

Office Administration

2019 Program Review

MJC Program Review 2019

Modesto Junior College's Program Review process is divided into 3 sections:

- Program Analysis (SWOT Analysis)
- Goal Setting and Activities
- Resource Request

Program Analysis

Internal Strengths

1. What strengths does the analysis of student data reveal?

Approximately 70 percent of our students are retained from term to term in line with the regional average Approximately 48 percent of the students we serve are Hispanic Approximately 41 percent of the students we serve are White, non-Hispanic Sixty-five percent of our students are employed after one year Our courses in eLumen do not match our current program Our retention rate from fall to spring is slightly more than the college average Our program supports transfer-level programs

2. Are there specific aspects of the program that are exemplary or could serve as a model?

Flexibility in course scheduling and completion Willing to accommodate students who are working full-time Nice mix of online/hybrid/traditional/open-entry/open-exit course offerings Dedicated full/part-time faculty and staff Student centered approach to learning Offer Program Information nights each semester to students with an emphasis on networking and program course selection for next semester Offer online calendar appointment scheduling for student advising Offer Microsoft Office Specialist (MOS) Certifications at no additional cost to student Offer courses on Fridays and Saturdays Perform outreach and develop marketing materials for the program Maintain an advisory committee Network with business community when feasible Membership in state and national business education associations Administer course exit surveys

3. What do others see as the program's strengths?

Organized, well-oiled program that serves a variety of programs across the campus Skills-based learning majority of course content can be applied to all majors Collaboration between full-time faculty Good relationships with part-time faculty Ability to support county programs ACT/Foster Youth, etc. Courses offered could benefit faculty and staff

4. How well are students meeting program learning outcomes, skills, or competencies; and how are they relevant to careers in your discipline or industries for which you help prepare students?

Our courses in eLumen do not match our current program All the skills learned in our program are relevant regardless of the career choice or degree Students have the opportunity to earn Microsoft Office Specialist (MOS) Certifications at no additional cost to them Satisfaction with student knowledge expressed by companies utilizing student interns

Internal Weaknesses

5. What gaps are observed by reviewing the student data?

Our courses in eLumen do not match our current program Low number of student awards compared to students declared in major

6. What disproportionate gaps need to be addressed?

Only 11% of our students are not Hispanic or White Living wage attained in our program area (49%) is lower than the college average (55%) Employment after a year upon exiting post-secondary education in our area (65%) is lower than the college average (74%)

7. What are areas in which the program could improve? (curriculum, scheduling, modality, other?)

Researching non-credit course offerings. Scheduling multiple start dates for online course offerings Retain students who do not finish program due to gainful employment

8. Where are there gaps in the program on how students are meeting learning outcomes, skills, or competencies?

Our courses in eLumen do not match our current program Not all students that complete required courses test for MOS Certification Non-completion of award programs

External Opportunities

9. Where are potential opportunities for expansion, improvement, or new program development?

Offering non-credit courses in keyboarding and computer applications might attract new students or serve a different population of students Offer dual enrollment courses with sufficient marketing and support to gain minimum number of students necessary for courses Develop concentrations for majors (specific courses in industry areas) Develop greater pool of adjunct faculty to support program offerings

10. What are some industry or disciplinary trends that could enhance the program?

Proficiency in Microsoft Suite (Word, Excel, Access, PowerPoint, Outlook) is extremely important to employers Engage local employers to recognize value of degree, certificates, and certifications (Business Information Worker and MOS)

External Threats

11. How are changing resources, technology, employer, or transfer requirements affecting the program's ability to serve students?

Ongoing funding to support technology requirements is imperative for our program The ability/opportunity to showcase our program on-campus/off-campus can have a positive impact on our ability to serve more students per semester

12. What are some current industry or disciplinary trends that could have a negative impact on the program?

Salary data appears low Salary data does not account for benefit/retirement packages offered by school districts and government entities

13. What other obstacles does the program face?

We are a two person department with a limited adjunct pool and a pending retirement in two to three years Uncertain state funding College resource allocation process Fundraising is not feasible to support ongoing costs of our program Due to broad range of industries needing our student majors, creating a strong community of support is difficult

Goal Setting and Activities

Goals

Program Goal	Mission Alignment	Area of Focus
Increase the number of students that successfully complete MOS Certification by 10 percent	Workforce Needs	Student Support
Increase the number of students that complete an OA certificate or degree by 10 percent	Workforce Needs	Program Design
Research and evaluate the potential to offer non-credit keyboarding & computer application courses that provide an on-ramp to credit courses and lead to a certificate	Innovative Education	Curriculum
Increase the number of course sections/ new course offerings to promote access, and completion of an OA Degree/Certificate	Programs / Services based on Scholarship of Teaching and Learning	Program Design
Develop campus-wide competency in Microsoft	Workforce Needs	Student

OfficeWord, Excel, Access, PowerPoint, Outlook

Support

Activities

Activities	In Support of Goal #	Outcome or Deliverable
Integrate Gmetrix practice testing into current application courses	Goal #1	Increase the number of students with MOS Certification
Hold an Office Administration Information/course scheduling event each semester	Goal #2	Increase the number of students who complete an OA degree/certificate
Research and evaluate the feasibility of creating non-credit computer applications courses	Goal #3	The potential for stackable non-credit courses that provide students employable skills and/or a certificate as well as onboard to credit courses
Create additional online course offerings and restructure current online courses to meet alternative student scheduling demands	Goal #4	Develop and build additional online course offerings to provide fully online certificates. Offer multiple start times for online courses each semester
Revisit program curriculum and outcomes to provide relevant learning related to industry needs	Goal #5	Provide training to help make students more employable for our region

Resource Requests

Category	Request	Activity #	Estimated Cost
Prof. Devel.	CBEA/NBEA conference fees	5	10000
Prof. Devel.	Other conferences related to subject area	5	5000
Equipment	Replace computers in FH133	1	30000
Technology	Ongoing annual cost for MOS Certification software	5	8000
Technology	Annual license for Adobe Acrobat	5	10000
Personnel	Additional full-time faculty member	4	110000
Facilities	Maintain classrooms for technology and course needs	1	25000
Other	Annual funding to market/promotional materials	2	2000
Other	Funding to support food budget for student events	2	300