

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, Associate in Applied Science

I. Introduction

In 2009, to serve the needs of local employers the College created the Associate in Applied Science Degree in Administrative Support Technology from the existing Business Operations Support Program (BOS). The new program included a revision of the BOS program, and to increase enrollment the College added a medical area of emphasis and a general area of emphasis to the program. To emphasize the importance and application of technology, the College changed the program name from “Business Operations Support” to “Administrative Support Technology.” As a result of these changes, in a period of three years, program enrollment increased from a few students to more than thirty.

This program provides the students with the opportunity to specialize in either general or medical administrative support technology.

Catalog Description of the program:

Administrative Support Technology

Associate in Applied Science

59-60 Semester Hours

This degree is designed to give students the skills to work in administrative support technology positions. Graduates of the program will be better prepared as employees to perform the duties of administrative support professionals in a highly computerized office to meet the business needs of their employers.

Students with little or no experience in office information technology will acquire skills and knowledge that will make them valuable to many employers. Students currently employed in office technology related occupations will improve professional skills. A degree in Administrative Support Technology typically prepares graduates for such occupations as office manager, administrative support professional and entry-level positions in bookkeeping.

This program serves the students with the opportunity to specialize in either general or medical administrative support technology.

II. Goals and Objectives

Program Goals

The Administrative Support program was developed with the help of local organizations throughout Eastern WVCTC’s six county service districts. The goals of the program are to give students the skills to work in administrative support technology positions and to respond to the needs of the employers. Graduates of the program will be better prepared as employees to perform

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the duties of administrative support professionals in a highly computerized office to meet the business needs of their employers.

Program Need

Graduates with Associate Degree in Administrative Support Technology 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 program, the graduate will be able to:

- Manage an office setting
- Supervise office staff
- Process and receive communication
- Coordinate events and activities
- Maintain office and business records
- Maintain office supplies and equipment
- Design informational materials
- Assist in budgeting process
- Demonstrate effective communication skills
- Utilize software programs
- Assist in entry-level bookkeeping, billing and accounting

General Area of Emphasis:

- Demonstrate effective interpersonal relations in the work environment
- Demonstrate a basic knowledge of business organizations and procedures
- Demonstrate effective administrative skills to support office operations

Medical Area of Emphasis:

- Describe the legal, social, and ethical responsibilities within the healthcare environment
- Perform administrative medical procedures
- Apply correct medical terminology to all specialties of medicine
- Demonstrate competency in basic medical billing and coding

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 AAS in Administrative Support Technology 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 though 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 AAS degree in Administrative Support Technology will be tracked throughout their degree program to determine persistence through program completion.
- Graduation Rate: At least 70% of students enrolling in the Administrative Support Technology will successfully complete the program within a reasonable time based on full-time or part-time implementation. This will be measured by the number of students obtaining the AAS degree.
- 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 Program 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 Associate in Applied Science Degree in Administrative Support Program requires eighteen credit hours of general education courses and forty-two credit hours of core and emphasis electives.

Significant features of the Administrative Support program include the actual hours of “hands on” computer experience. All general education courses, as well as a few of the program courses, are transferable to certain of the AAS degree programs in business technologies. This flexibility allows students to transfer to other programs should they so desire, and also allows students in other programs to transfer to Administrative Support program. Moreover, it also motivates students to pursue a second degree.

Through the support of the Administrative Support program, the College’s Workforce Department created a certificate in technical studies in medical assisting. Several courses pertaining to this certificate are offered through the Administrative Support program, thus creating a transition opportunity for Workforce students to transfer from workforce to academics.

The course lists with credit hours are listed in Appendix I

Many courses in the program are offered in the form of face-to-face, online, hybrid and web-enhanced formats. Program courses like Keyboarding, Fundamentals of Accounting, Computer Applications and Computerized Accounting, which require significant “hands on” practice, are regularly offered in face-to-face format.

V. Faculty

The Associate in Applied Science in Administrative Support Technology currently utilizes part-time adjunct faculty for all of the core and elective courses. Typically, Eastern offers 16

Administrative Support courses in the fall and 16 in the spring semester. The college currently employs 9 adjunct faculty to teach the core and elective Administrative Support Technology courses.

This fall, Eastern is planning to hire a full-time faculty in Business Management (BUS) and another full-time faculty in Information Technology (IT). Both positions require a master's degree with 18 graduate hours in the teaching subject.

Hiring these two full-time faculty would improve the quality of the Administrative Support program significantly. The job description of the business faculty requires the faculty to teach both Administrative Support and BUS courses. The job description of the IT faculty requires the faculty to teach computer related courses, including computer fundamentals and computer applications, both of which are required courses for the Administrative Support program.

VI. Enrollment and Graduates

Data indicating the headcount and full-time equivalency (FTE) enrollment along with the number of graduates for each year the program has been in existence is listed in Appendix III.

Students graduating the Administrative Support program are usually employed in secretarial positions. Their salary ranges from \$10/hour to as much as \$13/hour. 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.

To date students have not continued their education beyond Administrative Support programs to pursue a baccalaureate degree. This program was designed as a terminal degree targeting employment opportunities. The program was not designed as a 2+2; however, significant number of courses are transferable.

VII. Financial

The instructional cost of offering a three credit hour course by a part-time faculty is \$1500. The instructional cost of offering 32 program courses every year is approximately \$50,000. However, much of this cost is shared by other AAS and Certificate programs.

The future resource requirements and source of funding are expected to remain the same and not to exceed more than five percent increase annually as the program is considered a low-cost operation. The tuition collected to run the program is sufficient to support the sustainability of the program.

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 initial 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 Riggelman	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

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

Recommended Course Sequence: Administrative Support Technology, Associate 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	BOS	130	Records Management	1
BOS	251	Office Procedures & Techniques I	3	BUS	203	Communications in Business	3
				ENL	102	OR English Composition II	(3)
CIS	108	Computer Fundamentals	3	CIS	117	Word Processing Software	3
Elective		Math Elective (100 level or higher)	3	CIS	121	Database Management Software	3
ENL	101	English Composition I	3	Elective		Administrative Support Technology Area of Emphasis	3
Total Semester Hours			15	Total Semester Hours			13
Second Year—Fall Semester				Second Year—Spring Semester			
Dept.		Course Title	Sem. Hrs.	Dept.		Course Title	Sem. Hrs.
ACC	120	Principles of Accounting I	3	ACC	240	Computerized Accounting	3
CIS	111	Introduction to Electronic Presentations	1	BOS	134	Administrative Machine Transcription	3
CIS	119	Spreadsheet Software	3	BOS	278	Business Operations Support Internship	3
Elective		Administrative Support Technology Area of Emphasis	3	Elective		Administrative Support Technology Area of Emphasis	3
Elective		Administrative Support Technology Area of Emphasis Elective	3	SSC	147	Understanding Human Diversity	3
Elective		Science Elective	3 (4)				
Total Semester Hours			16 (17)	Total Semester Hours			15

Administrative Support Technology Areas of Emphasis (Choose 12 credit hours from one area)

Administrative Support Technology: General			
Dept.		Course Title	Sem. Hrs.
ACC	121	Principles of Accounting II	3
BUS	101	Introduction to Business	3
BUS	203	Communications in Business	3
BUS	204	Fundamentals of E-Commerce	3
BUS	206	Business Law	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
Administrative Support Technology: Medical Option			
Dept.		Course Title	Sem. Hrs.

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AHS	108	Medical Terminology	3
BOS	141	Medical Diagnostic Coding	3
BOS	142	Medical Administrative Procedures	3
BOS	144	Medical Procedural Coding	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:

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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:

**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:

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/ Principles of Acc. II Web	9
Spring 2012	ACC 230 Income Tax Accounting	3
Fall 2011	ACC 120/Principles 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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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.

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 II
Faculty Data

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

Name: Donald Markl

Rank: Instructor

Full-time:

Part-time: X

Highest Degree Earned: MS

Date Degree Received: 2008

Conferred by: Regis University

Area of Specialization: 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

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	MGT 250 -Principles of Management	9
2012 / Spring	MGT 251 Human Resource MGT	7

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

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APPENDIX III
Headcount and Statistics on Graduates

Three year trend data on graduates and majors enrolled:

Number of Majors and Graduates by Term				
Academic Term	Majors	Credit Hours	FTE	Graduates
Fall 2009	21	179	11.9	0
Spring 2010	17	171	11.4	0
Summer 2010	6	30	2.0	0
Fall 2010	18	189	12.6	0
Spring 2011	16	183	12.2	1
Summer 2011	12	6	4.2	0
Fall 2011	33	357	23.8	0
Spring 2012	32	371	24.7	0
Total	155 (duplicated HC)	1542	103	1

Enrollment in Technical Core

	Fall	Spring	Fall	Spring	Fall	Spring	Total	Total
	2009	2010	2010	2011	2011	2012	HC	FTE
ACC 120 (3 Cr)	39	0	21	0	24	0	84	5.6
ACC 240 (3 Cr)	0	14	0	10	0	10	34	2.3
CIS 111 (1 Cr)	0	0	2	0	6	2	10	0.7
CIS 117 (3 Cr)	0	6	18	12	15	13	64	4.3
CIS 119 (3 Cr)	25	11	15	3	18	15	87	5.8
CIS 121 (3 Cr)	0	25	0	16	0	14	55	3.7
BOS 103 (3 Cr)	17	23	13	16	22	12	103	6.9
BOS 130 (3 Cr)	0	0	0	6	0	12	18	1.2
BOS 134 (3 Cr)	1	2	0	6	0	19	28	1.9
BOS 250 (3 Cr)	0	0	8	0	15	0	23	1.5
BOS 278 (3 Cr)	0	1	2	0	0	0	3	0.2