Update

Program (OAS) - Office Administration: Administrative Office Professional AS.1397

Program Catalog Summary:
Associate in Science:
SC Program: AS.1397

PROGRAM DESCRIPTION: This degree prepares you to be an advanced-level Administrative Assistant. Administrative Assistants work for supervisors, managers, and executives. Skills learned: Document and Data Handling: How to prepare, modify, and proofread documents such as reports, letters, memos, records, lists, and schedules. Technology: Advanced knowledge of Microsoft Office: Word, Excel, and Outlook. Setup and coordinate meetings and conferences using Outlook. Intermediate knowledge of Microsoft Office: PowerPoint, Internet Explorer, and Access. Incorporate computer graphics in documents, in addition to computer based filing methods and procedures. Type 50-55 words per minute. Interpersonal: Meet and greet clients and visitors, maintain a pleasant manner, and project a professional image in person and on the phone. Confidential: Handling of mail, money, and receipts, and record keeping. General: Research and price office furniture and supplies with attention to detail. Sales concepts, including markups, discounts, insurance, and depreciation, scheduling and reporting duties, coordinate and maintain records for staff. Obtaining on-the-job training through the Worksite Learning course at Shasta College is highly recommended.

This degree is approved through the California Community College Chancellor's Office. Upon satisfactory completion of all degree requirements and filing an application for graduation with Admissions and Records, the student's transcript will reflect completion of this degree.

PROGRAM LEARNING OUTCOMES:
Upon successful completion of this degree, the student should be able to:
1. Operate the alphabetic, numeric, and symbol keys by touch with proper typing technique.
2. Type for 5 minutes at a minimum net speed of 50 words a minute with five errors or less.
3. Expand and apply knowledge of Microsoft Word to complete business documents.
4. Increase abilities related to formatting business letters, memos, tables, mail merge, and reports including employment documents.
5. Answer, with at least 70 percent accuracy, questions on objective tests covering technical information

DEGREE REQUIREMENTS:

CORE COURSES:
ACCT 101 Basic Accounting I 3
ACCT 103 Computerized Accounting 2
BUAD 66 * Business Communications 3
BUAD 80 * Principles of Customer Service 3
BUAD 106 Business Mathematics 3
BUAD 166 Business English 3
CIS 1 Computer Literacy Workshop 3
CIS 20 Access for Windows I 1
OAS 10 Excel for Windows I 1
OAS 11 Excel for Windows II 1
OAS 51 Introduction to Keyboarding and Word 3
OAS 52 Intermediate Keyboarding and Word 3

OAS 64 Computerized Ten-Key .5
OAS 80 Outlook 1
OAS 84 Office Administration Worksite Learning 1
OAS 92 Word for Windows II 1
OAS 94 PowerPoint 1
OAS 152 Keyboarding for Speed and Accuracy .5
OAS 158 Office Procedures for Admin Assistants 3
OAS 166 Records Management 2

OAS 171 Proofreading Skills 2

RECOMMENDED COURSES (not required):
CIS 83 Web Design Using Dreamweaver (2)
OAS 12 Excel for Windows III (1)
OAS 93* Word for Windows III (1)
*May be used to fulfill General Education requirements. See a counselor.

ASSOCIATE IN SCIENCE DEGREE REQUIREMENTS:
Major	41
Additional General Education	18
General Electives	1
Degree Total	60*

*Note: Calculation assumes a student will double-count the Multicultural graduation requirement with either a social science or humanities G.E. requirement and that the student will fulfill computer literacy through a test. If students plan well and see a counselor, they may be able to double count the Multicultural and Computer Literacy units. If these graduation requirements are added, the number of units is increased by 6 units.

Fall 2020

PRIOR PROGRAM REVIEW REFLECTION (If applicable)

Term and Year of Previous Review: Fall 2018

Discuss any changes to the program as a result of the previous program review: We have completed transition of OAS to BSOT and updated the all curriculum and guided pathways.

Resources Received or Requested: N/A

CURRENT PROGRAM REVIEW

Who completed this form: Darren Gurney and Scott Gordon

Participation in completing this report: Area Faculty (list in the next box)

Summarize participation comments: Integrating BSOT to closely align with existing programs and build a stronger connection with the BUAD degrees certificates has provided additional resources and opportunities for students to succeed.

Alignment with Mission: Describe how the program contributes to the Shasta College Mission: Our program build a necessary skill set to provide a workforce for our community and upskill existing employees to provide a better quality of life.

Discuss some of the program successes and benefits to the students and/or community: Many of our students work within the county department and even our own campus. We enjoy seeing them and their skillsets grow as well as provide a great value to the organization they work within.

List each PLO and write a brief narrative summary analysis discussing outcomes for each of them:
1. Keyboarding by touch students that complete this program meet the necessary expectations of this outcome.
2. Type for 5 minutes-students that complete this program meet the necessary expectations of this outcome.
3. Microsoft Word understanding-students that complete this program meet the necessary expectations of this outcome.
4. Formatting -students that complete this program meet the necessary expectations of this outcome.
5. Technical Information-students that complete this program meet the necessary expectations of this outcome.

Describe how this program supports a transfer pathway to CSU or UC: These are non-transferable degrees in the CTE arena

Specify Labor Market Demand (for CTE programs): Based of LMI/EDD data, our program/certificates meet an in demand area and need in the communities we serve.

PROGRAM DATA ANALYSIS

Program Effectiveness: The program has maintained success in completer's, enrollments, and sections. We feel we are serving a need and the program is in demand.

Program Effectiveness (CTE): The program has maintained success in completer's, enrollments, and sections. We feel we are serving a need and the program is in demand.

Course Success Rates: Our course success rates from 2019-2020 have showed a substantial drop. We believe this is due to Covid-19 challenges but will continue to monitor in the next cycle. Some of our course have dropped from a 90-92 success all the way to a 69% success. We will continue to evaluate this change. In addition, the high-school dual enrollment programs experienced many challenges and changes due to coivd-19

Course Retention Rates: Our course retention rates from 2019-2020 have showed a substantial drop. We believe this is due to Covid-19 challenges but will continue to monitor in the next cycle. Some of our course have dropped from a 90-92 success all the way to a 69% success. We will continue to evaluate this change. In addition, the high-school dual enrollment programs experienced many challenges and changes due to coivd-19

Course Enrollments: We have experienced a significant drop in enrollments both in our campus programs as well as dual enrollment programs at the high school due to covid-19.

Equity: All of the BSOT programs were offered fully online and supported with equity and inclusion. We have worked with PACE to make resources available. We have also added a new basic computer course (BSOT- 130) to help with access and assistance getting started in the program.

CURRICULUM

Review of courses with prerequisites: No challenges exist with the prerequisite courses that we require because it is an intro course transitioning to an intermediate course in both situations.

Challenges to offering key courses: Low enrollment has caused discussion around cancellations, but because these are necessary courses for completion they must be offered.

Course changes: N/A

SUMMARY

Changes or improvements needed based on the analysis above: We will need to reflect on the challenges Covid-19 has presented and see when enrollment and retention will rebound.

Note any resources you intend to request through the Area Planning process to improve the program.: N/A

Other information/reflections on the program: We feel not being face-to-face with the students we serve in this program has been extremely challenging and difficult for the student

Conclusion: Covid-19 has presented challenges in all areas and we will treat it as a fluid response.

BELOW TO BE COMPLETED BY THE PROGRAM REVIEW COMMITTEE

PROGRAM AWARDS

Award Type	Program Type	2015-16	2016-17	2017-18	2018-19	2019-20
Associates of Science	Office Administration: Administrative Office Professional	6	6	5	4	8
Grand Total		6	6	5	4	8

PROGRAM STATISTICS

		Academic Year				
		2015-16	2016-17	2017-18	2018-19	2019-20
ACCT-101	# Sections	8	6	6	6	6
	Capacity	168	210	205	205	210
	Census Enrl	173	174	173	176	170
	Fill Rate	103.0%	82.9%	84.4%	85.9%	81.0%
	FTES	19.5	19.9	20.0	19.5	18.7
	FTEF	1.2	1.5	1.5	1.5	1.5
	FTES/FTEF	16.1	13.7	13.8	13.4	12.9
	WSCH	699.00	734.00	722.00	718.00	698.00
	DualEnrlSec	0	0	0	0	0
	OnlineSec	3	3	3	4	4
	ITV_Secondary	3	0	0	0	0
ACCT-103	# Sections	2	2	2	2	2
	Capacity	70	70	70	70	70
	Census Enrl	49	60	67	57	41
	Fill Rate	70.0%	85.7%	95.7%	81.4%	58.6%
	FTES	3.3	4.0	4.5	3.8	2.7
	FTEF	0.4	0.4	0.4	0.4	0.4
	FTES/FTEF	7.5	9.2	10.3	8.8	6.3
	WSCH	202.00	247.00	276.00	235.00	169.00
	DualEnrlSec	0	0	0	0	0
	OnlineSec	2	2	2	2	2
	ITV_Secondary	0	0	0	0	0
BSOT-10	# Sections					21
	Capacity					494
	Census Enrl					457
	Fill Rate					92.5%
	FTES					23.4
	FTEF					0.6
	FTES/FTEF					36.5
	WSCH					803.00
	DualEnrlSec					15
	OnlineSec					4
	ITV_Secondary					0
BSOT-11	# Sections					2
	Capacity					70
	Census Enrl					65
	Fill Rate					92.9%
	FTES					2.2
	FTEF					0.2
	FTES/FTEF					10.2
	WSCH					136.00
	DualEnrlSec					0
	OnlineSec					2

		ITV_Secondary	0
BSOT-51	# Sections		7
	Capacity		178
	Census Enrl		132
	Fill Rate		74.2%
	FTES		14.9
	FTEF		1.5
	FTES/FTEF		10.2
	WSCH		688.00
	DualEnrlSec		0
	OnlineSec		4
	ITV_Secondary		0
BSOT-52	# Sections		4
	Capacity		68
	Census Enrl		15
	Fill Rate		22.1%
	FTES		2.1
	FTEF		0.5
	FTES/FTEF		4.1
	WSCH		79.00
	DualEnrlSec		0
	OnlineSec		1
	ITV_Secondary		0
BSOT-64	# Sections		2
	Capacity		70
	Census Enrl		41
	Fill Rate		58.6%
	FTES		0.7
	FTEF		0.2
	FTES/FTEF		4.5
	WSCH		63.00
	DualEnrlSec		0
	OnlineSec		2
	ITV_Secondary		0
BSOT-80	# Sections		2
	Capacity		70
	Census Enrl		47
	Fill Rate		67.1%
	FTES		1.6
	FTEF		0.2
	FTES/FTEF		7.3
	WSCH		96.00
	DualEnrlSec		0
	OnlineSec		2
	ITV_Secondary		0
BSOT-84	# Sections		10
	Capacity		238

	Census Enrl		212
	Fill Rate		89.1%
	FTES		12.1
	FTEF		0.2
	FTES/FTEF		55.9
	WSCH		389.00
	DualEnrlSec		8
	OnlineSec		2
	ITV_Secondary		0
BSOT-92	# Sections		2
	Capacity		70
	Census Enrl		32
	Fill Rate		45.7%
	FTES		1.1
	FTEF		0.2
	FTES/FTEF		4.9
	WSCH		66.00
	DualEnrlSec		0
	OnlineSec		2
	ITV_Secondary		0
BSOT-94	# Sections		5
	Capacity		75
	Census Enrl		15
	Fill Rate		20.0%
	FTES		0.6
	FTEF		0.0
	FTES/FTEF		
	WSCH		82.00
	DualEnrlSec		0
	OnlineSec		0
	ITV_Secondary		0
BSOT-152	# Sections		2
	Capacity		70
	Census Enrl		41
	Fill Rate		58.6%
	FTES		0.7
	FTEF		0.2
	FTES/FTEF		4.5
	WSCH		63.00
	DualEnrlSec		0
	OnlineSec		2
	ITV_Secondary		0
BSOT-158	# Sections		2
	Capacity		70
	Census Enrl		53
	Fill Rate		75.7%
	FTES		5.3

	FTEF					0.4
	FTES/FTEF					13.3
	WSCH					164.00
	DualEnrlSec					0
	OnlineSec					2
	ITV_Secondary					0
BSOT-166	# Sections					3
	Capacity					95
	Census Enrl					46
	Fill Rate					48.4%
	FTES					3.1
	FTEF					0.5
	FTES/FTEF					5.8
	WSCH					141.00
	DualEnrlSec					0
	OnlineSec					2
	ITV_Secondary					0
BSOT-171	# Sections					2
	Capacity					70
	Census Enrl					37
	Fill Rate					52.9%
	FTES					2.5
	FTEF					0.3
	FTES/FTEF					9.3
	WSCH					76.00
	DualEnrlSec					0
	OnlineSec					2
	ITV_Secondary					0
BUAD-66	# Sections	7	7	4	4	5
	Capacity	158	163	135	135	175
	Census Enrl	144	130	128	105	159
	Fill Rate	91.1%	79.8%	94.8%	77.8%	90.9%
	FTES	14.0	13.0	13.5	10.6	15.9
	FTEF	0.9	1.0	0.8	0.8	1.0
	FTES/FTEF	14.9	13.0	16.9	13.3	15.9
	WSCH	425.00	398.00	417.00	326.00	491.00
	DualEnrlSec	0	0	0	0	0
	OnlineSec	2	3	3	2	4
	ITV_Secondary	2	2	0	0	0
BUAD-80	# Sections	7	7	2	3	3
	Capacity	145	140	75	115	110
	Census Enrl	101	108	66	84	88
	Fill Rate	69.7%	77.1%	88.0%	73.0%	80.0%
	FTES	10.1	10.8	6.6	8.4	8.8
	FTEF	0.8	0.8	0.4	0.6	0.6
	FTES/FTEF	12.6	13.5	16.5	14.0	14.7
	WSCH	310.00	332.00	204.00	260.00	271.00

	DualEnrlSec	0	0	0	0	0
	OnlineSec	3	3	2	3	3
	ITV_Secondary	3	3	0	0	0
CIS-1	# Sections	49	45	35	50	51
	Capacity	1,185	1,232	969	1,219	1,221
	Census Enrl	1,115	1,139	909	1,193	1,161
	Fill Rate	94.1%	92.5%	93.8%	97.9%	95.1%
	FTES	120.9	121.6	97.5	129.7	118.8
	FTEF	7.0	6.8	6.3	6.3	6.1
	FTES/FTEF	17.2	17.9	15.5	20.6	19.6
	WSCH	4,288.00	4,247.00	3,677.00	4,439.00	4,152.00
	DualEnrlSec	20	17	9	24	26
	OnlineSec	15	16	15	17	15
	ITV_Secondary	0	0	0	0	0
CIS-20	# Sections	2	2	2	2	2
	Capacity	65	70	70	70	70
	Census Enrl	65	64	68	61	51
	Fill Rate	100.0%	91.4%	97.1%	87.1%	72.9%
	FTES	2.2	2.2	2.4	2.0	1.7
	FTEF	0.2	0.2	0.2	0.2	0.2
	FTES/FTEF	12.3	12.5	13.5	11.6	9.7
	WSCH	101.00	102.00	110.00	94.00	79.00
	DualEnrlSec	0	0	0	0	0
	OnlineSec	2	2	2	2	2
	ITV_Secondary	0	0	0	0	0
OAS-10	# Sections	23	29	27	20	
	Capacity	528	723	572	461	
	Census Enrl	493	674	512	411	
	Fill Rate	93.4%	93.2%	89.5%	89.2%	
	FTES	20.9	27.2	21.9	16.4	
	FTEF	0.6	0.7	0.6	0.5	
	FTES/FTEF	34.0	38.6	35.5	31.1	
	WSCH	666.00	849.00	714.00	489.00	
	DualEnrlSec	16	21	20	14	
	OnlineSec	5	5	4	4	
	ITV_Secondary	0	0	0	0	
OAS-11	# Sections	2	2	2	2	
	Capacity	65	70	70	70	
	Census Enrl	66	66	66	75	
	Fill Rate	101.5%	94.3%	94.3%	107.1%	
	FTES	2.2	2.2	2.2	2.5	
	FTEF	0.2	0.2	0.2	0.2	
	FTES/FTEF	12.7	12.7	12.7	14.4	
	WSCH	103.00	104.00	104.00	117.00	
	DualEnrlSec	0	0	0	0	
	OnlineSec	2	2	2	2	
	ITV_Secondary	0	0	0	0	

OAS-51	# Sections	11	7	8	7
	Capacity	289	189	213	189
	Census Enrl	242	152	167	139
	Fill Rate	83.7%	80.4%	78.4%	73.5%
	FTES	30.1	18.4	21.1	16.6
	FTEF	2.1	1.4	1.7	1.6
	FTES/FTEF	14.2	12.9	12.8	10.7
	WSCH	1,154.00	796.00	874.00	702.00
	DualEnrlSec	2	0	0	0
	OnlineSec	4	4	4	4
	ITV_Secondary	0	0	0	0
OAS-52	# Sections	5	4	5	4
	Capacity	94	69	93	69
	Census Enrl	69	49	38	39
	Fill Rate	73.4%	71.0%	40.9%	56.5%
	FTES	8.1	6.5	5.1	5.2
	FTEF	0.7	0.5	0.6	0.6
	FTES/FTEF	11.4	12.5	8.4	8.5
	WSCH	345.00	249.00	194.00	197.00
	DualEnrlSec	0	0	0	0
	OnlineSec	2	1	1	1
	ITV_Secondary	0	0	0	0
OAS-64	# Sections	5	4	3	4
	Capacity	170	140	105	140
	Census Enrl	101	97	83	76
	Fill Rate	59.4%	69.3%	79.0%	54.3%
	FTES	1.7	1.7	1.4	1.3
	FTEF	0.4	0.3	0.2	0.3
	FTES/FTEF	4.5	5.5	6.1	4.2
	WSCH	156.00	154.00	128.00	117.00
	DualEnrlSec	0	0	0	0
	OnlineSec	5	4	3	4
	ITV_Secondary	0	0	0	0
OAS-80	# Sections	3	4	3	2
	Capacity	90	119	100	70
	Census Enrl	56	83	68	53
	Fill Rate	62.2%	69.7%	68.0%	75.7%
	FTES	2.2	3.3	2.5	1.8
	FTEF	0.3	0.4	0.3	0.2
	FTES/FTEF	8.3	9.5	9.5	10.0
	WSCH	88.00	131.00	109.00	81.00
	DualEnrlSec	0	0	0	0
	OnlineSec	2	2	2	2
	ITV_Secondary	0	0	0	0
OAS-84	# Sections	9	8	5	5
	Capacity	135	120	75	75
	Census Enrl	29	29	23	36

	Fill Rate	21.5%	24.2%	30.7%	48.0%
	FTES	1.5	1.3	1.0	1.7
	FTEF	0.0	0.0	0.0	0.0
	FTES/FTEF				
	WSCH	192.00	169.00	124.00	223.00
	DualEnrlSec	0	0	0	0
	OnlineSec	0	0	0	0
	ITV_Secondary	0	0	0	0
OAS-92	# Sections	2	2	2	2
	Capacity	70	70	70	70
	Census Enrl	47	40	47	40
	Fill Rate	67.1%	57.1%	67.1%	57.1%
	FTES	1.6	1.3	1.6	1.3
	FTEF	0.2	0.2	0.2	0.2
	FTES/FTEF	8.9	7.6	8.9	6.2
	WSCH	73.00	62.00	72.00	82.00
	DualEnrlSec	0	0	0	0
	OnlineSec	2	2	2	2
	ITV_Secondary	0	0	0	0
OAS-94	# Sections	16	23	14	7
	Capacity	335	521	295	156
	Census Enrl	314	516	266	147
	Fill Rate	93.7%	99.0%	90.2%	94.2%
	FTES	13.9	20.8	11.1	7.6
	FTEF	0.2	0.4	0.2	0.2
	FTES/FTEF	78.9	59.0	63.3	35.3
	WSCH	410.00	590.00	346.00	270.00
	DualEnrlSec	14	19	12	5
	OnlineSec	2	2	2	2
	ITV_Secondary	0	0	0	0
OAS-152	# Sections	3	2	2	2
	Capacity	95	70	70	70
	Census Enrl	94	62	64	62
	Fill Rate	98.9%	88.6%	91.4%	88.6%
	FTES	1.6	1.0	1.1	1.1
	FTEF	0.2	0.2	0.2	0.2
	FTES/FTEF	7.0	6.9	7.1	7.0
	WSCH	146.00	95.00	99.00	97.00
	DualEnrlSec	0	0	0	0
	OnlineSec	3	2	2	2
	ITV_Secondary	0	0	0	0
OAS-158	# Sections	3	8	2	2
	Capacity	100	137	70	70
	Census Enrl	84	91	63	68
	Fill Rate	84.0%	66.4%	90.0%	97.1%
	FTES	8.4	9.2	6.3	6.8
	FTEF	0.6	0.8	0.4	0.4
	FTES/FTEF	14.0	11.5	15.8	17.0

	WSCH	258.00	282.00	194.00	210.00	
	DualEnrlSec	0	0	0	0	
	OnlineSec	2	2	2	2	
	ITV_Secondary	0	4	0	0	
OAS-166	# Sections	2	3	3	2	
	Capacity	65	95	95	65	
	Census Enrl	58	62	70	54	
	Fill Rate	89.2%	65.3%	73.7%	83.1%	
	FTES	4.7	5.3	5.9	4.3	
	FTEF	0.4	0.5	0.5	0.4	
	FTES/FTEF	13.4	10.0	11.2	12.2	
	WSCH	179.00	195.00	216.00	167.00	
	DualEnrlSec	0	0	0	0	
	OnlineSec	1	1	1	1	
	ITV_Secondary	0	0	0	0	
OAS-171	# Sections	6	2	2	4	
	Capacity	93	59	70	90	
	Census Enrl	82	47	47	87	
	Fill Rate	88.2%	79.7%	67.1%	96.7%	
	FTES	5.4	3.5	3.1	5.7	
	FTEF	0.4	0.3	0.3	0.5	
	FTES/FTEF	13.5	13.0	11.8	10.8	
	WSCH	165.00	107.00	97.00	178.00	
	DualEnrlSec	0	0	0	0	
	OnlineSec	2	2	2	2	
	ITV_Secondary	3	0	0	0	
Grand Total	# Sections	165	167	129	130	133
	Capacity	3,920	4,267	3,422	3,409	3,494
	Census Enrl	3,382	3,643	2,925	2,963	2,863
	Fill Rate	86.3%	85.4%	85.5%	86.9%	81.9%
	FTES	272.0	273.1	228.8	246.4	236.8
	FTEF	16.8	16.4	14.8	15.0	14.7
	FTES/FTEF	16.2	16.7	15.5	16.5	16.1
	WSCH	9,960.00	9,843.00	8,677.00	9,002.00	8,706.00
	DualEnrlSec	52	57	41	43	49
	OnlineSec	59	58	54	58	57
	ITV_Secondary	11	9	0	0	0