



***Office Technology and Computer  
Applications***  
**Program Review**  
**2008-2009**

*Spring 2009*

Prepared for  
Citrus Community College  
By: Rhoda A. M. James, Ed.D.

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## OFFICE TECHNOLOGY & COMPUTER APPLICATIONS PROGRAM REVIEW COMMITTEE

### 2008-2009

Rhoda A. M. James, EDD	Faculty
Stephen L. Lindsey, JDD	Dean of Business, CSIS & Distance Education
Jaclyn Vazquez	Administrative Secretary, Business Department
John Vaughan	Academic Senate Representative
Patrick Borja	Curriculum Representative
Irene Malmgren	Vice President of Instruction
Michelle Plug	Articulation Officer
John Thompson	Dean of Library and Information Services
Lan Hao	Director of Institutional Research

### FULL-TIME AND ADJUNCT FACULTY

Rhoda A. M. James, EDD	Full-Time
<b>Former Adjuncts 2003-2009</b>	
Alice Dominic	Adjunct
Richard Flores	Adjunct
Marilyn Grinsdale	Adjunct
Deborah Kring	Adjunct
Jeff Henderson	Adjunct
Katherine Maschler	Adjunct
Joyce Miyabe	Adjunct
Amy Resch	Adjunct
Patricia Richardson	Adjunct
Debra Soll	Adjunct
Gale Thompson-Proctor	Adjunct

## **LIST OF CERTIFICATES/AWARDS OFFERED**

*Administrative Office Manager (Awarded 1, Spring 08)*

*Office Occupations (Awarded 1 Summer 06, and 1 Spring 06)*

*Secretarial*

*Word Processing*

## **LIST OF DEGREES**

*Associate of Science, Business—Office Occupations*

## **LIST OF INDUSTRY BASED STANDARD CERTIFICATES**

*None*

## **ADVISORY COMMITTEE (Career Technical)**

Annual advisory committee meetings are usually held in May. The last advisory council meeting was June 6, 2008. The minutes for the annual meeting can be found in the Administrative Assistant's office for the Dean of Business/CSIS. The following is a list of professional constituents that encompasses the advisory committee:

Steve Osborn  
West Coast Services  
123 E. Arrow Highway  
San Dimas, CA 91773

Linda DeLong  
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Chino Hills, CA 91709

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Azusa Pacific University  
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Paul Sarmas, Ph.D.  
Chair, Finance, Real Estate and Law Dept.  
College of Business Administration  
California State Polytechnic Univ., Pomona  
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Pomona, CA 91768

Jamie Rush  
798 Tonner Drive  
Pomona, CA 91768

**OFFICE TECHNOLOGY & COMPUTER APPLICATIONS  
SEQUENCE OF COURSES**

<b>Courses</b>		<b>Units</b>
OFF 057	COMPUTER KEYBOARDING	1
OFF 101	INTRO TO MICROSOFT OFFICE APPLICATIONS	3
OFF 120	EX CEL SPREADSHEET	2
OFF 154	INTERPERSONAL SKILLS	1
OFF 155	BUSINESS ETIQUETTE & PROTOCOL	1
OFF 156	TEAM DYNAMICS	1
OFF 157	CUSTOMER RELATIONS	1
OFF 158	LEADERSIP IN ORGANIZATION	1
OFF 159	**CAREER PLANNING & NETWORKING	1
OFF 160	**PROFESSIONAL IMAGE	1
OFF 161	INTERVIEW STYLES & STRATEGIES	1
OFF 201	INTRO TO ELECTRONIC COMMERCE	2
OFF 215	INTRO TO MICROSOFT OUTLOOK	2
OFF 260	COMPUTER KEYBOARDING & DOCUMENT PROCESSING	3
OFF 281	FILING & RECORDS MANAGEMENT	3
OFF 291	TELECOMMUNICATIONS FOR THE OFFICE	2
OFF 294	BEGINNING MICROSOFT WORD	2

<b>Courses not taught in last two years</b>		<b>Units</b>
OFF 121	**INTERMEDIATE EX CEL SPREADSHEET	2
OFF 130	**MACHINE TRANSCRIPTION	2
OFF 140	**TEN-KEY SKILLBUILDING	2
OFF 144	**BUSINESS MACHINES MATH	3
OFF 261	**TYPING KEYBOARDIG REVIEW	2
OFF 267	**LEGAL TYPEWRITING	3
OFF 285	*OFFICE PROCEDURES	3
OFF 286	**PROOFREADING & TEXT EDITING	3
OFF 287	**ELECTRONIC OFFICE MANAGEMENT	3
OFF 290	**LEGAL SECRETRIAL TRAINING	4
OFF 293	**WORD PROCESSING PAPERS & REPORTS	2
OFF 295	**INTERMEDIATE MICROSOFT WORD	2
OFF 298	**DESKTOP PUBLISHING/WINDOWS	4

The *OFFICE TECHNOLOGY & COMPUTER APPLICATIONS* program has adopted the Institutional General Education Competencies of Citrus College. The General Education Competencies (as set forth in the Academic Senate minutes dated August 25<sup>th</sup> 2004) are as follows:

## **Institutional General Education Competencies- Part of Institutional Mission**

General education competencies serve as a common set of core curricular components identified and defined by faculty. Student learning outcomes are behaviors based on these competencies.

Any student transferring, completing a degree or certificates from Citrus College, must demonstrate effectively assessed awareness, understanding, knowledge, skills, and abilities in the selected competencies.

1. Communication (personal expression and information acquisition)

Examples

Reading analytically and critically  
Writing with clarity and fluency

Speaking articulately  
Listening actively

2. Computation

Examples

Technology  
Math proficiency  
Analyzing and using numerical data  
Application of mathematical concepts and reasoning

Computer proficiency  
Decision analysis  
(Synthesis and evaluation)

3. Creative, Critical, and Analytical Thinking

Examples

Curiosity  
Analysis  
Synthesis  
Evaluation  
Creativity

Research  
Learning strategies  
Problem solving  
Decision making  
Aesthetic awareness

4. Community, Critical, and Analytical Thinking

Examples

Respect for other beings  
Cultural awareness  
Ethics  
Community service  
Integrity

Citizenship  
Interpersonal skills  
Lifelong learning  
Self-esteem  
Empathy

5. Technology/information competency

Examples

Basic computing and word processing

6. Discipline/Subject Area Specific Content Material – Project Plan

## PROGRAM DESCRIPTION

The Office Technology and Computer Applications program (1) prepares students for entry-level office jobs and administrative assistant positions; (2) updates students' work skills in computers, management, keyboarding and other office related functions; and (3) provides employment training that encompasses a broad area of study which includes:

- Keyboarding with proofreading, editing and business letter formatting.
- Filing and records management including database management software.
- Hands-on training in Windows operating systems and applications software which includes: document creation and editing with word processing (Microsoft Word), basic and advanced spreadsheet application (Microsoft Excel), database management skills (Microsoft Access), presentation development skills (Microsoft PowerPoint), scheduling and time management skills (Microsoft Outlook) and the integration of these applications to create professional business documents.
- Developing reading, writing, business grammar, punctuation, and communication skills.
- Applying job research skills, telephone etiquette, teamwork, customer rapport, and interviewing skills through the Professional Development Series courses.
- Purchasing items on-line through electronic commerce and using telecommunications to increase technology skills for the office.
- Implementing office procedures and mathematical skills to maintain the professional office.

The Office Technology and Computer Applications discipline trains students in the use of current office applications using state-of-the-art equipment in order to prepare students for professional careers, transfer study, and/or personal use.

The program combines classroom lectures, demonstrations, and individual hands-on training in laboratory facilities as well as on-line at home training. Faculty members work closely with various industry sectors, professional organizations and businesses to ensure relevant training.

## PROGRAM OBJECTIVES

*To provide the preparation and training specified in the "Program Description" section above, the curriculum has been developed to achieve four major objectives:*

- **EDUCATION FOR ADULTS:** Adult education is a vital part of the total educational program. The introductions of new office technology, software applications and techniques have created deficiencies in current office skills for many employees in both commercial business and government sectors. By scheduling classes at night, online and on Saturdays, plus special workshops, the Office program provides opportunities for retraining and upgrading skills of currently employed persons.
- **VOCATIONAL TRAINING:** Students are offered a comprehensive program to acquire practical skills and hands-on experience in a laboratory setting to complete certificates and enhance their office skills.
- **OFFICE SKILLS AND SOFTWARE APPLICATION INSTRUCTION:** Due to the high demand for office technology skilled professionals with software application knowledge, Citrus offers a two-year program in Office Occupations which is designed to meet the requirements for an Associate of Science degree.



- **SPECIAL CLASSES AND WORKSHOPS:** On occasion, students and/or organizations request a class or workshop on a topic not covered in the regular curriculum. These classes are developed and taught on a “by demand” basis.

## PROGRAM GOALS

The goals of the Office Technology and Computer Applications program are to:

- Provide training to prepare students for transferring to universities, advance professional careers, and support personal enrichment.
- Meet the student learning outcomes and core competencies institutionalized by Citrus College.
- Provide basic office skills both for new students and for those who are entering and re-entering the job market.
- Provide general education for those who are pursuing an Associates degree.

## PROGRAM STUDENT LEARNING OUTCOMES

General education competencies serve as a common set of core curricular components identified and defined by faculty. Student learning outcome are behaviors based on these competencies.

Any student, who is either transferring or completing a degree or certificate from Citrus College, must demonstrate effectively assessed awareness, understanding, knowledge, skills, and abilities in the selected competencies.

Students completing courses in the Office Technology and Computer Applications program will have acquired the following competencies:

- 1. Communication (personal expression and information acquisition)**
  - a. Develop reading, writing, business grammar, punctuation and communication skills by completing the following courses: OFF 057, OFF 260, OFF 101, OFF 294, OFF 281 and completing the Professional Development Series of courses OFF 154-161.
- 2. Computation**
  - a. Purchase items online through electronic commerce and through utilizing telecommunications to increase technological skills for the office by completing the following courses: OFF 101, OFF 120, OFF 201, OFF 215, OFF 291 and OFF 285 (when reinstated).
- 3. Creative, Critical, and Analytical Thinking**
  - a. Develop database management skills to create tables, forms, queries, and reports for records within an organization by completing the following courses: OFF 101, 260 and OFF 281.
  - b. Emphasize non-correspondence records, information storage, and retrieval systems and manage records retention, disposition, and the operation of a records management program by completing the following courses OFF 281, OFF 101, OFF 215, and OFF 285 (when reinstated).
- 4. Technology**
  - a. Keyboard accurately utilizing proofreading and editing skills as well as creating, formatting and editing business documents by completing the following courses: OFF 057, OFF 260, OFF 101, and OFF 285 (when reinstated).

- b. Increase knowledge of Windows, Office 2007 which includes Microsoft Word, Excel, Access, PowerPoint and Outlook through hands-on training by completing the following courses: OFF 101, OFF 215, OFF 294, OFF 120 and OFF 291.

**5. Discipline (Subject Area Specific Content Material)**

- a. Apply job research skills, enhance telephone and business etiquette, develop teamwork and customer rapport, and increase interviewing skills through the Professional Development Series courses by completing the following courses: OFF 154, OFF 155, OFF 156, OFF 157, OFF 158, OFF 159, OFF 160, and OFF 161.

**6. Information Competency**

- a. Knowledge of basic Windows operations, use of Blackboard management system for online education, and utilization of multimedia software and equipment to ensure relative training for the 21<sup>st</sup> century by completing the following courses: OFF 120, OFF 101, OFF 057, OFF 260, OFF 294, OFF 201, OFF 215, OFF 291, and OFF 285 (when reinstated).

**\*\* Appendix G (Office Technology and Computer Applications Program SLO's and Course Matrix)**

## Course Student Learning Outcomes Timeline

The Office Technology and Computer Applications program student learning outcomes are consistently updated. Each new class will have student learning outcomes as well as a distance education component. The department will work with the curriculum development committee to ensure the course outlines are being developed according to standards developed by the committee.

The following courses were updated with student learning outcomes over the past six years:

Course Number	Course Name	Completion
OFF 057	Computer Keyboarding	2006-07
OFF 101	Intro to Microsoft Office Applications	2005-06
OFF 120	Excel Spreadsheet	2005-06
OFF 154	Interpersonal Skills	2006-07
OFF 155	Business Etiquette	2006-07
OFF 156	Team Dynamics	2006-07
OFF 157	Customer Relations and Rapport	2006-07
OFF 158	Leadership in Organizations	2006-07
OFF 159	Career Planning and Networking	2006-07
OFF 160	Professional Image	2006-07
OFF 161	Interview Styles and Strategies	2006-07
OFF 201	Introduction to Electronic Commerce	2005-06
OFF 215	Introduction to Microsoft Outlook	2005-06
OFF 260	Computer Keyboarding & Document Processing	2004-05
OFF 281	Filing and Records Management	2005-06
OFF 294	Beginning Microsoft Word	2005-06
BUS 176	Management for the Office Professional	2006-07

## Assessment Timeline

The following chart is the target for assessing courses in the Office Technology and Computer Applications discipline. Since one instructor currently teaches courses in the Office Technology and Computer Applications area, assessments will be conducted not only with Citrus faculty but also faculty in the same discipline from local similar community colleges.

Course Number	Course Name	Target Date	Person Responsible
OFF 057	Computer Keyboarding	2009-10	Faculty
OFF 101	Intro to Microsoft Office Applications	2010-11	
OFF 120	Excel Spreadsheet	2010-11	
OFF 154	Interpersonal Skills	2011-12	
OFF 155	Business Etiquette	2011-12	
OFF 156	Team Dynamics	2011-12	
OFF 157	Customer Relations and Rapport	2011-12	
OFF 158	Leadership in Organizations	2011-12	
OFF 159	Career Planning and Networking	2011-12	
OFF 160	Professional Image	2011-12	
OFF 161	Interview Styles and Strategies	2011-12	
OFF 201	Introduction to Electronic Commerce	2010-11	
OFF 215	Introduction to Microsoft Outlook	2011-12	
OFF 260	Computer Keyboarding & Document Processing	2009-10	
OFF 281	Filing and Records Management	2010-11	
OFF 294	Beginning Microsoft Word	2010-11	
OFF 291	Telecommunications for the Office	2010-11	
BUS 176	Management for the Office Professional	2009-10	

## Statistical Evaluation

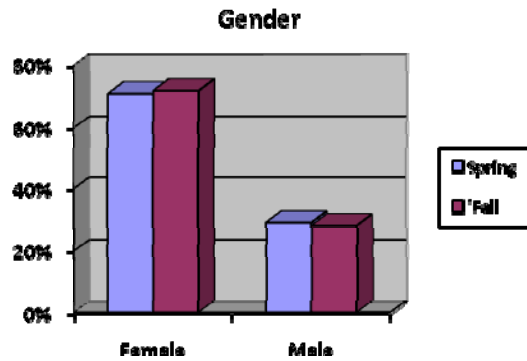
**Program Access:** Over the past six years the Office Technology and Computer Applications has a mean of 7.67 courses offered ongoing with 7.83 sections of classes for Citrus students. The morning courses average is 3.3, afternoon courses average is 1.16. Evening courses average is 1.5, arranged 1.83 and short-term 3.5. These figures are based on fall enrollments over the past six years not including spring and distance education classes taught. The spring classes' average is lower at 5.3, 5.83 respectively for courses and sections offered. The day/time of class offerings remain relatively constant for both fall and spring semesters for morning, afternoon, evening and short-term offerings. The Office Technology and Computer Applications courses are accessible during various times for all students.

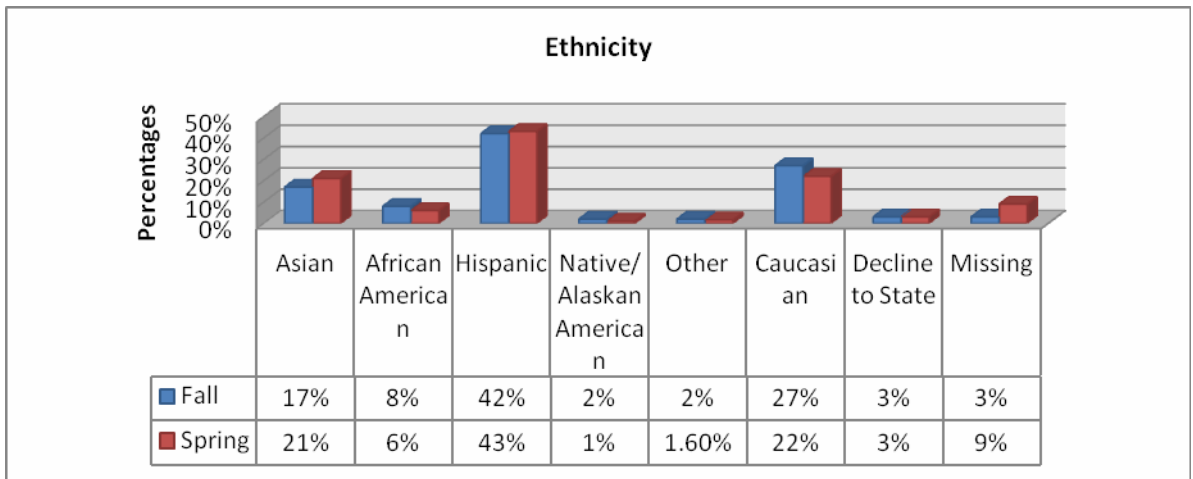
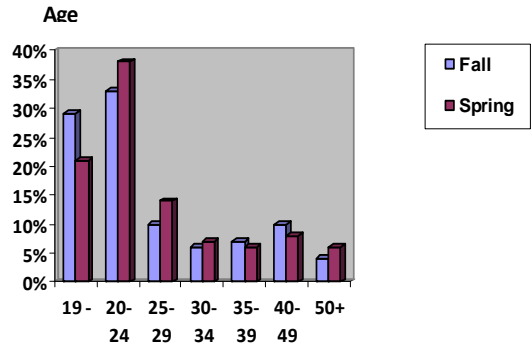
**Program Resources/Operation:** The Office Technology and Computer Applications discipline is taught by one full-time faculty member and adjuncts as needed. The Weekly Student Contact hours (WSCH) averaged 467.15 over the past six years which include courses taught when the full-time faculty member was on sabbatical for a semester. The full-time equivalents (FTES) averaged 16.0 with a drastic drop in fall 07 but the fill-rate at census was stable at 55.6. The spring numbers are one percent lower than the fall.

The numbers are skewed in that fall 06 and 07 enrollments seemed lower than actual students taught during those semesters.

**Program Success:** The Office Technology and Computer Applications average success rate is 56% over the past years. The average retention rate over the past six years is 89% which indicates the faculty is able to retain students to complete the courses. The spring percentages are 54%, 88% respectively.

**Student Demographics:** The charts below indicate the demographics for the average student enrollments over the past six years during the fall and spring semesters. The specific data is located in Appendix A.





The educational goals of the students in the Office Technology and Computer Applications discipline for the past six years are indicated in the table below:

Educational Goal	Fall	Spring
Degree/Cert/Transfer	85%	87%
Career/Ed Development	12%	11.5%
Improve Basic Skills	3%	2%
Undecided	16%	7%

Overall, the majority of the students who take Office Technology and Computer Applications courses are degree, certificate, and transfer oriented.

## Evaluation Criteria—MISSION

### Commendations

- The Office Technology and Computer Applications program conforms to the district mission to provide transfer and associate degree courses.

- The Office Technology and Computer Applications program encompasses four certificates which demonstrate student accomplishments.
- The Office Technology and Computer Applications program utilizes the computer laboratory facilities to incorporate computer software and office technology skills to teach current applications.
- The Business department holds annual advisory council meetings with community and industry professionals (i.e. Business Advisory Committee) to review curriculum and to make recommendations to update the department program.
- The Office Technology and Computer Applications program stresses problem solving and analytical thinking skills as part of the course content.
- The Office Technology and Computer Applications program provides occupational education for students preparing for employment.
- The Office Technology and Computer Applications students are from culturally diverse groups.
- The Business/CSIS Department (which includes Office Technology and Computer Applications) normally functions very efficiently, with a high students-per-class ratio.
- The Business/CSIS Department (which includes Office Technology and Computer Applications) has one of the largest vocational education programs on campus.

## Previous Recommendations Completed

Recommendations	Status
Continue to list all revised Office Technology and Computer Applications certificate programs in the Citrus College catalog and update annually to keep program current	Ongoing
Revised certificates to include seven major certificates in Clerical, Secretarial, Word Processing, Microsoft Office Specialist Office Technology, Assistant Administrative Office Manager, and Administrative Office Manager	Revised to four certificates
List Office Technology and Computer Applications classes under the umbrella of Business in the college catalog with appropriate cross-referencing.	Ongoing
Continue to integrate advanced technologies into the current Office Technology and Computer Applications curriculum as it is developed.	Ongoing
Continue to provide additional class offerings that include new technology as it evolves.	Ongoing
Utilize marketing and recruitment to attract students and to ensure that the District's diversity continues to be represented in the Office Technology and Computer Applications program.	Ongoing
Continue to receive input from the Business Advisory Committee and encourage participation in the enhancement of the college's program.	Ongoing
Continue to develop an Office Technology and Computer Applications major for an AS degree.	Incomplete

<b>Recommendations</b>	<b>Target Date</b>	<b>Person Responsible</b>
Investigate the need for an Office Technology and Computer Applications AS degree.	2010-11	Faculty and Dean
Create short-term certificates to be completed within two semesters.	2009-10	Faculty
Create short-term non-credited certificates.	2009-10	Faculty
Continue to update curriculum with Citrus College's Institutional Mission in mind.	Ongoing	Faculty
Prepare assessments for Student Learning Outcomes.	Ongoing (see assessments table)	Faculty
Continue utilizing the Business Advisory Committee recommendations to prepare students for entry level jobs.	Ongoing	Faculty and Dean
Continue to utilize marketing and recruitment to attract a diverse student population.	Ongoing	Dean, Public Relations
Continue to both revise existing courses and create new courses that include new and evolving technology.	Ongoing	Faculty
Continue to list courses under the Business, CSIS and Distance Education umbrella with the correct cross-referencing.	Ongoing	Dean, Public Relations

## **Evaluation Criteria – NEED**

Student demand for the Office Technology and Computer Applications classes has been declining over the past several years. The numbers of classes offered have been reduced accordingly. This consolidation has significantly improved our productivity. The average enrollment increased from 18 students per class to 28 students per class in 2007/2008.

Labor market information provided by the Employment Development Department indicates that in California, job openings for executive secretaries are expected to grow by 17% between 2006 and 2016. Starting salaries for such jobs are in the \$35,000 range, with the highest quarter of secretaries earning approximately \$54,000. The median annual income is \$43,600.



## Commendations

- The curriculum currently utilizes advanced software technologies (e.g. Windows XP and Microsoft Office Suite 2007).
- The keyboarding program has been updated multimedia software and utilizes the flash drive to save and retrieve files.
- The Office Technology and Computer Applications program receives recommendations from the Business Advisory Committee (which meets annually).
- A full –time student is able to complete the Office Technology and Computer Applications program in two years. Some certificates can be completed in less time.
- Student Learning Outcomes have been added and course names have been updated for the following courses:

Course Number	Course Name	Completion
OFF 057	Computer Keyboarding	2006-07
OFF 101	Intro to Microsoft Office Applications	2005-06
OFF 120	Excel Spreadsheet	2005-06
OFF 154	Interpersonal Skills	2006-07
OFF 155	Business Etiquette	2006-07
OFF 156	Team Dynamics	2006-07
OFF 157	Customer Relations and Rapport	2006-07
OFF 158	Leadership in Organizations	2006-07
OFF 159	Career Planning and Networking	2006-07
OFF 160	Professional Image	2006-07
OFF 161	Interview Styles and Strategies	2006-07
OFF 201	Introduction to Electronic Commerce	2005-06
OFF 215	Introduction to Microsoft Outlook	2005-06
OFF 260	Computer Keyboarding & Document Processing	2004-05
OFF 281	Filing and Records Management	2005-06
OFF 294	Beginning Microsoft Word	2005-06
BUS 176	Management for the Office Professional	2006-07

- The Office Technology and Computer Applications courses have been updated to coincide with the Non-credit division. Courses are both credit and non-credit. A student has a choice to take a course through regular registration for credit or through the non-credit division. The following courses are noncredit courses.

854	Interpersonal Skills	855	Business Etiquettes & Protocol
856	Team Dynamics	857	Customer Relations & Rapport
858	Leadership in Organizations	859	Career Planning & Networking
861	Interview Styles & Strategies	862	Professional Image
801	Intro. to Office Applications	820	Excel Spreadsheets
876	Mgmt. for Office Professional	901	Electronic Commerce for Bus.
915	Intro. to Microsoft Outlook	960	Computer Keyboarding & Doc.
981	Filing & Records Mgmt.	994	Beg. Microsoft Word

- Distance education content was either added or updated in the course outlines for the following courses:
  - OFF 057—offered Winter 09
  - OFF 101—offered Fall 06
  - OFF 120—offered Summer 06
  - OFF 201
  - OFF 215—offered Spring 08
  - OFF 260—offered—Summer 06
  - OFF 281
  - OFF 294—offered Spring 09
  - BUS 176—offered Fall 09

### Previous Recommendations Completed

Recommendations	Status
Revise certificates to include new courses developed	Completed
Eliminate any course not currently taught in the Office Technology and Computer Applications program (e.g. Proofreading & Text Editing)	Completed
Add distance education as a teaching method for courses.	Completed
Continue to increase the availability of hands-on equipment for students.	Ongoing
Continue to update applications and systems software programs to be current with industry needs.	Ongoing
Continue to articulate university transfer credit for Electronic Office Management, Beginning and Intermediate Microsoft Word for the Office, and Filing and Records Management classes.	Electronic Office Management not offered. All others ongoing process
The Business Advisory Committee should include industry representative who have implemented current technology within its offices.	Ongoing

<b>Recommendations</b>	<b>Target Date</b>	<b>Person Responsible</b>
Update OFF 291 Telecommunications for the office to include student learning outcomes, course name change to represent current industry need, and distance education addendum.	Fall 2009	Faculty
Investigate creating a course for voice recognition.	2010-11	Faculty
Investigate the use of the Smart panel for instructional purposes.	2009-10	Faculty
Continue to update courses with current applications and systems software needs.	Ongoing	Faculty
Continue to eliminate courses not currently taught.	Ongoing	Faculty
Continue to update and revise certificates.	Fall 2009	Faculty
Continue to articulate university transfer credit for Beginning and Intermediate Microsoft Word and Filing and Records Management.	2010-11	Faculty
Continue to select industry representatives who utilize current technology.	Ongoing	Faculty and Dean
Create a course to include the Professional Development Series	2010-2011	Faculty
Create 8-week curriculum for short-term certificates	Ongoing	Faculty

## **Evaluation Criteria – QUALITY**

### **Commendations**

- Lecture/lab units have been updated to Citrus College’s current standards.
- Course outlines have been reviewed and updated.
- Full-time faculty participates in professional associations, conducts workshops and has held leadership roles.
- Adjunct members possess strong teaching credentials.
- Courses in the Office Technology and Computer Applications incorporate critical thinking, problem solving and writing skills.
- Courses have been updated with current Student Learning Outcomes.
- All pre-requisites and co-requisites have been validated for the current courses.

## Previous Recommendations Completed

Recommendations	Status
Incorporate a Business club for students to challenge their skills with other community college students as well as learn the basic principles of managing a business office	Completed
Courses required for certification should be available to student in a reasonable time span in order for students to complete the program.	Completed
All syllabi should include: clear grading standard, attendance and make-up policy, drop date, office hours, homework policy, and a standard DSPS statement.	Completed
Faculty should review courses for sensitivity to diversity.	Ongoing

Recommendations	Target Date	Person Responsible
Continue Citrus Business Association to challenge students to increase their leadership skills.	Ongoing	Business Faculty
Continue to offer courses for students to receive short-term certificates.	2009-10	Faculty
Continue to evaluate and update syllabi to follow Citrus College's standards.	Ongoing	Faculty
Continue to review courses for sensitivity to diversity.	Ongoing	Faculty
Investigate and develop curriculum that will be necessary for future employees.	Ongoing	Faculty and Advisory Committee

## Evaluation Criteria – FEASIBILITY

### Commendations

- Classroom computers are consistently updated to the current software applications.
- Saturday and online classes are offered to meet student needs.
- Certificated classes are offered every other semester.
- Office Technology and Computer Applications curriculum has been updated to meet credit and non credit status.
- Professor is in constant communication with Counseling and DSPS to update and offer classes to meet students' needs.

## Previous Recommendations Completed

Recommendations	Status
Continue to integrate new technology within the curriculum	Ongoing
Introduce inter-departmental/inter-segmental curriculum	Incomplete
Incorporate the following prioritized needs into the Office Technology and Computer Applications strategic plan: <ol style="list-style-type: none"> <li>1. Construct a technology building to accommodate future growth and demands that meet Office Technology and Computer Applications and Business teaching needs.</li> <li>2. Courses and/or programs in the following areas should be considered for inclusion in the Office Technology and Computer Applications offerings:               <ol style="list-style-type: none"> <li>a. Distance Education for Filing Concepts</li> <li>b. Distance Education for Keyboarding</li> <li>c. Distance Education for Microsoft Word</li> <li>d. Multimedia Office Procedures</li> </ol> </li> <li>3. Additional full-time faculty to meet the expanding programs.</li> </ol>	Completed  Incomplete (program reduced)  Completed Completed Completed Pending Incomplete (program reduced)

Recommendations	Target Date	Person Responsible
Develop inter-departmental and inter-segmental curriculum.	2011-12	Faculty and Dean
Develop curriculum for a multi-media office procedures course and rename course Administrative Office Procedures (add distance education as a method of instruction).	2010-11	Faculty
Continue to build the Office Technology and Computer Applications program to include short-term certificates.	2009-10	Faculty
Continue to utilize updated software and equipment to meet the needs of students.	Ongoing	Instruction Office
Add additional faculty as needed.	Ongoing	Instruction Office/Dean

## Criteria - COMPLIANCE

### Commendations

- Courses have been update with Student Learning Outcomes to meet district guidelines.
- Content of courses meet state, district and federal requirements.
- The Office Technology and Computer Applications program meets annually with industry leaders on the Business Advisory Council.

## Previous Recommendations Completed

Recommendations	Status
Continue articulation with the local high schools and the California State University system.	Ongoing
Continue annual meetings with the Business Advisory Committee to evaluate current and future changes in the curricula to prepare students for today's and future offices.	Ongoing
Reorganize the current curricula and certificates to meet the needs in today's office technological and computer applications field.	Completed/Ongoing
Consider the fusion of the computer applications classes with office technology.	Ongoing
Continue the Work/Study program to enrich the student awareness of technology utilization in today's offices.	Ongoing

Recommendations	Target Date	Person Responsible
Continue the Work Study program to enrich students in today's offices.	Ongoing	Faculty
Create an internship with local businesses to increase student's technological skills.	2010-11	Faculty, Advisory Committee
Move into or cross list the following courses in the Office Technology and Computer Applications discipline: CSIS 130, CSIS 162, CSIS 166, CSIS 167, CSIS 175, and CSIS 230.	Begin 2010	Faculty, Dean, Instruction Office
Consistently update the curricula and certificates.	Ongoing	Faculty
Continue to meet with the Business Advisory Committee.	Annually	Faculty and Dean
Continue articulation with the local high school and California State University system.	Ongoing	Faculty, Articulation Office, Instruction Office

## APPENDIX A—KEY PERFORMANCE INDICATORS

Key Performance Indicator	FA 02	FA 03	FA 04	FA 05	FA 06	FA 07
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
<b>Program Access</b>						
Majors (total)						
New Majors						
Courses Offered (total # of courses)	15	6	6	7	7	5
Classes Offered (total # of sections)	16	6	6	7	7	5
Morning (Prior to 11:59AM)	4	2	3	4	3	4
Afternoon (12:00 to 4:29PM)	3	1	1	1	1	
Evening (4:30PM or Later)	2	2	1	2	2	
Arranged Hour	7	1	1		1	1
Weekend						
Short term	6	3	3	5	4	
Distance Education (full term)						1
Distance Education (short term)					1	
Enrollment	154	170	142	141	106	96
Weekly Student Contact Hours (WSCH)	627.08	817.64	688.33	599.86	396.11	308.2
Full-Time Equivalent Students (FTES)	21.5	28.03	23.6	20.57	13.58	10.57
<b>Program Resources</b>						
Full-Time Equivalent Faculty (FTEF)	1.6	1.17	1.17	1.31	1.02	1.11
Credit Reimbursement Rate	<b>\$2,850.73</b>	<b>\$2,790.53</b>	<b>\$2,922.30</b>	<b>\$3,259.71</b>	<b>\$3,476.34</b>	<b>\$4,367.00</b>
<b>Program Operation</b>						
WSCH/FTEF	391.9	698.8	588.3	457.9	388.3	277.7
FTES/FTEF	13.4	24.0	20.2	15.7	13.3	9.5
Fill rate at Census	56.1	68.6	60.9	56.8	39.5	51.6
<b>Program Success</b>						
<b>Error! Hyperlink reference not valid.</b>	59%	60%	68%	55%	56%	40%
Retention Rate	88%	90%	87%	91%	85%	93%

Key Performance Indicator	FA 02		FA 03		FA 04		FA 05		FA 06		FA 07	
	Year 1		Year 2		Year 3		Year 4		Year 5		Year 6	
<b>Student Demographic Data</b>												
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Gender</b>												
Female	95	72%	99	63%	91	68%	89	72%	70	71%	31	84%
Male	37	28%	57	37%	43	32%	35	28%	28	29%	6	16%
Total	132	100%	156	100%	134	100%	124	100%	98	100%	37	100%
<b>Age</b>												
19 or younger	39	30%	54	35%	46	34%	37	30%	22	22%	9	24%
20-24	39	30%	49	31%	53	40%	44	35%	38	39%	9	24%
25-29	18	14%	17	11%	7	5%	14	11%	10	10%	3	8%
30-34	8	6%	11	7%	4	3%	10	8%	5	5%	5	14%
35-39	11	8%	8	5%	6	4%	7	6%	7	7%	4	11%
40-49	12	9%	12	8%	11	8%	9	7%	12	12%	6	16%
50 and above	5	4%	5	3%	7	5%	3	2%	4	4%	1	3%
Total	132	100%	156	100%	134	100%	124	100%	98	100%	37	100%
<b>Ethnicity</b>												
Asian	16	12%	26	17%	38	28%	18	15%	16	16%	4	11%
African American	11	8%	17	11%	12	9%	5	4%	11	11%	2	5%
Hispanic	60	45%	62	40%	49	37%	60	48%	33	34%	18	49%
Native American/Alaskan Native	1	1%	3	2%	2	1%	3	2%				
Other	1	1%	1	1%	3	2%	1	1%				
Caucasian	37	28%	43	28%	28	21%	29	23%	35	36%	10	27%
Decline to State	6	5%	4	3%	1	1%	5	4%	1	1%		
Missing					1	1%	3	2%	2	2%	3	8%
Total	132	100%	156	100%	134	100%	124	100%	98	100%	37	100%
<b>Educational Goal</b>												
Degree/Cert/Transfer	117	89%	136	87%	129	96%	115	93%	88	90%	20	54%
Career/Ed Development	15	11%	20	13%	5	4%	9	7%	10	10%	10	27%
Improve Basic Skills											1	3%
Undecided											6	16%
Total	132	100%	156	100%	134	100%	124	100%	98	100%	37	100%



Key Performance Indicator	SP 03	SP 04	SP 05	SP 06	SP 07	SP 08
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
<b>Program Access</b>						
Majors (total)						
New Majors						
Courses Offered (total # of courses)	4	7	6	4	7	4
Classes Offered (total # of sections)	5	7	6	5	7	5
Morning (Prior to 11:59AM)	2	1	3	1	2	3
Afternoon (12:00 to 4:29PM)	1	1	1	3	1	
Evening (4:30PM or Later)	2	4	2		3	
Arranged Hour		1		1	1	2
Weekend						
Short term	2	1	1	1	2	2
Distance Education (full term)				1	1	1
Distance Education (short term)						1
Enrollment	131	168	120	110	115	85
Weekly Student Contact Hours (WSCH)	573.61	705.83	576.53	519.17	472.58	237.51
Full-Time Equivalent Students (FTES)	19.67	24.2	19.77	17.8	16.2	8.14
<b>Program Resources</b>						
Full-Time Equivalent Faculty (FTEF)	0.97	1.17	1.46	1.07	1.17	1.21
Credit Reimbursement Rate	<b>\$2,850.73</b>	<b>\$2,790.53</b>	<b>\$2,922.30</b>	<b>\$3,259.71</b>	<b>\$3,476.34</b>	<b>\$4,367.00</b>
<b>Program Operation</b>						
WSCH/FTEF	591.4	603.3	394.9	485.2	403.9	196.3
FTES/FTEF	20.3	20.7	13.5	16.6	13.8	6.7
Fill rate at Census	91.7	61.1	54.7	59.5	46.1	40.8
<b>Program Success</b>						
<b>Error! Hyperlink reference not valid.</b>	53%	56%	65%	54%	57%	39%
Retention Rate	92%	83%	88%	83%	91%	92%

Key Performance Indicator	Sp 03		Sp 04		Sp 05		Sp 06		Sp 07		Sp 08	
	Year 1		Year 2		Year 3		Year 4		Year 5		Year 6	
<b>Student Demographic Data</b>												
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Gender</b>												
Female	81	72%	115	74%	74	71%	64	65%	70	70%	32	71%
Male	32	28%	41	26%	30	29%	34	35%	30	30%	12	27%
Missing											1	2%
Total	113	100%	156	100%	104	100%	98	100%	100	100%	45	100%
<b>Age</b>												
19 or younger	31	27%	41	26%	19	18%	18	18%	17	17%	10	22%
20-24	46	41%	61	39%	44	42%	43	44%	43	43%	7	16%
25-29	14	12%	13	8%	13	13%	14	14%	10	10%	13	29%
30-34	5	4%	14	9%	6	6%	4	4%	5	5%	5	11%
35-39	8	7%	5	3%	6	6%	6	6%	8	8%	3	7%
40-49	8	7%	12	8%	9	9%	9	9%	9	9%	3	7%
50 and above	1	1%	10	6%	7	7%	4	4%	8	8%	4	9%
Total	113	100%	156	100%	104	100%	98	100%	100	100%	45	100%
<b>Ethnicity</b>												
Asian	18	16%	44	28%	29	28%	25	26%	19	19%	5	11%
African American	5	4%	7	4%	10	10%	5	5%	3	3%	5	11%
Hispanic	55	49%	62	40%	41	39%	43	44%	46	46%	19	42%
Native American/Alaskan Native	2	2%	1	1%			2	2%	1	1%		
Other	3	3%	1	1%	1	1%	2	2%	1	1%		
Caucasian	24	21%	37	24%	22	21%	21	21%	29	29%	8	18%
Decline to State	4	4%	4	3%	1	1%			1	1%	1	2%
Missing	2	2%									7	16%
Total	113	100%	156	100%	104	100%	98	100%	100	100%	45	100%
<b>Educational Goal</b>												
Degree/Cert/Transfer	95	84%	148	95%	91	88%	89	91%	92	92%	33	73%
Career/Ed Development	18	16%	8	5%	13	13%	9	9%	8	8%	8	18%
Improve Basic Skills											1	2%
Undecided											3	7%
Total	113	100%	156	100%	104	100%	98	100%	100	100%	45	100%

Key Performance Indicator	SU 02	SU 03	SU 04	SU 05	SU 06	SU 07
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
<b>Program Access</b>						
Majors (total)						
New Majors						
Courses Offered (total # of courses)	1			1	2	2
Classes Offered (total # of sections)	1			1	2	2
Morning (Prior to 11:59AM)	1					
Afternoon (12:00 to 4:29PM)						
Evening (4:30PM or Later)				1	1	1
Arranged Hour					1	1
Weekend						
Short term				1	1	
Distance Education (full term)				1	1	
Distance Education (short term)				1	1	
Enrollment	19			29	47	60
Weekly Student Contact Hours (WSCH)	92.36			56.39	173.06	106.58
Full-Time Equivalent Students (FTES)	3.2			1.93	5.93	3.65
<b>Program Resources</b>						
Full-Time Equivalent Faculty (FTEF)	0.24			0.1	0.34	0.35
Credit Reimbursement Rate	<b>\$2,850.73</b>	<b>\$2,790.53</b>	<b>\$2,922.30</b>	<b>\$3,259.71</b>	<b>\$3,476.34</b>	<b>\$4,367.00</b>
<b>Program Operation</b>						
WSCH/FTEF	384.8			563.9	509.0	304.5
FTES/FTEF	13.2			19.3	17.4	10.4
Fill rate at Census	50.0			72.5	51.3	59.4
<b>Program Success</b>						
<b>Error! Hyperlink reference not valid.</b>	68%			76%	53%	52%
Retention Rate	89%			93%	72%	82%

Key Performance Indicator	Su 02		Su 03		Su 04		Su 05		Su 06		Su 07	
	Year 1		Year 2		Year 3		Year 4		Year 5		Year 6	
<b>Student Demographic Data</b>												
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Gender</b>												
Female	11	73%					20	83%	34	77%	9	69%
Male	4	27%					4	17%	10	23%	4	31%
Total	15	100%					24	100%	44	100%	13	100%
<b>Age</b>												
19 or younger	5	33%					2	8%	6	14%	2	15%
20-24	8	53%					11	46%	16	36%	3	23%
25-29	1	7%					2	8%	9	20%	3	23%
30-34							2	8%	3	7%	1	8%
35-39	1	7%					2	8%	2	5%		
40-49							4	17%	6	14%	2	15%
50 and above							1	4%	2	5%	2	15%
Total	15	100%					24	100%	44	100%	13	100%
<b>Ethnicity</b>												
Asian	1	7%					6	25%	8	18%	1	8%
African American									2	5%		
Hispanic	10	67%					10	42%	18	41%	7	54%
Native American/Alaskan Native									2	5%		
Other							1	4%				
Caucasian	4	27%					7	29%	13	30%	4	31%
Decline to State									1	2%	1	8%
Total	15	100%					24	100%	44	100%	13	100%
<b>Educational Goal</b>												
Degree/Cert/Transfer	12	80%					21	88%	43	98%	12	92%
Career/Ed Development	3	20%					3	13%	1	2%	1	8%
Total	15	100%					24	100%	44	100%	13	100%

Key Performance Indicator						WN 08
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
<b>Program Access</b>						
Majors (total)						
New Majors						
Courses Offered (total # of courses)						2
Classes Offered (total # of sections)						2
Morning (Prior to 11:59AM)						
Afternoon (12:00 to 4:29PM)						
Evening (4:30PM or Later)						
Arranged Hour						2
Weekend						
Short term						1
Distance Education (full term)						1
Distance Education (short term)						1
Enrollment						41
Weekly Student Contact Hours (WSCH)						36
Full-Time Equivalent Students (FTES)						1.23
<b>Program Resources</b>						
Full-Time Equivalent Faculty (FTEF)						0.3
Credit Reimbursement Rate						<b>\$4,367.00</b>
<b>Program Operation</b>						
WSCH/FTEF						120.0
FTES/FTEF						4.1
Fill rate at Census						34.4
<b>Program Success</b>						
<b>Error! Hyperlink reference not valid.</b>						43%
Retention Rate						76%

Key Performance Indicator	Year 1		Year 2		Year 3		Year 4		Year 5		WN 08 Year 6	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>Student Demographic Data</b>												
<b>Gender</b>												
Female											9	64%
Male											5	36%
Total											14	100%
<b>Age</b>												
19 or younger											1	7%
20-24											6	43%
25-29											3	21%
40-49											3	21%
50 and above											1	7%
Total											14	100%
<b>Ethnicity</b>												
Asian											3	21%
African American											1	7%
Hispanic											4	29%
Caucasian											5	36%
Missing											1	7%
Total											14	100%
<b>Educational Goal</b>												
Degree/Cert/Transfer											10	71%
Career/Ed Development											3	21%
Undecided											1	7%
Total											14	100%

Key Performance Indicator	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
<b>Program Resources</b>						
Revenue: FTES* Reimbursement Rate	126,401	145,749	126,740	131,366	124,140	103,018
Total District Adopted Program Budget	n/a	no data	no data	no data	no data	no data
Support Personnel (wage without benefit, 2200 and 2400 in budget)	n/a	no data	no data	no data	no data	no data
Supplies (4300 in budget)	n/a	no data	no data	no data	no data	no data
Cost (district funds only)	n/a	no data	no data	no data	no data	no data
Total FTES for the year	44	52	43	40	36	24
Cost per FTES (district funds only)	n/a	no data	no data	no data	no data	no data
<b>Program Success</b>						
Degrees Awarded						
Certificates Awarded						
Skill Awards						
Licenses						
<b>Career Technical Education Programs</b>						
VTEA Grant						
Industry Contributions to Program Resources						
Available Jobs						
Attach one copy of the three most recent College Core Indicator Information forms for each of the appropriate TOP codes						
Please include "Student Satisfaction" and "Employer Satisfaction" in the program review write-up.						

## **APPENDIX B—CURRICULUM COURSE OUTLINES**

**Available at: [www.curricunet.com/CITRUS](http://www.curricunet.com/CITRUS)**



## APPENDIX C—LIBRARY REPORT

### CITRUS COLLEGE LIBRARY      FALL 2008 PROGRAM REVIEW: OFFICE TECHNOLOGY

#### LIBRARY ACTIVITY:

Library Research Orientations    0

Circulation of materials: > 2% of total library circulation

#### LIBRARY RESOURCES:

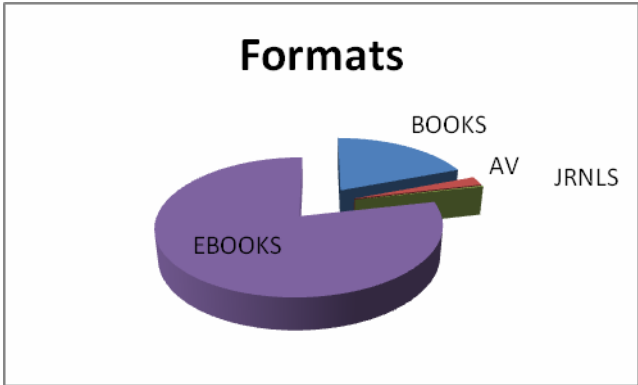
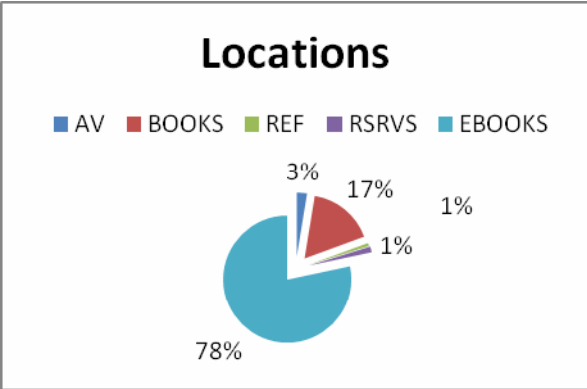
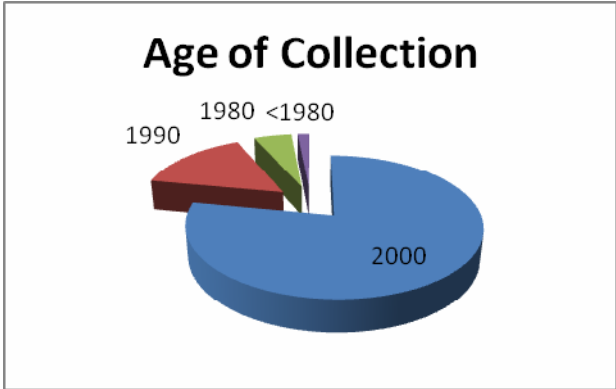
Dewey Call No. Range:    650-659

Collection size:

BOOKS	427
EBOOKS	1750
JOURNALS	5 PRINT (see eJournals below)
AV	48

#### EJOURNALS:

- Commerce
  - [Accounting \(80\)](#)
  - [Advertising \(51\)](#)
  - [Business Communication \(16\)](#)
  - [Commerce - General \(43\)](#)
  - [International Commerce \(84\)](#)
  - [Local Commerce \(82\)](#)
  - [Marketing & Sales \(220\)](#)
  - [Vocational Guidance \(20\)](#)
- Management
  - [Industrial Management \(52\)](#)
  - [Management Styles & Communication \(52\)](#)
  - [Management Theory \(103\)](#)
  - [Office & Personnel Management \(190\)](#)



**ONLINE DATABASES AVAILABLE AT CITRUS LIBRARY:**

Electronic books: netLibrary access to more than 18,000 electronic books is available  
 Journal Articles and reference databases:

<b>ALL ONLINE DATABASES</b>	
<p>Academic Search Premier (1975-)                      Alldata Online                      Alt HealthWatch(1990-)                      Annals of American History Online                      Auto Repair Reference Center                      Biography Resource Center                      Biology Journals                      Book Index with Reviews                      Books in Print with Reviews                      Business Source Premier(1965-; some 1922-)                      Communication &amp; Mass Media                      CountryWatch                      CQ Researcher 1991-                      EBSCO Animals                      Encyclopaedia Britannica Online                      ERIC(1983-)                      Funk &amp; Wagnalls New World Encyclopedia                      Gale Virtual Reference Library                      Green File                      Grove Art Online                      Health Source                      Health Source: Nursing</p>	<p>Historical Los Angeles Times 1881-1966                      History Reference Center                      Issues &amp; Controversies: American History                      Learning Express Test Prep                      LEXIS-NEXIS Academic                      Literature Resource Center                      Literary Reference Center                      MagillOnLiterature Plus                      Magill on History                      Magill's Medical Guide                      MasterFILE Premier(1975- )                      MEDLINE                      Military &amp; Government(current)                      MLA International Bibliography                      Newspaper Source (1997-)                      Oxford English Dictionary                      Primary Search                      Professional Development(1965-)                      Psychology &amp; Behavioral Science(1965-)                      Regional Business News(1995- )                      Religion &amp; Philosophy (1975-)                      SIRS Researcher Full text articles (1989-)                      Tuition Funding Sources                      Vocational &amp; Career(1985-)                      Webster's 3rd New International Dictionary, Unabr.</p>

## APPENDIX D—OTHER (Proposed Changes in Certificates)

### File Clerk Certificate

#### Program Description

The File Clerk certificate program prepares you in two semesters entry-level office skills and provides employment training for entry-level positions in the business world. The student will be able to examine incoming material and code it numerically, alphabetically, or by subject matters. The will also be able to enter data electronically in other storage devices.

#### Students who successfully complete this program are prepared to:

- use email to communicate with others;
- understand and utilize filing procedures;
- use electronic calendars; and
- use correct spelling, grammar, and punctuation in their documents

Course Number	Course Name	Units
OFF 057	Computer Keyboarding	1
OFF 101	Introduction to Microsoft Office Applications	3
OFF 215	Introduction to Microsoft Outlook	2
OFF 281	Filing & Records Management	3
OFF 154-161	Professional Development Series (Any 3)	3
	<b>TOTAL UNITS</b>	<b>12</b>

# Receptionist and Information Clerk Certificate

## Program Description

The Receptionist and Information Clerk certificate program prepares you in two semesters entry-level office skills and provides employment training for entry-level positions in the business world. The student will be able to use multiline telephone systems, personal computers, and fax machines. The student will also be able to take messages, sort mail, collect and distribute parcels, transmit and deliver facsimiles, update appointment calendar, prepare travel vouchers and basic word processing and filing.

### Students who successfully complete this program are prepared to:

- Using current Office applications program;
- compose routine email messages;
- use email to communicate with others;
- understand and utilize filing procedures;
- use electronic calendars; and
- use correct spelling, grammar, and punctuation in their documents

Course Number	Course Name	Units
OFF 057	Computer Keyboarding	1
OFF 101	Introduction to Microsoft Office Applications	3
OFF 281	Filing & Records Management	3
OFF 291	Introduction to Technology	2
OFF 294	Beginning Microsoft Word	2
OFF 154-161	Professional Development Series (Any 3)	3
	<b>TOTAL UNITS</b>	<b>14</b>

# General Office Clerk Certificate

## Program Description

The General Office Clerk certificate program prepares you in two semesters entry-level office skills and provides employment training for entry-level positions in the business world. The student will be to keyboard data, file data on computers, keep payroll records, access information, make photocopies, set up spreadsheets, work with customers, take inventory, and prepare invoices and answer questions on department services.

### Students who successfully complete this program are prepared to:

- format letters, memos, tables, and reports using current Office applications program;
- compose routine letters, memos, and email messages;
- use email to communicate with others;
- understand and utilize filing procedures;
- use electronic calendars; and
- use correct spelling, grammar, and punctuation in their documents

Course Number	Course Name	Units
OFF 101	Introduction to Microsoft Office Applications	3
OFF 215	Introduction Microsoft Outlook	2
OFF 260	Computer Keyboarding & Document Processing	3
OFF 281	Filing & Records Management	3
OFF 291	Introduction to Technology	2
OFF 294	Beginning Microsoft Word	2
OFF 154-161	Professional Development Series (Any 3)	3
	<b>TOTAL UNITS</b>	<b>18</b>

## Administrative Assistant Certificate

Students enrolled in the administrative assistant certificate program are prepared to manage functions in the office environment. The student will be able to serve as information and communication managers for an office; plan and schedule meetings and appointments; organize and maintain paper and electronic files; manage projects and disseminate information by using the telephone, mail services, Web sites, and email. They will also be able to handle travel and guest arrangements. This program is recommended for experienced office staff as well as entry-level office workers who are looking to increase their potential for promotion. Graduates will have expert office skills and in-depth software knowledge. The program provides training in office information systems, records management and human relations.

### Students who successfully complete this program are prepared to:

- Understand current office procedures and techniques.
- Handle a variety of internal and external business forms and understand their purposes.
- Operate a variety of business machines, including computer equipment, photocopy machines, facsimiles, printers, telephone and calculating machines.
- Exhibit management initiative and dependability, follow directions, and have pride in good work.
- Understand the systems and procedures of organizing and planning office work, and exercising leadership skills that make the modern employer-employee relationship a pleasant, reward and successful experience.

Course Number	Course Name	Units
OFF 101	Introduction to Microsoft Office Applications	3
OFF 120	Excel Spreadsheet	2
OFF 215	Introduction to Microsoft Outlook	2
OFF 260	Computer Keyboarding & Document Processing	3
OFF 281	Filing & Records Management	3
Off 285	Administrative Office Procedures	3
OFF 294	Beginning Microsoft Word	2
OFF 154-161	Professional Development Series (Any 3)	3
BUS 150	Business English	3
	<b>TOTAL UNITS</b>	<b>24</b>

## Administrative Office Management Certificate

Students enrolled in the in administrative office management certificate program are prepared to manage functions in the office environment. The student will be able to maintain equipment and machinery; evaluate strength and weakness of employees; oversee the work; establish schedules and meetings; evaluate worker's performance; interview prospective employees; organize office procedures; and act as a liaison between the administrative support staff and the professional, technical and managerial staff. This program is recommended for experienced office staff as well as entry-level office workers who are looking to increase their potential for promotion. Graduates will have expert office skills and in-depth software knowledge. The program provides training in office information systems, work process and organizational performance improvement, human relations, business communications, and business decision making.

### Students who successfully complete this program are prepared to:

- Understand the principles of personnel supervision and administration including the recruiting and hiring process, training and development, motivating the workforce, completing an appraisal and improving productivity.
- Understand current office procedures and techniques.
- Handle a variety of internal and external business forms and understand their purposes.
- Operate a variety of business machines, including computer equipment, photocopy machines, facsimiles, printers, telephone and calculating machines.
- Exhibit management initiative and dependability, follow directions, and have pride in good work.
- Understand the scope of business operations and economics systems.
- Understand the systems and procedures of organizing and planning office work controlling employees' performance, and exercising leadership skills that make the modern employer-employee relationship a pleasant, reward and successful experience.
- Understand the tools used to make business decisions using quantitative data.

Course Number	Course Name	Units
OFF 101	Introduction to Microsoft Office Applications	3
OFF 120	Excel Spreadsheet	2
OFF 215	Introduction to Microsoft Outlook	2
OFF 260	Computer Keyboarding & Document Processing	3
OFF 281	Filing & Records Management	3
OFF 285	Administrative Office Procedures	3
OFF 294	Beginning Microsoft Word	2
OFF 154-161	Professional Development Series (Any 3)	3
BUS 150	Business English	3
BUS 152	Business Communications	3
BUS 176	Management for the Office Professional	3
<b>TOTAL UNITS</b>		<b>30</b>



## APPENDIX E

### Office Technology and Computer Applications Program SLO and Course Matrix

<i>Program SLO #</i>	057	101	120	154	155	156	157	158	159	160	161	201	215	260	281	*285	291	294
<b>1</b>	X	X		X	X	X	X	X	X	X	X			X	X			X
<b>2</b>		X	X									X	X			X	X	
<b>3a</b>		X												X	X			
<b>3b</b>		X											X		X	X		
<b>4a</b>	X	X												X		X		
<b>4b</b>		X	X										X				X	X
<b>5</b>				X	X	X	X	X	X	X	X							
<b>6</b>	X	X	X									X	X	X		X	X	X

\*OFF 285 is inactive and will be reinstated by spring 2010.