

# CAREER EDUCATION PROGRAM – Two-Year Review

Date: September 2008

College: Citrus College

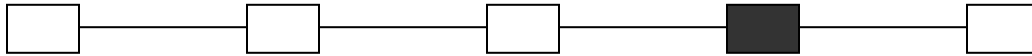
Program: Office Technology and Computer Applications (includes Office Occupations and Word Processing)

## 1. Purpose of this Program

Significantly Changed Purpose  
In the Last Two Years

Minor Changes in Purpose  
in the Last Two Years

No Changes in Purpose  
in the Last Two Years



The Office Technology and Computer Applications Program encompasses an area of study which includes keyboarding and word processing, Microsoft Office application software including spreadsheets with Excel, filing and records management, office procedures, telecommunications, and various short-term professional development topics including interviewing strategies, career planning and leadership. The Office Technology and Computer Applications Program within the Citrus College Business Department conducts the program with outstanding faculty to prepare students for transferring to universities, advancing professional careers, and for personal enrichment.

## 2. Demand for this Program

High Demand

Adequate Demand  
for our students

Low Demand



Student demand for office technology classes has been declining gradually over the past several years. During the fall and spring semesters of the 1990-2000 academic year, Citrus College offered 31 Office Technology classes resulting in 571 student enrollments. By the fall and spring semesters of the most recent 2007-2008 academic year, only 10 Office Technology classes were offered with enrollments of 281. One positive result of this consolidation has been a significant improvement in the productivity of our Office Technology classes. The average class enrollment in Office Technology classes in the 1990-2000 year was only 18 students per class. In the most recent 2007-2008 year, the average increased to 28 students per class. This increase in productivity has kept the program financial viable, despite the decline in the number of sections offered each semester. In addition, significant effort has been made to strengthen the program in recent years, including the updating of existing curricula, and the development of numerous new courses. Late start, Friday evening, Saturday, and on-line class have been offered in an attempt to provide classes to students in a manner that best meets student demand. Our full time faculty member (Dr. Rhoda James) has also consulted regularly with members of the Office Technology Advisory Committee regarding demand in the marketplace. Labor market information provided by the Employment Development Department indicates that in California, job openings for executive secretaries are expect 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.

## 3. Quality of this Program

Highest Quality

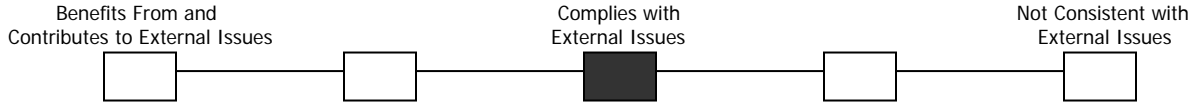
Meets Student Needs

Needs Significant  
Improvement



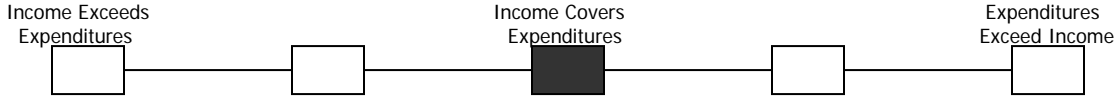
The quality of the Office Technology and Computer Applications Program is high. The program is led by full-time professor Dr. Rhoda James. Dr. James possesses an MA degree in Office Systems/Business Education, and an Ed.D. in Educational Leadership. Professor James is the past State President for the California Business Education Association. She is complemented by a number of adjunct instructors who possess strong credentials.

**4. External Issues**



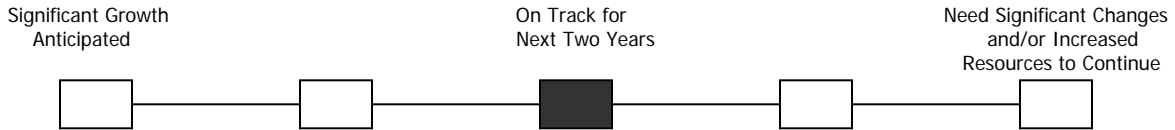
There are no external issues affecting the program at this time.

**5. Cost of this Program**



As mentioned earlier, the Office Technology and Computer Applications Program is part of the larger Business Department at Citrus College. Enrollment in business classes has been strong in recent years. FTES generated by the Business Department in 2005/2006 was 365.55, up somewhat from the 355.29 generated in 2004/2005. Total revenue to the college generated by these FTED is estimated at \$1,191,693 for the 2005/206 fiscal year. This revenue is well in excess of the total Business Department expenditures during that same period of \$689,875. The financial health of the department is strong.

**6. Two-Year Plan**



The most recent 6-year Program Review for the Office Technology and Computer Applications Program was completed in the fall of 2002. Accordingly, the program will undertake a full 6-year program review this academic year (2008-2009)

**Signatures:**

\_\_\_\_\_  
Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Faculty

\_\_\_\_\_  
Date

\_\_\_\_\_  
Faculty

\_\_\_\_\_  
Date

To Board of Trustees on \_\_\_\_\_  
Date

Needs Significant Improvement  
 Job Openings  
 Assessments



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## Occupation Profile

### Executive Secretaries in California

Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff. Exclude "Secretaries" (43-6012 through 43-6014).

#### Occupational Wages

Area	Year	Period	Annual Mean	Annual by Percentile		
				25th	Median	75th
California	2008	1st Qtr	\$45,645	\$35,192	\$43,632	\$53,870

[Get More Info \(Data Library\)](#)

#### Occupational Projections of Employment (also called "Outlook" or "Demand")

Area	Estimated Year-Projected Year	Employment		Employment Change		Annual Avg Openings
		Estimated	Projected	Number	Percent	
California	2006 - 2016	223,800	262,200	38,400	17.2	7,400

[Get More Info \(Data Library\)](#)

#### Job Openings from JobCentral National Labor Exchange

Enter a Zip Code  [Find a Zip code in California](#)

Within 25  miles of Zip Code.

Data for California not available for Possible Licenses Required and Issuing Authority.

#### Top 15 Industries Employing This Occupation (click on Industry Title to View Employers)

Industry Title	Number of Employers in State of California		Percent of Total Employment for Occupation in State of California
	Number of Employers	Percent of Total	
<a href="#">Colleges and Universities</a>	1,466	5.6%	
<a href="#">Elementary and Secondary Schools</a>	16,247	4.5%	
<a href="#">Employment Services</a>	7,273	4.1%	
<a href="#">Management of Companies and</a>			