

# Post-Audit Review

West Virginia Council for Community and Technical College Education

**Institution:** Eastern West Virginia Community and Technical College

**Program (Degree and Title):** Administrative Support Technology, Certificate in Applied Science

## I. Introduction

The Administrative Support Technology, Certificate in Applied Science was developed in 2009 to serve the needs of the employers in Eastern's College district, and was created by incorporating existing courses from general education, business operations support and business management curriculum. This certificate provides an opportunity for students to improve their office technology skills and allows them to achieve greater specialization in the field of office administration. In 2011, the addition of college level math to the curriculum modified the program to enhance the computational skills of the students, and to make the certificate compliant with Series 11.

## II. Goals and Objectives

The Administrative Support Technology, Certificate in Applied Science addresses the staffing needs of many organizations including financial institutions, federal and state organizations, manufacturers, health related establishments, utilities and other services organizations.

The goals of the certificate are to give students the skills to work in secretarial and office administration support positions and to respond to the needs of the employers. Graduates of the program will be better prepared as employees to perform the duties of administrative support personnel and work in offices such as medical, dental and law offices.

### Program Need

Graduates with Administrative Support Technology, Certificate in Applied Science are employed nationally in numerous diverse businesses and organizations. Locally, this program addresses an unmet labor need of a variety of local businesses and organizations including food processing, healthcare, banking, educational institutions, small businesses, law firms and other service organizations.

Upon successful completion of the Administrative Technology Support Certificate in Applied Science, the graduate will be able to:

- Manage an office setting
- Process and receive communication
- Demonstrate effective communication and computational skills
- Design informational materials

Approved by Assessment: 6-14-12 e-vote

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According to the U.S. Department of Labor (www.bls.gov), overall employment of secretaries and administrative assistants is expected to grow 12 percent from 2010 to 2020, about as fast as the average for all occupations. Among specialties, medical secretaries are the only occupation that is expected to have much-faster-than-average employment growth. This is driven by the rapid growth of the healthcare industry. Overall, the majority of job openings will result from the need to replace workers who leave these occupations.”

“Information regarding salaries and number of jobs available based on the information obtained from the Bureau of Labor Statistics:

These estimates are calculated with data collected from employers in all industry sectors in Winchester, VA-WV, a metropolitan statistical area that includes parts of VA and West Virginia

Occupation	Employment	Employment RSE	Employment per 1000 jobs	Location quotient	Median hourly wage	Mean hourly wage	Annual mean wage	Mean wage RSE
<u>Office and Administrative Support Occupations</u>	8,020	3.4%	155.156	0.93	\$14.17	\$15.06	\$31,320	1.3%
<u>Office Clerks, General</u>	1,430	6.9%	27.588	1.25	\$12.64	\$13.07	\$27,190	1.5%
<u>Medical Transcriptionists</u>	50	26.2%	0.907	1.52	\$16.67	\$16.94	\$35,230	2.5%
<u>Medical Secretaries</u>	80	21.5%	1.588	0.41	\$14.42	\$15.32	\$31,860	3.4%

### III. Assessment

The assessment of the Administrative Support Technology, Certificate in Applied Science adheres to the guidelines established in Eastern’s assessment plan to discern student academic achievement and course effectiveness in meeting the program goals and course outcomes.

- Throughout the program we expect to see a minimum of 80% of students completing courses that are attempted. Completers should demonstrate at least an average of 70% in each course through classroom assessments.
- Drop Rate: The drop rate is not expected to exceed 30%.
- Course-level effectiveness: Course outcomes for all of the Administrative Support Technology courses will be assessed. At least four outcomes from each

course will be assessed in each assessment cycle. Exam questions linked to course learning outcomes will be included in the final exam.

- Persistence Rate: Students in the Administrative Support Technology, C.A.S. will be tracked throughout their certificate program to determine persistence through certificate completion.
- Graduation Rate: At least 70% of students enrolling in the Administrative Support Technology, C.A.S. will successfully complete the certificate within a reasonable time based on full-time or part-time implementation. This will be measured by the number obtaining the Certificate.
- Syllabus Analysis: Syllabus analysis will be conducted on an annual basis to assure consistency of outcomes with Master Course Record Forms and among sections of specific courses.
- Transcript Analysis: Transcript analysis will be conducted as triggered by deficiencies in course level assessment activities.
- Advisory Committee Review: Annual advisory committee review will provide qualitative evaluation of program effectiveness in meeting regional paraprofessional educator needs.
- Course evaluation surveys will be used as indirect assessment measures of student success and satisfaction.
- Graduate Placement Rate: Tracking of students completing the Certificate will be done by a survey to determine the number of graduates obtaining employment in their field of study. The survey will include questions to collect data on location, salary, job preparedness, and reasons why graduates are not working in their field if applicable.

Courses in the program are being assessed on a cyclical basis. A minimum of four course learning outcomes are being selected from the targeted courses for evaluation. Dependent upon assessment findings, some outcomes will be assessed over multiple years to validate effectiveness of changes in curriculum or course materials. Exam questions addressing the target learning outcomes serve as indicators of student attainment of course learning outcomes. In the event that the minimum performance standard is not met, the unmet learning outcome will be targeted for further monitoring. The results may also trigger an evaluation of course materials supporting the learning outcome, revision of course materials or further curriculum revision. The information regarding the assessment is being shared with the faculty teaching the course.

#### **IV. Curriculum**

The Administrative Support Technology, Certificate in Applied Science requires students to develop effective computation and communications skills. The graduates of the certificate program will develop basic skills in office technology. They will also have a solid foundation for pursuing an AAS in Administrative Support Technology. Applicants with a high school diploma or GED are accepted into this program. All courses in the program are transferable to the AAS programs in business management and accounting.

**List of courses:**

The course lists with credit hours are listed in Appendix I

**Delivery modes:**

Many courses in the program are offered in the form of face-to-face, online, hybrid and web-enhanced formats. Program courses like Principles of Accounting, Spreadsheet Software and Computerized Accounting, which require a significant “hands on” component, are regularly offered in face-to-face format to assure development of application skills and to help struggling students.

**V. Faculty**

The Administrative Support Technology Certificate Program currently utilizes part-time, adjunct faculty for all of the technical core courses. Typically, Eastern offers 3-4 courses in the fall and 4 in the spring semester. Eastern currently employs 9 adjunct faculty to teach Administrative Support Technology related Courses. Data on individual instructors, their education and courses taught are listed in Appendix II. All of the adjunct instructors have many years of professional experience, ranging from 7 – 30 years in industry and 1 to 25 years in educational settings. A typical adjunct will have more than 5 years of experience.

Appendix II contains additional information regarding faculty credentials

**VI. Enrollment and Graduates**

Enrollment data is provided in Appendix III.

Due to low number of graduates, there is as yet insufficient data in terms of places of employment, starting salary ranges, and numbers employed in the field of specialization. As more students graduate in the near future, there should be more relevant information available.

**VII. Financial**

All required courses in the Administrative Support Technology certificate are being offered through AAS programs in Business Management, Administrative Support Technology, Information Technology and Accounting. As a result, the cost of running these courses is very minimal and is fully absorbed by the AAS programs in Business Technologies

**Projection of future resource requirements and source of funding**

There is sufficient enrollment in related AAS programs to sustain the Administrative Support Technology, Certificate in Applied Science. Courses like Keyboarding, spreadsheet software and computerized accounting (QuickBooks) require the newest

version of the software. The cost to upgrade QuickBooks is around \$1000 every two years. The spreadsheet software (Excel) is upgraded once every three years and its cost is being absorbed by the IT department, which purchases license for office suite for the entire institution.

### **VIII. Advisory Committee**

The advisory committee has been instrumental in determining the course curriculum and overall content. The advisory committee was integrally involved in all levels of program development from the initially conceptualization of the program, needs assessment and curriculum content. With implementation, the program courses are continually assessed and changed at the recommendation of both the faculty and the advisory committee. Students who are working in the field have also provided recommendations to strengthen the curriculum.

Advisory Committee members

Beth Ludwig	Director Small Business Development Center
Tyson Riggleman	American Woodmark Corp
Penny Reardon	Executive Dean
Ashley Anderson	Owner / Operator The Kaposy
Sharon Gallery	Owner / Operator Gallery Communications

More members will be added to this advisory committee as the program expands and the college hires more faculty.

### **IX. Accreditation**

No accreditation process is available in this field of study.

## APPENDIX I Required Courses

**Program Implementation:** Full-time day (Students attending part-time should see advisor for recommended course sequencing).

### Recommended Course Sequence -- Administrative Support Technology, Certificate in Applied Science

First Year—Fall Semester				First Year—Spring Semester			
Dept.		Course Title	Sem. Hrs.	Dept.		Course Title	Sem. Hrs.
BOS	103	Keyboarding	3	CIS	117	Word Processing Software	3
BOS	251	Office Procedures & Techniques I	3	CIS	119	Spreadsheet Software OR	3
CIS	108	Computer Fundamentals	3	CIS	121	Database Management Software	(3)
ENL	101	English Composition I	3	Elective		Mathematics Elective (100 level or higher)	3
Elective		Administrative Support Technology: Technical Core Elective	3	Elective		Administrative Support Technology: Technical Core Elective	3
				Elective		Administrative Support Technology: Technical Core Elective	3
<b>Total Semester Hours</b>			<b>15</b>	<b>Total Semester Hours</b>			<b>15</b>

### Administrative Support Technology: Technical Core Electives (Select 9 credit hours)

Dept.		Course Title	Sem. Hrs.
ACC	120	Principles of Accounting I	3
ACC	121	Principles of Accounting II	3
ACC	240	Computerized Accounting	3
AHS	108	Medical Terminology	3
BOS	130	Records Management	1
BOS	134	Administrative Machine Transcription	3
BOS	141	Medical Diagnostic Coding	3
BOS	142	Medical Administrative Procedures	3
BOS	144	Medical Procedural Coding	3
BOS	278	Office Technology Internship	3
BUS	101	Intro to Business	3
BUS	203	Communications in Business	3
BUS	204	Fundamentals of E-Commerce	3
BUS	206	Business Law	3
CIS	111	Introduction to Electronic Presentations	1
CIS	119	Spreadsheet Software	3
CIS	121	Database Management Software	3
CIS	133	Designing a Web Page	3
MGT	250	Principles of Management	3
MGT	251	Human Resource Management	3
MKT	260	Principles of Marketing	3

**APPENDIX II**  
**Faculty Data**

*(No more than TWO pages per faculty member)*

Name: Erin Wyer  
Rank: Instructor

Full-time:  
Part-time: X

Highest Degree Earned: EMBA  
Date Degree Received: 2008

Conferred by: West Virginia University

Area of Specialization: Business Management

Professional registration/licensure:  
Yrs. of employment at present institution: 1  
Yrs. of employment in higher education : 1  
Yrs. of related experience outside higher education:  
Non-teaching experience: 4

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
Fall 2011	BUS 110 Introduction to Hospitality	6
Fall 2011	MKT 260 Principles of Marketing	9
Fall 2011	MKT 260 Principles of Marketing	3
Spring 2012	BUS 210 Entrepreneurship	7
Spring 2012	CIS 108 Computer Fundamentals	13
Summer 2012	MKT 260 Principles of Marketing	12

**If degree is not in area of current assignment, explain:**

Approved by Assessment: 6-14-12 e-vote  
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**APPENDIX II**  
**Faculty Data**

*(No more than TWO pages per faculty member)*

Name: Seyed Mirkhani

Rank: Instructor

Full-time:

Part-time: X

Highest Degree Earned: MS/MS/MS

Date Degree Received: 1998/2000/2008

Conferred by: Johns Hopkins University/Strayer University/Nova Southeastern University

Area of Specialization: Business Finance/Information Systems/Mathematics

Professional registration/licensure:

Yrs. of employment at present institution: 10+

Yrs. of employment in higher education: 10+

Yrs. of related experience outside higher education: 5+

Non-teaching experience: 20+

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
2012 / Spring	CIS 108 - Computer Fundamentals	80
2012 / Spring	IT 278 – IT Internship	2
2012 / Spring	BUS 276 – Business Management Capstone (Team Taught 20%)	4
2011 / Fall	CIS 108 – Computer Fundamentals	40

**If degree is not in area of current assignment, explain:**

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Approved by BOG: 8-14-12



## APPENDIX II

### Faculty Data

(No more than **TWO** pages per faculty member)

Name: Sharon Gallery

Rank: Instructor

Full-time:

Part-time: X

Highest Degree Earned: MBA

Date Degree Received: 1992

Conferred by: George Washington University

Area of Specialization: Business Management

Professional registration/licensure:

Yrs. of employment at present institution: 2.5

Yrs. of employment in higher education: 2.5

Yrs. of related experience outside higher education: 15 +

Non-teaching experience: N/A

To determine compatibility of credentials with assignment:

- (b) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
2011 / Spring	CIS 121 / Database Management	10
2011 / Spring	CIS 133 – Designing a Webpage	10
2011 / Fall	CIS 119 – Spreadsheet Software	8
2012 / Spring	CIS 121 – Database Management	14
2012 / Spring	CIS 133 – Designing a Webpage	9

**If degree is not in area of current assignment, explain:**

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**APPENDIX II**  
**Faculty Data**

*(No more than TWO pages per faculty member)*

Name: Sean Riley  
Rank: Instructor

Full-time:  
Part-time: X

Highest Degree Earned: MS Accounting  
Date Degree Received: 2008

Conferred by: Strayer University

Area of Specialization: Accounting

Professional registration/licensure:  
Yrs. of employment at present institution: 1  
Yrs. of employment in higher education: 1  
Yrs. of related experience outside higher education: 20+  
Non-teaching experience : 20+

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
Spring 2012	ACC 121/ Principl. of Acc. II Web	9
Spring 2012	ACC 230 Income Tax Accounting	3
Fall 2011	ACC 120/Principl. of Account.I Web	16
Fall 2011	FIN 232/ Personal Finance Web	9

If degree is not in area of current assignment, explain: N/A

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Approved by BOG: 8-14-12

**APPENDIX II**  
**Faculty Data**

*(No more than TWO pages per faculty member)*

Name: Shirley Murphy  
Rank: Instructor

Full-time:  
Part-time: X

Highest Degree Earned: MBA  
Date Degree Received: 2003

Conferred by: Frostburg University

Area of Specialization: Business Administration

Professional registration/licensure:  
Yrs. of employment at present institution: 8  
Yrs. of employment in higher education: 8  
Yrs. of related experience outside higher education: N/A  
Non-teaching experience : 20+

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
Spring 2012	ACC 121/ Principles of Account. II	10
Spring 2012	ACC 240 Computerized Account.	10
Spring 2012	ECN 201 Principles of Micro	19
Fall 2011	ACC 120/Principles of Account. I	16
Fall 2011	ECN 202/ Principles of Macro.	14
Fall 2011	BUS 101 / Intro to Business	23
Spring 2011	ACC 121/ Principles of Account. II	5
Spring 2011	ACC 240 Computerized Account.	10
Spring 2011	ECN 201 Principles of Micro	22

If degree is not in area of current assignment, explain: N/A

**APPENDIX II**  
**Faculty Data**

*(No more than **TWO** pages per faculty member)*

Name: Monica Wilson  
Rank: Instructor

Full-time:  
Part-time: X

Highest Degree Earned: MS  
Date Degree Received: 2010

Conferred by: Marshall University

Area of Specialization: Adult Technical Education

Professional registration/licensure:  
Yrs. of employment at present institution: 12  
Yrs. of employment in higher education : 12  
Yrs. of related experience outside higher education: N/A  
Non-teaching experience : N/A

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
Spring 2012	BOS 103 / Keyboarding	17
Spring 2012	BOS 134 / Administrative Machine Transcription.	10
Fall 2011	BOS 103 / Keyboarding	22

**If degree is not in area of current assignment, explain:** The instructor has a bachelor's degree in business management and masters in adult education. The instructor has a significant work experience in the field.

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Approved by Cabinet: 8-7-12  
Approved by BOG: 8-14-12

**APPENDIX II**  
**Faculty Data**

*(No more than TWO pages per faculty member)*

Name: Amy Crites  
Rank: Instructor

Full-time:  
Part-time: X

Highest Degree Earned: MS

Date Degree Received: 2012

Conferred by: Marshall University

Area of Specialization: Adult Technical Education

Professional registration/licensure:  
Yrs. of employment at present institution: 5  
Yrs. of employment in higher education : 5  
Yrs. of related experience outside higher education: N/A  
Non-teaching experience : N/A

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
Spring 2012	BOS 142 Medical Administrative Procedures	17
Fall 2011	BOS 251/ Office Procedures and Techniques	15
Fall 2011	BOS 142 Medical Admin. Procedures	19

**If degree is not in area of current assignment, explain:** The instructor has a bachelor's degree in business management. The instructor has additional graduate hours related to the subject.

**APPENDIX II**

**Faculty Data**

*(No more than TWO pages per faculty member)*

Name: John Holmes  
Rank: Instructor

Full-time:  
Part-time: X

Highest Degree Earned: MBA  
Date Degree Received: 2001

Conferred by: St. Edwards University Austin, TX

Area of Specialization: Business Management

Professional registration/licensure:  
Yrs. of employment at present institution: 6  
Yrs.. of employment in higher education: 6  
Yrs. of related experience outside higher education: 5  
Non-teaching experience: 5

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
2011 / Spring	BUS 203 – Communications in Bus.	9
2011 / Fall	BUS 101 – Introduction to Business	14
2012 / Spring	BUS 203 – Communications in Bus.	10
2012/ Spring	MGT 250 – Principles of MGT	11

**If degree is not in area of current assignment, explain:**

**APPENDIX II**

**Faculty Data**

*(No more than TWO pages per faculty member)*

Name: Ashley Anderson  
Rank: Instructor

Full-time:  
Part-time: X

Highest Degree Earned: MBA  
Date Degree Received: 2009

Conferred by: West Virginia Wesleyan

Area of Specialization: Business Management

Professional registration/licensure:  
Yrs. of employment at present institution: 1  
Yrs. of employment in higher education: 1  
Yrs. of related experience outside higher education: 3  
Non-teaching experience : N/A

To determine compatibility of credentials with assignment:

- (a) List courses you taught this year and those you taught last year: (If you participated in team-taught course, indicate each of them and what percent of courses you taught.) For each course include year and semester taught, course number, course title and enrollment.

Year / Semester	Course Number and Title	Enrollment
2011 / Fall	CIS 119 - Spreadsheet Software	10
2012 / Spring	BUS 206 – Business Law	7
2012 / Spring	CIS 119 - Spreadsheet Software	15

**If degree is not in area of current assignment, explain:**

**APPENDIX III**  
**Headcount and Statistics on Graduates**

**Three year trend data on graduates and majors enrolled:**

<b>Number of Majors and Graduates by Term</b>				
<b>Academic Term</b>	<b>Majors</b>	<b>Credit Hours</b>	<b>FTE</b>	<b>Graduates</b>
Fall 2009	1	6	.4	0
Spring 2010	2	25.5	1.7	0
Summer 2010	1	6	.4	0
Fall 2010	2	22.5	1.5	0
Spring 2011	2	15	1.0	0
Summer 2011	0	0	0	0
Fall 2011	2	10.5	.7	1
Spring 2012	4	52.5	3.5	1
Total	14 (duplicated HC)	138	9.2	2

**Enrollment in Technical Core**

	<b>Fall</b>	<b>Spring</b>	<b>Fall</b>	<b>Spring</b>	<b>Fall</b>	<b>Spring</b>	<b>Total</b>	<b>Total</b>
	<b>2009</b>	<b>2010</b>	<b>2010</b>	<b>2011</b>	<b>2011</b>	<b>2012</b>	<b>HC</b>	<b>FTE</b>
CIS 117 (3 Cr)	0	6	18	12	15	13	<b>64</b>	<b>4.3</b>
CIS 119 (3 Cr)	25	11	15	3	18	15	<b>87</b>	<b>5.8</b>
CIS 121 (3 Cr)	0	25	0	16	0	14	<b>55</b>	<b>3.7</b>
BOS 103 (3 Cr)	17	23	13	16	22	12	<b>103</b>	<b>6.9</b>
BOS 251 (3 Cr)	0	0	8	0	15	0	<b>23</b>	<b>1.5</b>