

Program Review Final Report

for

Office Systems Technology

Submitted to

Rick Zigler, Vice President of Instruction

by

Program Review Committee Chair:

Bob Philpott, Dean Vocational/Technical Education

Program Review Team:

Katie Canty, Lead Instructor Office Systems Technology

Pat Hogan, Business Department Chair

Monica De Ture, Associate Vice President of Instructional Operations

Kim Lawing, Vice President of Institutional Effectiveness

Shawn Russell, Engineering Department Chair

Cathy Ballard, Lead Instructor Pharmacy

Quyen York, Career and Testing Services

Patsy Lackey, Administrative Assistant, Institutional Effectiveness

Signatures:

Lead Instructor:

Instructional Dean:



**Program Review Final Report
Office Systems Technology
March 2007**

I. List of Team Members

Bob Philpott, Dean Vocational/Technical Education
Katie Canty, Lead Instructor Office Systems Technology
Pat Hogan, Business Department Chair
Monica De Ture, Associate Vice President of Instructional Operations
Kim Lawing, Vice President of Institutional Effectiveness
Shawn Russell, Engineering Department Chair
Cathy Ballard, Lead Instructor Pharmacy
Quyem York, Career and Testing Services
Patsy Lackey, Administrative Assistant, Institutional Effectiveness

The program review team met March 29, 2007 to discuss information collected and presented in the Program Review Outline.

II. Analysis of Results:

A. Strengths

- Program purpose is accurate and up to date
- Graduate rates are good
- Professional development activities by faculty to stay current in field
- Supportive advisory committee
- Survey results show that students and graduates are pleased with the program
- Survey results show that employers are pleased with graduates
- ACC 150 Accounting Software (QuickBooks) has been added to the program per Advisory Committee recommendation
- Facility is new and meets the space needs of the program

B. Weaknesses

- Program enrollment has declined over the past several years
- Second year enrollments is extremely low
- One full-time instructor for the program, too many class sections taught by part-time faculty
- Program is not current with what is expected of office personnel in today's workplace
- Low pay for graduates

C. Opportunities/Threats

- The program is due for a CIP review as it was last reviewed in 1996

- Explore making changes to the curriculum that do not require state approval - ex. Reengineer OST 164 Business Grammar Applications and consider adding OMT 156 Human Resource Management
- Consider more student learning outcomes based objectives when writing objectives for the coming year
- Have a professional other than the instructor assess student outcomes
- Hire a full-time CIT/OST instructor to improve on the full-time/part-time student ratio
- Explore options for restructuring the Keyboarding requirements
- Explore the option of offering a certificate degree on line
- Explore the option of offering additional tracts within the program-ex. Medical Office Assistant

III. Committee Recommendations

Continue program with following recommendations:

- Make a recommendation to the Curriculum Committee that the program be reduced to a diploma program as a result of low enrollment in the second year of the program. The recommendation should take place so that changes can be reflected in the 2008-09 Catalog.
- Create a tri-fold brochure for recruiting purposes
- Explore feasibility of offering additional tracts within the program
- Explore making changes to the curriculum that do not require state approval