IMPERIAL VALLEY COLLEGE
PROGRAM REVIEW COMPLIANCE FORM AND REQUEST FOR RESOURCES

PROGRAM/DEPARTMENT __Business Administrative Assistant__   ACADEMIC YR. __2012-2013__

Comprehensive Program Review ✓   Annual Assessment ✓   Request for Resources (check all that apply) ✓

Please analyze your Program Review data as well as your SLO/SAO assessment findings in order to update to your Comprehensive Program Review report as needed.   All changes to area needs and subsequent requests for additional resources must be reported at this time.

If your program is scheduled for a Comprehensive Program Review all forms are to be completed and submitted to the appropriate Dean/VP.   If you are completing the annual Program Review Assessment only and have no changes to area needs, sign below and submit this form to appropriate Dean/VP.   If your needs have changed as a result of your annual assessment of program review data, please complete the appropriate Request for Resources form(s) and submit to appropriate Dean/VP.

Craig M Blek   2/15/13   _Kris Silva_   2/20/13
Signature of Program Chair/Director   Date   Signature of Area Dean   Date

Kathy Bez   2/28/13
Signature of Area Vice President   Date

Please attach the following documents to this Program Review Compliance form if you are requesting additional resources:
✓ Comprehensive Program Review
✓ Data Analysis Form
✓ SLO/SAO Assessments
✓ Request for Resources Forms

Academic Program Evaluation – BUSINESS ADMINISTRATION ASSISTANT
Division – EWD
Department - BUSINESS

BUSINESS COURSES:

TERM	Enrollment	Fill Rate	# of Sections	Mass Cap	Avg. Class Cap	Avg. Class Size	FTES	FTEF	Productivity (FTES/FTEF)	Completion Rate	Success Rate
Fall 2009	555	87.40%	20	635	31.75	27.75	67.51	4.72	14.3	81%	62%
Spring 2010	631	86.32%	24	731	30.46	26.29	77.35	5.66	13.67	76%	61%
Fall 2010	576	86.23%	21	668	31.81	27.43	71.29	4.92	14.49	85%	68%
Spring 2011	672	85.06%	25	790	31.6	26.88	84.69	5.59	15.15	81%	62%
Fall 2011	598	85.67%	22	698	31.73	27.18	73.01	5.12	14.26	83%	67%
Spring 2012	473	68.35%	22	692	31.45	21.5	59.8	5.39	11.09	83%	60%
% Change Fall Semesters 09 - 11	7.75%	-1.98%	10.00%	9.92%	-0.06%	-2.05%	8.15%	8.47%	-0.28%	2.47%	8.06%
% Change Spring Semesters 10 - 12	-25.04%	-20.82%	-8.33%	-5.34%	3.25%	-18.22%	-22.69%	-4.77%	-18.87%	9.21%	-1.64%

PROGRAM COMPLETION

Number of certificates completed Between Fall 2009 and Spring 2012	Number of Associate Degrees Completed Between Fall 2009 and Spring 2012
	4

BUSINESS ADMINSTRATION ASSISTANT COURSES - A.S AND CERTIFICATE

A.S. DEGREE: Required Courses: BUS 126, 136, 167, 172, 176, 180, 210, 260, CIS 101, WE 201, 220
Certificate: Required Courses: BUS 126, 136, 167, 172, 176, 180, 210, 260, CIS 101, WE 201, 220
Recommended Courses in order to obtain 50nwpm requirement: BUS 154, BUS 156

BUSINESS ADMINSTRATION ASSISTANT COURSES - ENROLLMENT, FILL RATES & WAIT LISTS

COURSES	Course Cap	Enrollment - # Sections						Fill Rate						S 13
		F 09	S 10	F 10	S 11	F 11	S 12	F 09	S 10	F 10	S 11	F 11	S 12	
BUS 126	32	87 - 3	89 - 3	84 - 3	86 - 3	79 - 3	78 - 3	89.69%	94.68%	86.60%	91.49%	81.44%	82.98%	2
BUS 136	35		25 - 1		36 - 1		21 - 1		71.43%		102.86%		65.63%	
BUS 167	30	23 - 1		21 - 1		28 - 1		76.67%		70%		93.33%		
BUS 172	28	22 - 1	25 - 1	19 - 1	15 - 1	19 - 1		78.57%	83.33%	67.86%	50%	67.86%		
BUS 176	28		23 - 1		10 - 1		16 - 1		82.14%		35.71%		57.14%	
BUS 180	28		27 - 1		25 - 1		21 - 1		96.43%		89.29%		75%	
BUS 210	30	112 - 4	63 - 2	127 - 4	95 - 3	114 - 4	76 - 3	80%	100%	90.71%	90.48%	81.43%	72.38%	3
BUS 260	28		53 - 2	29 - 1	20 - 1	33 - 1	19 - 1		98.15%	103.57%	71.43%	94.29%	67.86%	14
CIS 101	32	298 - 9	244 - 8	279 - 10	243 - 9	282 - 10	216 - 8	98.68%	141.86%	88.01%	140.46%	85.20%	82.13%	9
WE 201	30		29 - 1	23 - 1	30 - 1	33 - 1	28 - 1		96.67%	76.67%	100%	110%	93.33%	2
WE 220	30		22 - 1	15 - 1	18 - 1	25 - 1	18 - 4		73.33%	50%	60%	83.33%	60%	

BUSINESS ADMINSTRATION ASSISTANT COURSES - PRODUCTIVITY (FTES/FTEF)

COURSE	FTES						FTES						PRODUCTIVITY					
	F 09	S 10	F 10	S 11	F 11	S 12	F 09	S 10	F 10	S 11	F 11	S 12	F 09	S 10	F 10	S 11	F 11	S 12
BUS 126	8.95	9.16	8.64	8.85	8.12	8.03	0.60	0.60	0.60	0.60	0.60	0.60	14.92	15.27	14.40	14.75	13.53	13.38
BUS 136		2.57		3.7		2.16		0.20		0.2		0.20		12.85		18.50		10.80
BUS 167	1.58		1.44		1.92		0.07		0.07		0.07		22.57		20.57		27.43	
BUS 172	2.26	2.57	1.95	1.54	1.95		0.20	0.20	0.2	0.2			11.30	12.85	9.75	7.70		
BUS 176		1.58		0.69		1.1		0.07		0.07		0.07		22.57		9.86		15.71
BUS 180		4.63		4.29		3.6		0.27		0.27		0.27		17.15		15.89		13.33
BUS 210	6.34	10.80	21.76	16.29	19.54	13.03	1.08	0.54	1.08	0.81	1.08	0.81	5.87	20.00	20.15	20.11	18.09	16.09
BUS 260		5.45	5.49	2.06	3.39	1.95		0.40	0.20	0.2	0.2	0.2		13.63	27.45	10.30	16.95	9.75
CIS 101	30.65	25.10	28.7	24.98	29	22.1	1.80	1.60	2.00	1.80	2.00	1.60	17.03	15.69	14.35	13.88	14.50	13.81
WE 201		0.99	0.79	1.03	1.13	0.96		0.07	0.07	0.07	0.07	0.07		14.14	11.29	14.71	16.14	13.71
WE 220		2.64	0.18	2.16	3.00	2.16		0.07	0.07	0.07	0.07	0.28		37.71	2.57	30.86	42.86	7.71

BUSINESS ADMINSTRATION ASSISTANT COURSES - COMPLETION & SUCCESS RATES

COURSE	Completion Rate						Success Rate					
	F 09	S 10	F 10	S 11	F 11	S 12	F 09	S 10	F 10	S 11	F 11	S 12
BUS 126	66%	51%	79%	80%	82%	83%	39%	35%	56%	53%	56%	53%
BUS 136		68%		69%		67%		44%		44%		57%
BUS 167	100%		100%		96%		91%		90%		86%	
BUS 172	95%	84%	89%	100%	95%		86%	64%	79%	87%	89%	
BUS 176		96%		90%		81%		78%		70%		44%
BUS 180		67%		56%		95%		56%		44%		76%
BUS 210	87%	81%	86%	86%	77%	86%	56%	62%	74%	70%	62%	64%
BUS 260		92%		100%		74%		83%		95%		58%
CIS 101	81%	78%	84%	84%	85%	91%	57%	59%	53%	53%	59%	56%
WE 201		97%	91%	83%	85%	82%		90%	83%	70%	64%	79%
WE 220		95%	93%	67%	92%	89%		95%	93%	67%	84%	89%

Recent Enrollment Demand: High _____   Medium ___X___   Low _____

Projection for Future Demand : Growing _____   Stable ___X_____   Declining _____

Opportunity Analysis: (Successes, new curriculum development, alternative delivery mechanisms, interdisciplinary strategies, etc.)

This program provides students with education and training needed to qualify for jobs that require a higher level of education and work experience in an office setting. The LMI data (LMI 2008-2018 Occupational Employment Projections for the El Centro Metropolitan Statistical Area, Imperial County) indicates the following jobs as part of the fastest growing occupations in the El Centro area: Executive secretaries and administrative assistants, showing a 22.7% increase, from 440 – 540.

Summary of Program "Health" Evaluation: (Including consideration of size, score, productivity and quality of outcomes)

Accounting Technician, Office Technician, and Administrative Assistant programs share core courses and were combined and analyzed under an Office Administration grouping in the 2011 Comprehensive Program Review. Completion and success rates in the Business Administrative Assistant program are strong (average completion rate 86%, average success rate 72%). Faculty attribute these rates to the nature of the program, hands-on work related training, which motivates the students to apply what is learned to their daily lives and visualize the application of strategies and techniques through the end of the program. Productivity has averaged 15.5 over the past three years as well. These programs have been limited to two full-time instructors since 2006 and due to this the number of sections offered was limited. The number of students per section was consistent; There was a drop off in Spring 12, but that appears to be attributable to the change in collection of student fees and the retirement of a full-time instructor. The department currently has had one full-time Office Technologies professor since Fall 2012.

In order for the students to complete their certificates in Business Office Technician, Business Accounting Technician, and Business Administrative Assistant, it is essential to replace the Office Technician position of retired faculty.

Student Learning Outcomes and Program Learning Outcomes

Course	units	# SLOs Identified	Spring 2012	Fall 2012	Spring 2013	Fall 2013	Spring 2014	Fall 2014	Spring 2015	Fall 2015	Spring 2016
BUS 126	3	3	1	2							
BUS 136	3	3		3							
BUS 167	1	1	1								
BUS 172	3	3	3	2							
BUS 176	1	1									
BUS 180	4	4	1								
BUS 210	4	4	1,2,3	1							
BUS 260	3	3		4							
CIS 101	3	3	2	3							
WE 201	1	1	1	1							
WE 220	1	1	1	1							

Student Learning Outcomes Assessment:

All SLO's in the program have been assessed at least once. The department continues to monitor, assess and update SLO's as necessary.

Program Learning Outcomes Assessment:

The PLO's for the Business Administrative Assistant program were written with good intentions, but for a number of reasons proved to be less useful than we had hoped. Therefore, in Fall 2012, the Department rewrote all Program Learning Outcomes and will begin assessing these new outcomes with the Spring 2013 semester.

Future Goals of Program

With the retirement of two full-time instructors within the last year and a half, the program desperately needs another full-time Business Office Technologies instructor to meet student demand.

Resource requests from annual program review

1. Full-time Business Office Technologies Instructor
2. This program like all the programs in the Business Department needs full-time secretarial support. The recent 50% cut in secretarial services it is creating additional difficulties for the program. Without proper staff support it is even harder for the program to grow and prosper.
3. Replace Real Achievement Software as the program no longer has company support.