limits and the amount she can earn without jeopardizing her retirement benefit. Teresa Paras, a classified staff member at Sutter County, teaches OA17A each semester. We had a request from a student that OA22 be offered in the evening; finding an adjunct to teach this class may be difficult. With only one full-time professor and a very limited supply of qualified adjuncts, it is becoming increasingly problematic to continue to offer students the opportunity to earn degrees/certificates in legal office and medical office. Professor Lee is strongly hinting that she may not want to continue to teach past this academic year. If that were to happen, it would not be possible to offer classes with the frequency necessary for students to complete their certificates and degrees in a timely manner. There is also a distinct possibility that Professor Stranix will retire within the next year or two. Unless a full-time OA instructor is hired, the OA program in Marysville will die. Online classes that originate in Marysville support the program at Lake. Although WCC has inactivated all of its OA classes, WCC students continue to enroll in Yuba College online classes in an attempt to complete their OA degrees and certificates.

Lake Campus: Clear Lake's OA program is supported by a full-time faculty member from another department who teaches just less than half a load for OA, and three adjunct faculty. This has been sufficient staffing for our program.

Evaluation Plan: Optional field this year.

Plan of Action

Staffing - Faculty - Submit Staffing Request for an OA instructor. (Active)
Budgetary Impact: Salary and benefits. Cost savings from 2011-2012, 2012-13, and 2013-14 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.
Timeline/Responsible Party: Fall 2014
Dr. Ed Davis
Perkins Eligible: No
DE Related: No
HSI Related: No
Related Documents:
OA FTES_FTEF Data.xlsx
OA Course Load.xlsx
Rideout Outsources Transcriptionist Jobs.pdf

Staffing - Faculty - Submit Staffing Request for an OA instructor. (Active)
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.
Timeline/Responsible Party: Fall 2013
Dr. Ed Davis

Staffing - Faculty - Submit staffing request for full-time OA professor to begin August 2014. (Active)
Budgetary Impact: Salary and benefits. Cost savings from 2011-2012, 2012-13, and 2013-14 since no full-time replacement was hired. A replacement will likely be hired at a much lower salary than that which the previous professor received
Timeline/Responsible Party: Dr. Ed Davis
Fall 2013
Perkins Eligible: No
DE Related: No
HSI Related: No

Staffing - Faculty - If Office Administration is to survive, it must have the support of the dean and department to hire a full-time faculty member to teach the courses students need to complete degrees/certificates. A full load definitely exists for one FTE instructor plus additional units for adjunct or EP assignments. Each semester two sections of OA15A/15B, OA17A,

YC - Office Administration Program Review

OA17B, OA22, OA53, GNBUS21, and GNBUS52 should be offered. The load for these classes totals well over 22 load units. In addition, OA60 and OA61 should be offered in alternate semesters; these courses are 3 load units each. This plan doesn't even take into account the medical or legal degrees; if these degrees are continued, those classes two should be offered in alternate semesters.

A full-time OA instructor is needed to manage the curriculum and accomplish the necessary tasks of updating CORs and completing program reviews. (Active)

Budgetary Impact: Since two full-time positions have not been refilled, the budgetary impact should be $0.
Timeline/Responsible Party: Dean Otten
Perkins Eligible: Yes
DE Related: No
HSI Related: No
YC - Location: Yuba College - All

Related Goals

College - Yuba College Program Review
YC Goal 1 - Foster a culture of evidence-informed decision making, include SLO development/assessment and other measures of student success.
YC Goal 2 - Prioritize and allocate resources based on existing and emerging community and student needs over those of individual projects or programs.
YC Goal 3 - Steward our institutional resources with increasing effectiveness and efficiency.
YC Goal 4 - Research and utilize effective modes of delivery for our courses and services.
YC Goal 5 - Design our programs in such a way as to allow students to complete their educational goals in a timely manner.
YC Goal 6 - Evaluate our programs, services and processes to ensure continuous quality improvement.
YC Goal 7 - Improve the quality of the student experience at all our campuses and centers.

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Critical Thinking - Analyze data/information in addressing and evaluating problems and issues in making decisions.
Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.
Personal and Social Responsibility - Interact with others by demonstrating respect for opinions, feelings, and values.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YC - Office Administration Program Review
Staffing

Program Recommendation: Curriculum/SLO Assessment

Continue division discussion/plan to align the business curriculum under the Business Information Worker classification.

Recommendation Priority: 2. Medium Priority
Year(s) Requested: 2015-2016
Request Date: 12/08/2015
Supporting Evidence : Consolidate all business courses under one umbrella to simplify curriculum revisions and program reviews as well as contribute to student success by providing business students with an easier path to degrees/certificates.
Evaluation Plan: Field not required this year.

YC - Office Administration Program Review

Curriculum/SLO - Schedule assessment of SLOs in OA classes for the 2013-2014 year. (Active)
Budgetary Impact: NA
Timeline/Responsible Party: Fall 2012
Marcia Stranix
Jeanie Lee
Teresa Paras
Perkins Eligible: No
DE Related: No

Curriculum/SLO - Schedule assessment of SLOs in OA classes for the 2013-2014 year.
Revise OA degree and certificate requirements. (Active)
Budgetary Impact: NA
Timeline/Responsible Party: Fall 2012
Marcia Stranix
Jeanie Lee
Teresa Paras
Perkins Eligible: No
DE Related: Yes
HSI Related: No

Curriculum/SLO - Continue to assess OA course SLOs and begin to assess PSLOs. Update CORs as needed. (Active)
Budgetary Impact: NA
Timeline/Responsible Party: Marcia Stranix
Perkins Eligible: No
DE Related: No
HSI Related: No

Related Goals

College - Yuba College Program Review
YC Goal 1 - Foster a culture of evidence-informed decision making, include SLO development/assessment and other measures of student success.

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Critical Thinking - Analyze data/information in addressing and evaluating problems and issues in making decisions.
Global Awareness - Articulate similarities and differences among cultures, times, and environments, demonstrating an understanding of cultural pluralism and knowledge of global issues.
Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.
Personal and Social Responsibility - Interact with others by demonstrating respect for opinions, feelings, and values.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

Program Recommendation: Curriculum 1

Continue to study the feasibility of offering legal and medical office degrees at Marysville in the future. If a full-time OA instructor is not hired this hear, the medical and legal should be phased out.

Recommendation Priority: 2. Medium Priority
Year(s) Requested: 2015-2016
Request Date: 08/01/2014

YC - Office Administration Program Review

Supporting Evidence : 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.
Evaluation Plan: We need to see how many students are working toward specialized legal or medical certificates and degrees to learn the student impact of not offering these classes.

Plan of Action

Curriculum/SLO - Develop schedule of recommended course offerings at Marysville and Sutter County over the next year. (Active)
Budgetary Impact: Possible salary and benefits for replacement OA instructor; adjunct instructor(s)
Timeline/Responsible Party: Spring 2012
Marcia Stranix
Jeanie Lee
Perkins Eligible: No

Related Documents:
MultMediaEstimatorMay2011.xlsx

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

Curriculum/SLO - Develop schedule of recommended course offerings at Marysville and Sutter County over the next year. (Active)
Budgetary Impact: Possible salary and benefits for replacement OA instructor; adjunct instructor(s)
Timeline/Responsible Party: Fall 2014
Sutter Executive Dean
Marcia Stranix

Perkins Eligible: No
DE Related: No
HSI Related: No

Related Goals

College - Yuba College Program Review
YC Goal 4 - Research and utilize effective modes of delivery for our courses and services.
YC Goal 5 - Design our programs in such a way as to allow students to complete their educational goals in a timely manner.

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Critical Thinking - Analyze data/information in addressing and evaluating problems and issues in making decisions.
Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.
Personal and Social Responsibility - Interact with others by demonstrating respect for opinions, feelings, and values.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YC - Office Administration Program Review

YC - Office Administration Program Review
Curriculum

Program Recommendation: Curriculum 2

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.

Recommendation Priority: 2. Medium Priority
Year(s) Requested: 2015-2016
Request Date: 12/08/2015
Supporting Evidence : At the spring 2015 Business Division Advisory Committee meeting, those in attendance stressed the need for 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.

Plan of Action

Curriculum/SLO - Include on Business Division monthly agendas the topic of integration into business division course curriculum the development of personal responsibility and soft skills. (Active)
Budgetary Impact: None
Timeline/Responsible Party: Spring 2013 Semester
Dr. Ed Davis
Perkins Eligible: Yes
DE Related: No
HSI Related: No

Curriculum/SLO - Include on Business Division monthly agendas the topic of integration into business division course curriculum the development of personal responsibility and soft skills. (Active)
Budgetary Impact: None
Timeline/Responsible Party: Spring 2013 Semester
Dr. Ed Davis
Perkins Eligible: No
DE Related: No
HSI Related: No

Related Goals

College - Yuba College Program Review
YC Goal 4 - Research and utilize effective modes of delivery for our courses and services.
YC Goal 6 - Evaluate our programs, services and processes to ensure continuous quality improvement.
YC Goal 9 - Exemplify educational excellence, fiscal responsibility, cultural awareness, and civic engagement for our communities and region.

Institutional Learning Outcomes
Personal and Social Responsibility - Interact with others by demonstrating respect for opinions, feelings, and values.

YC - Office Administration Program Review
Curriculum

Program Recommendation: Curriculum 3

YC - Office Administration Program Review

Continue to use the current keyboarding software that allows students to work on campus and from home and requires a minimum amount of printing thus reducing paper use.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2015-2016
Request Date: 12/08/2015
Supporting Evidence : The program was used with success this semester by an adjunct instructor.

Plan of Action

Curriculum/SLO - Budget for paper and toner for the keyboardeing lab. (See attachment detailing estimated number reams of paper needed, paper cost, and toner cost.)
(Active)
Budgetary Impact: $336.16. See attached documents with paper and toner usage and cost estimates.
Perkins Eligible: Yes
DE Related: No
HSI Related: No
Related Documents:
paper use.xlsx
paper and toner cost.pdf

Curriculum/SLO - Budget for paper and toner for the keyboardeing lab. (See attachment detailing estimated number reams of paper needed, paper cost, and toner cost.)
(Active)
Budgetary Impact: $336.16. See attached documents with paper and toner usage and cost estimates.

Related Goals

College - Yuba College Program Review
YC Goal 3 - Steward our institutional resources with increasing effectiveness and efficiency.

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YC - Office Administration Program Review
Curriculum

Program Recommendation: Facilities

Relocate the Business Department to another site on the Marysville Campus or to the Sutter County facility.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2014-2015
Request Date: 01/01/2014
Inactive Date: 01/13/2014
Supporting Evidence : All business classes have been moved from the 500 building to the 2100 building or to Sutter.

Plan of Action

Facilities - Move all OA classes to Building 2100. (Active)

YC - Office Administration Program Review

Budgetary Impact: Possibly an overall cost savings if Building 500 is closed.
Timeline/Responsible Party: Spring 2014
Dr. Ed Davis
Professor Marcia Stranix
Yuba College Administration
Perkins Eligible: No
DE Related: No
HSI Related: No
Related Documents:
Snake.JPG
BUILDING 500.pptx

Facilities - Move all OA classes to Building 2100. (Active)
Budgetary Impact: Possibly an overall cost savings if Building 500 is closed.
Timeline/Responsible Party: Spring 2014
Dr. Ed Davis
Professor Marcia Stranix
Yuba College Administration

Related Goals

College - Yuba College Program Review
YC Goal 2 - Prioritize and allocate resources based on existing and emerging community and student needs over those of individual projects or programs.
YC Goal 7 - Improve the quality of the student experience at all our campuses and centers.

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Critical Thinking - Analyze data/information in addressing and evaluating problems and issues in making decisions.
Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YCCD Board of Trustees Vision Statement
YCCD VS 1 - Providing an innovative, world-class learning environment;

Program Recommendation: DE Classes

Continue to evaluate the schedule of OA courses being offered online. Explore options for offering some if not all courses either entirely online or in a combination (hybrid) of face-to-face, especially for courses with both lecture and lab.

Recommendation Priority: 2. Medium Priority
Year(s) Requested: 2015-2016
Request Date: 12/08/2015
Supporting Evidence : Providing online access to the majority of OA courses should increase enrollment and enable a student to complete degrees more quickly. Adding a face-to-face component will facilitate student success for those who struggle with DE as the major mode of delivery.
Evaluation Plan: Field not required.

Plan of Action

Curriculum/SLO - Evaluate the OA classes being offered online to determine if changes should be made to better enable

students to fulfill certificate and graduation requirements. (Active)

Budgetary Impact: None
Timeline/Responsible Party: Fall 2012
Marcia Stranix
Perkins Eligible: No

Curriculum/SLO - Evaluate the OA classes being offered online to determine if changes should be made to better enable students to fulfill certificate and graduation requirements. (Active)

Budgetary Impact: None
Timeline/Responsible Party: Fall 2012
Marcia Stranix

Curriculum/SLO - Evaluate the OA classes being offered online to determine if changes should be made to better enable students to fulfill certificate and graduation requirements. (Active)

Budgetary Impact: None
Timeline/Responsible Party: Oning
Marcia Stranix
Perkins Eligible: No
DE Related: No
HSI Related: No

Related Goals

College - Yuba College Program Review
YC Goal 6 - Evaluate our programs, services and processes to ensure continuous quality improvement.

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Critical Thinking - Analyze data/information in addressing and evaluating problems and issues in making decisions.
Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YC - Office Administration Program Review
Curriculum

Program Recommendation: Training/Professional Development - Other

Participate in available staff development opportunities -- ongoing recommendation

Recommendation Priority: 2. Medium Priority
Year(s) Requested: 2015-2016
Request Date: 12/08/2015
Supporting Evidence : Ongoing recommendation.

Plan of Action

Professional Development/Training - Participate in available professional development activities related to business, student success, and the LMS. (Active)

YC - Office Administration Program Review

Budgetary Impact: Unknown
Timeline/Responsible Party: Individual faculty/staff
Perkins Eligible: Yes
DE Related: Yes
HSI Related: No

Related Goals

College - Yuba College Program Review
YC Goal 4 - Research and utilize effective modes of delivery for our courses and services.
YC Goal 7 - Improve the quality of the student experience at all our campuses and centers.
YC Goal 9 - Exemplify educational excellence, fiscal responsibility, cultural awareness, and civic engagement for our communities and region.