



AY 2013 – 2014
Program Review

Administrative Office
Technology

Program Review

Administrative Office Technology

Prepared by:

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A. Program Overview

The Administrative Office Technology Program includes three distinct degree options:

- Certificate
- Associate of Arts
- Associate of Applied Science

Since the program's last external review that was completed in 2007, and based on recommendations made by the reviewer, the program has undergone significant changes. Program emphases for Accounting Technician, Legal Assistant, and Medical Administrative Assistant were phased out. The number of students graduating with a Certificate has increased.

In an effort to keep up-to-date with current industry demands and based on recommendations made by the program's business advisory committee, significant changes were made to the curriculum.

Word Processing I (3 credits) and Word Processing II (3 credits) were condensed into one 3-credit class (Word Processing). Most students currently entering the program have a basic knowledge of computers and no longer require a great deal of time learning the basic concepts that were taught in Word Processing I. As technology continues to progress, skill requirements for Administrative Professionals have changed to include more advanced software training. Suggestions made by the business advisory committee were to condense word processing into one class instead of two classes to allow inclusion of more advanced skill training for Administrative Professionals.

Machine Transcription was changed to Voice Recognition and Business Editing. Computer voice recognition is nearly as accurate as traditional transcription because it has a much shorter turnaround time, and is less expensive than traditional transcription. Therefore, it is replacing traditional transcription in the workplace. In the current work environment, Administrative Professionals are required to have strong proofreading, spelling, punctuation, grammar, vocabulary, and business document formatting skills. It was suggested by the business advisory committee to change OFAD 221, Transcription, to Voice Recognition and Business Editing.

The program business advisory committee recommended that video conferencing and event planning be added to the content of OFAD 201, Office Procedures.

Under the Colorado Community College System (CCCS), Cooperative Education is now entitled Service Learning. Furthermore, the Cooperative Education title requires additional explanations whereas the title Service Learning gives a better indication of exactly what the course entails. Colorado Mesa University curriculum policies do not allow modification for courses numbered 293; therefore, a new course was developed in response to the recommendation from the program business advisory committee that the course name be changed.

The internet is a main source of business research in the current workplace. Social media defines the myriad of online channels that are currently being used as a leading business marketing tool (especially in small business). It is essential in today's workplace for Administrative Professionals to understand these networks and how they are used efficiently and effectively for business. It was recommended by the program business advisory committee that a course for Internet and Social Media use be developed.

In the modern office, Administrative Assistants must have the ability to use computers to incorporate text, graphics, video, animation and sound in an integrated way to create highly advanced presentations. Furthermore, they must have the ability to create interactive Web based applications utilizing imagery, maps, text, video, and graphics. With increases in performances and decreases in price, the use of multimedia is now commonplace. Nearly all PCs are capable of displaying text, pictures, music, sound, videos, records, film, animations and more. The program business advisory committee recommended that a course in multimedia and Web design and editing be developed. Additionally, the existing courses of MGDA 111, Adobe Photoshop and MGDA 112, Adobe Illustrator, were added to the Administrative Office Technology Program as required courses for the Associate of Applied Science Degree.

B. Goals and Objectives

The goal of the program is to provide students with the skills necessary to become productive employees in the area of office administration. The office administration needs of today's workforce require graduating students to acquire a more diverse pool of skills than ever before in the history of office support careers. According to a recent study conducted by Office Team, an international company specializing in administrative staffing, and the International Association of Administrative Professionals technological advances are rapidly changing how, when, and where people work. As telecommuting and remote working arrangements have become more routine, the ways in which people collaborate have multiplied. Keeping everyone connected is a key responsibility of many administrative professionals which requires mastering several technologies. Voice over Internet Protocol, expanding intranet capabilities, online meeting software and other virtual office tools are just a few of the technologies changing the way people work together. Administrative professionals play an essential role in making sure new technologies benefit employees and the business. They're often the ones who first adopt the technology, work out the bugs and share their knowledge with other colleagues. The office of the future, far from automating the responsibilities of administrative professionals, will have an even stronger need for support staff who can help integrate new technologies and keep a diverse, sometimes geographically dispersed workforce moving in the same direction. As our technology continues to grow at such a rapid rate, it is critical for our educational resources to continue meeting the administrative needs of rapid changing industries and communities.

The Administrative Office Technology Program serves as an educational resource for students, offering them an opportunity to acquire a solid skill foundation enabling them to meet the needs of employers throughout our five county community college service area. The objectives that flow from this goal are:

Expose all program participants to the variety of office practices that are common throughout our service area.

Provide skill development classes in the areas of office administration including word processing, spreadsheets, database management, manual as well as computerized bookkeeping, office procedures, managing social media, multi-media use, web design and maintenance, digital artwork, costs control, ethics, critical thinking, conflict management, time management, human relations, and manual as well as electronic records management.

Provide skill development classes in the applications that occur in office situations for any industry.

These goals and these objectives relate to the Colorado Mesa University mission to maintain a community college role in our service area that will provide vocational and technical programs that will meet service area needs.

C. Program Need

i.) Enrollment rates have been unsteady, which also reflects the state-wide enrollments in similar programs, although, with added support, we know the pool of potential students is larger than our enrollments.

*	Spring 2003	Fall 2003	Spring 2004	Fall 2004	Spring 2005	Fall 2005	Spring 2006	Fall 2006	Spring 2007
Enrollments	45	50	50	51	40	38	38	41	34
Graduation	6		5		14		11		NA

Our graduation and placement rates are very good in relationship to the type of student that enters our program. We have a significant mix of full-time traditional students as well as non-traditional, working students taking a few classes per semester, thus it takes them more than two years to graduate and we will have groups of graduates and then only a few per spring semester. Additional data are shown in Appendix I

ii.) Other considerations

- The staff and faculty receive constant anecdotal data to support the need for this program through regular contact with area businesses and advisory groups.
- In addition to full-time, paid job openings, there are continuous requests for students interested in internships.
- There are continual advertisements in the region for employees with the skills offered through the Administrative Office Technology Program.

- According to the most recent studies conducted by the U.S. Department of Labor as well as the Colorado Department of Labor, jobs in office and administrative support will see the most growth through 2020.
- Our program is successful for the students because we teach contextually in an environment that offers extensive hands-on content-rich course work.
- Our graduates have worked with faculty that have extensive and varied business experience and the students work in real-world environments created by that faculty.

D. Summaries of Resources

i.) Unique Characteristics of the Program

The focus of this program is on the training of individuals to meet the skilled needs of area businesses. The unique aspect of this focus is that the program attempts to provide students with a broad set of skills to meet the needs of the small businesses that represent most of the business needs in our service area. Office administration employees commonly need to fill multiple roles within the organization. Companies in our service area often have less than 50 employees and expect workers to be trained in multiple skill sets. Additionally, with our business world becoming increasingly virtual, students are also trained to work on a virtual basis.

Administrative Office Technology presents a unique set of challenges and synergy for students to gain generalized skills that meet the needs of diversified industries. The challenge is to prioritize the resources to meet business demands for competent workers while maintaining the academically rigorous basic skills required of multiple diverse employers. As technology advances at such a rapid pace, our program needs to keep abreast of these advances and ensure that our students are keeping up as well. This is accomplished by working collectively with our business advisory committee on a regular ongoing basis.

Students have the opportunity to become student chapter members of the International Association of Administrative Professionals, Bookcliff (Grand Junction) Chapter. Membership dues are greatly reduced for students and they are given the opportunity to become active members of a professional organization.

A credit award agreement was developed for the local school district (School District 51) high school business education programs. The agreement will allow high school level students to receive up to 12 college credits toward either a certificate or associate of applied science degree in Administrative Office Technology. This agreement was submitted to WCCC Administration for approval in December 2012.

Work is in progress with the Delta Montrose Technical College (DMTC) faculty to develop a credit award agreement for DMTC business students that will allow opportunity to transfer credits from the DMTC certificate program directly into the WCCC associate of applied science degree program.

ii.) Faculty

The faculty in the Administrative Office Technology Program includes one full-time assistant technical professor and five part-time instructors.

Alane Wooster, Assistant Technical Professor, has many years of office administration experience within a diverse amount of business disciplines combined with sixteen years of teaching experience. Alane holds an Associate of Applied Science Degree in Office Administration, Bachelor of Science in Organizational Management, and completed her Master of Business Administration at Colorado Mesa University in 2009.

Rita Theole, part-time instructor, has more than fourteen years of experience in office management. Software application skills include Quickbooks Pro, Outlook, Publisher, Excel, Access, and PowerPoint. Her experience also includes extensive use of the internet.

Christella Kay Lans, part-time instructor, holds a Bachelor of Business Administration in Computer Information Systems from Colorado Mesa University combined with five years of office management experience and three years of office management teaching experience.

Linda Johnson, part-time instructor, holds a Bachelor of Science in Business Administration with Teacher Licensure from Colorado State University and has more than 20 years of experience as an administrative assistant in both the public and private sectors.

Josh Meuwly, part-time instructor, holds a Bachelor of Arts in Graphic Design from the Art Institute of Colorado and has managed his own graphic design company since 2008 in addition to working as the Promotion Director for KREX Television.

Glenda Bell, part-time instructor, holds an Associate of Science Degree in Nursing combined with more than 20 years of nursing work experience.

All instructors of the program hold a current Colorado State Vocational Teaching Credential.

iii.) Physical Facilities

The facilities for the program are adequate for current and foreseeable enrollment needs.

The program is on schedule to receive new, updated, computers Fall 2014.

To coincide with receipt of new computers, a new classroom design that would greatly enhance the learning environment at a minimal cost was submitted to WCCC Administration.

iv.) Instructional Equipment

The instructional equipment available in the Administrative Office Technology Program meets the minimum expectations for the delivery of relevant instruction. Updated software programs are always available through the Mesa State computer network licensing program; however, the hardware is almost six years old and outdated. Furthermore, the layout of the tables/computers makes it difficult for students to observe instructional projections.

v.) Library

Library support is adequate and provides good reference materials to support the core competencies. Students have 24-hour access to the electronic library. The Colorado Mesa University Library is currently undergoing an upgrade to more electronic resources and less shelving; thereby, providing students access to increased resources.

E. Effectiveness

i.) Accreditations

We are a testing site for the International Association of Administrative Professionals Certified Professional Secretary and Certified Administrative Professional ratings.

We were a Microsoft Office Software certification site for one year since the program was last reviewed. However, students were not willing to pay the \$80 fee associated with the tests; therefore, the program ended up not being able to resell the tests at a break even point.

ii.) Changes since last program review

Emphases for Accounting Technician, Legal Assistant, and Medical Office Assistant have been phased out.

New computers were purchased following the last program review; however, the computers are once again outdated.

Certificate graduate numbers have been increased.

The part-time faculty pool is more diverse.

Business Advisory Committee membership has increased.

Curriculum underwent significant changes/updates to meet current workforce needs.

iii.) Assessment of student activities;

Assessment of student academic achievements within the program includes the assessment process of Colorado Mesa University. The department also keeps CCCS assessment records on completers, surveys, and certifications.

F. Strengths Identified by the Review

- i. The strengths identified by our internal review include strong support from our business advisory council and participation of businesses with internships, and guest lectures. Additionally, the program is enhanced by the quality and commitment of the faculty in scholarship, advising, service and professional development. The student's evaluations attest to the quality of education they are receiving.

G. Areas Needing Strengthening Identified by the Review

The major area needing strengthening is marketing the program. The enrollments and graduation rates need to be increased. We know that there is a pool of qualified students in our service area and we need to develop and implement a recruiting plan. There is competition from other colleges and technical schools in the area that advertise heavily. Even though their programs are more specialized and more expensive, they have a strong marketing component that attracts the type of student we need.

H. Vision

The program will be reviewed annually to make adjustments to the changing needs of our service area. There is a need for more flexibility in the delivery of instruction and we expect to develop options that will meet the need for short term instruction in a variety of administrative tasks.

Appendix A

Combined 5 Year Trends

Combined 5 Year Trends Report

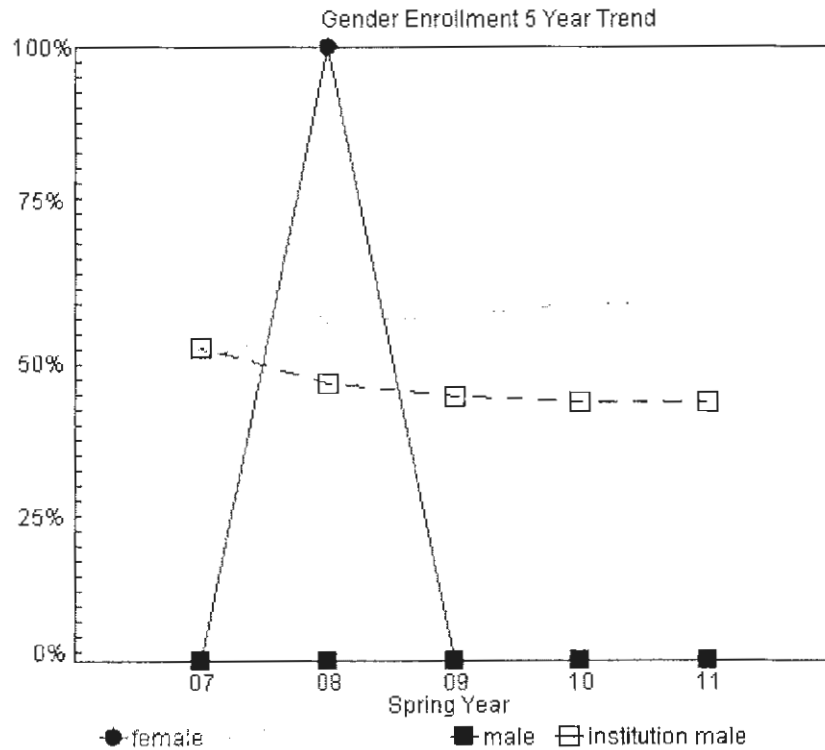
School	WESTERN COLORADO COMMUNITY COLLEGE	School Code/Suffix	327
Program	ADMINISTRATIVE OFFICE TECHNOLOGY	Level	Postsecondary
Program ID	62049	CIP ID	520204
Program Request ID	5380	Non Trad	No
Approval Date	06/05/2008	Expiration Date	06/05/2013
Status	Active		

5 Year Demographic Trends

Program at WESTERN COLORADO COMMUNITY COLLEGE

This District/College

School Year	Status	Total Enroll	Male	Female	Ethnic Minrty	Disadv	Disab	Limited English	Total Enroll	Male	Female	Ethnic Minrty	Disadv	Disab	Limited English
11	Active	49	H	H	H	H	H	0	2643	1109	1534	459	1303	H	H
			H	H	H	H	H	0%		42%	58%	17%	49%	H	H
10	Active	34	H	H	H	H	H	0	2349	983	1367	362	980	43	H
			H	H	H	H	H	0%		42%	58%	15%	42%	2%	H
09	Active	26	H	H	H	H	0	0	1189	517	671	198	594	43	H
			H	H	H	H	0%	0%		43%	56%	17%	50%	4%	H
08	Active	32	0	32	H	H	H	0	2994	1349	1642	472	533	55	0
			0%	100%	H	H	H	0%		45%	55%	16%	18%	2%	0%
07	Active	44	H	H	H	H	0	0	1692	868	824	136	181	0	0
			H	H	H	H	0%	0%		51%	49%	8%	11%	0%	0%
5 Yr Avg †		37.0	2.0	35.0	5.6	17.4	0.6	0.0	2173.4	965.2	1207.6	325.4	718.2	33.6	1.0
5 Yr Avg			5%	95%	15%	47%	2%	0%		44%	56%	15%	33%	2%	0%
Statewide Average for CIP ID 520204 at Postsecondary Level															
5 Yr Avg †									237.4	67.2	170.2	90.4	102.6	2.6	5.0
5 Yr Avg										28%	72%	38%	43%	1%	2%



Notes:

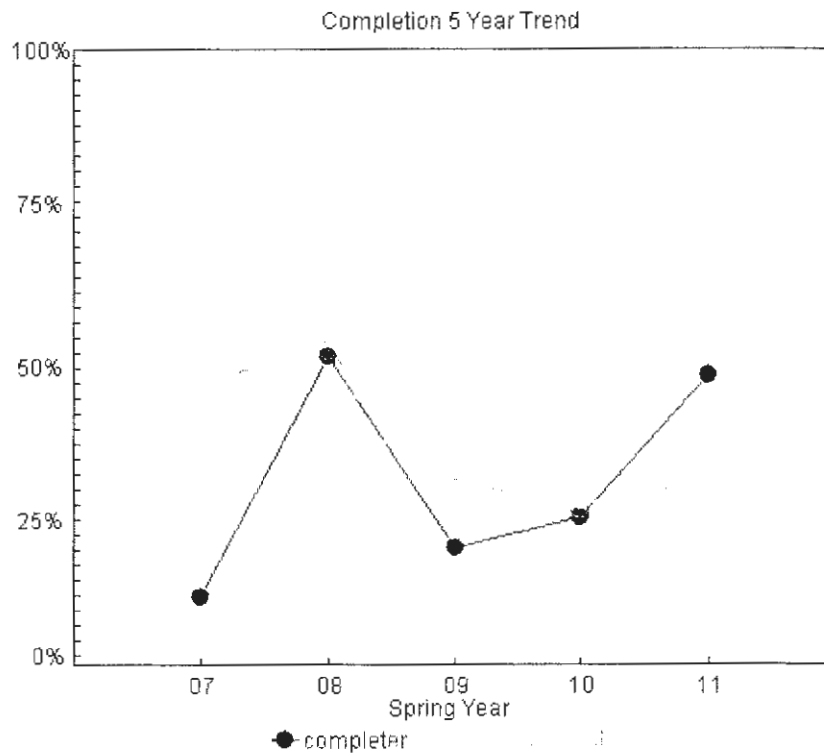
- This report is divided into two sections 'Program at WESTERN COLORADO COMMUNITY COLLEGE' and 'This District/College'.
 1. The first half, 'Program at WESTERN COLORADO COMMUNITY COLLEGE', is calculated using the counts from the Program ID '62049' at the 'WESTERN COLORADO COMMUNITY COLLEGE' institution only (not the entire district), and only at the 'Postsecondary' level.
 2. For secondary programs, 'This District/College', is based on district 9th-12th grade demographic data from CDE; For colleges, it is based on general population data for both secondary and postsecondary programs; and for Area Technical Colleges and correctional facilities, the data is based on VE-135 for secondary and postsecondary programs.
 3. Beginning with the 2010 VE-135 data collection, CCCS began using the updated Federal race/ethnicity coding system. VE-135 data in years prior to 2010 was cross-walked to the updated codes. It is possible that 5-Year Trend Reports printed or saved electronically prior to the addition of the 2010 year data may show variances in the Ethnic Minority column to reports having the 2010 year data.
 4. Status in previous school year is used for reference only. The collection of status history on a year to year basis began in 2008. The program status for 2008 and earlier may not be an accurate reflection. (Active, Inactive, Conditional and Closed). Contact [Victoria Ekelund](#) for questions or status corrections.
 5. † The 5 year average calculation only includes years when program status was active, new or conditional. N/A can mean that the program was not yet approved or the status is unknown.
 6. 'H' means that the sub-population number is less than or equal to 30 students. For privacy purposes, the number and its percentage are both hidden in this public report. Administrative users at the school can see the actual counts once they are logged into the Program Approval website.

5 Year Completion Rate Trends

Program at WESTERN COLORADO COMMUNITY COLLEGE

This CIP Statewide

School Year	Status	Number Enrolled	Number of Completers	Completion Rate	Number Enrolled	Number of Completers	Completion Rate
11	Active	49	23	47%	334	99	30%
10	Active	34	8	24%	296	75	25%
09	Active	26	5	19%	270	82	30%
08	Active	32	16	50%	136	69	51%
07	Active	44	5	11%	151	70	46%
5 Yr Avg †		37.0	11.4	31%	237.4	79.0	33%
	Male	2.0	1.2	60%	67.2	22.0	33%
	Female	35.0	10.2	29%	170.2	57.0	33%
	Ethnic Minority	5.6	1.8	32%	90.4	32.0	35%
	Disadv	17.4	1.4	8%	102.6	30.4	30%
	Disab	0.6	0.2	33%	2.6	1.2	46%
	Limited English	0.0	0.0	0%	5.0	2.0	40%



Notes:

- This report is divided into two sections 'Program at WESTERN COLORADO COMMUNITY COLLEGE' and 'This CIP Statewide'.


1. The first half, 'Program at WESTERN COLORADO COMMUNITY COLLEGE', is calculated using the counts from the Program ID '62049' at the 'WESTERN COLORADO COMMUNITY COLLEGE' institution only (not the entire district), and only at the 'Postsecondary' level.
2. 'This CIP Statewide' is calculated using the CIP ID '520204' at the 'Postsecondary' level. To view similar programs in the state with this CIP ID, [click here](#) (report will open in a new browser window).
3. † The 5 year average calculation and all sub-categories only include years when program status was active, new or conditional. N/A can mean that the program was not yet approved or the status is unknown.
4. The "Completion Rate" is calculated with the formula $(\text{Number Completers} / \text{Number Enrolled}) \times 100$.

5 Year Placement Trends - Follow Up Students

Program at WESTERN COLORADO COMMUNITY COLLEGE

This CIP Statewide

Yr	Status	Comp	Empl R	Empl U	UnEmpl	Cont	TPP	R	Comp	Empl R	Empl U	UnEmpl	Cont	TPP	R
11	Active	23	11 92%	0 0%	1 8%	3 25%	12 100%	12 52%	99	20 59%	9 26%	3 9%	13 38%	33 100%	34 34%
10	Active	8	7 100%	0 0%	0 0%	2 29%	7 100%	7 88%	75	19 43%	11 25%	10 23%	17 39%	37 90%	44 59%
09	Active	5	2 40%	3 60%	0 0%	2 40%	5 100%	5 100%	82	11 32%	15 44%	5 15%	12 35%	28 88%	34 41%
08	Active	16	8 73%	2 18%	1 9%	3 27%	10 91%	11 69%	69	17 41%	20 49%	2 5%	11 27%	38 95%	41 59%
07	Active	5	5 100%	0 0%	0 0%	0 0%	5 100%	5 100%	70	22 71%	9 29%	0 0%	25 81%	31 100%	31 44%
5 Yr Avg †		11.4	6.6	1.0	0.4	2.0	7.8	8.0	79.0	17.8	12.8	4.0	15.6	33.4	36.8
5 Yr Avg **			83%	13%	5%	25%	98%	70%		48%	35%	11%	42%	91%	47%
Diff			35	-22	-6	-17	7	23							



** The 5 year average percentage for all columns is based on respondents except for the respondent (R) rate (click on the  in the Key below for definitions).

† The 5 year average calculation only includes years when program status was active, new or conditional.

Key

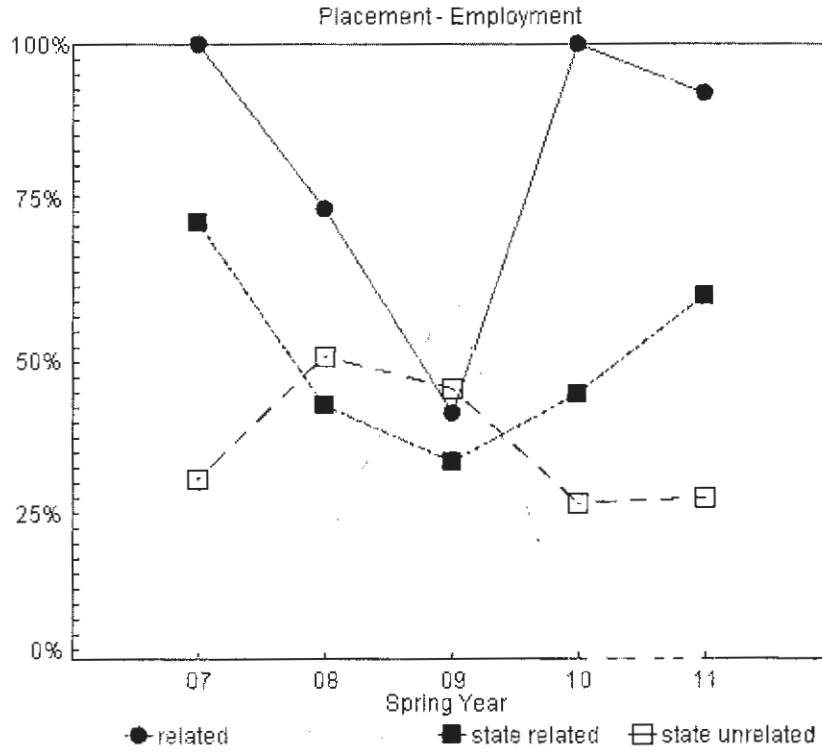
- Respondent (R) 
- School Year (Yr) 
- Completers (Comp) 
- Employed Related (Empl R) 
- Employed Unrelated (Empl U) 
- Unemployed Seeking (UnEmpl) 
- Continuing Education (Cont) 
- Total Positive Placement (TPP) 

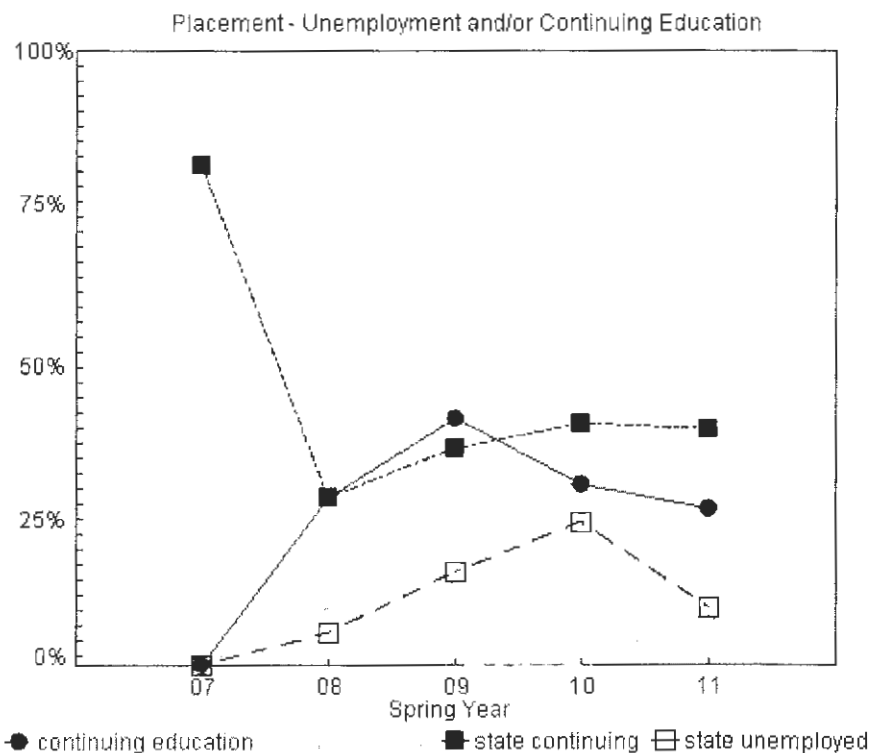
Data Notes:

1. It's important to note that a student may be counted in multiple placement columns within a single year because employment and continuing education are separate questions on the VE-135 follow-up survey. Thus, total counts across the Empl R, Empl U, UnEmpl, and Cont columns for a year will not necessarily add up to the total respondents count for that year.
2. The percentage shown in light gray font for each year under the columns Empl R, Empl U, UnEmpl, and Cont, is the percentage per the R column (Respondents).
3. The percentage shown in black font for each year under the TPP column is the TPP Rate. Click on the  in the Key above for the TPP Rate definition.
4. The percentage shown in black font for each year under the R column is the Respondent Rate. Click on the  in the Key

above for the Respondent Rate definition.

5. The 5 year average percentages are calculated in the same manner as each column is calculated for an individual year.
6. The numbers on the left-hand side, 'Program at WESTERN COLORADO COMMUNITY COLLEGE', are calculated using the counts from the Program ID '62049' at the 'WESTERN COLORADO COMMUNITY COLLEGE' institution only (not the entire district), and only at the 'Postsecondary' level.
7. 'This CIP Statewide' is calculated using the CIP ID '520204' at the 'Postsecondary' level. To view similar programs in the state with this CIP ID, [click here](#) (will open in a new browser window).










Performance Data Review

- | | |
|---|-------------------|
| 1. Steady, sufficient enrollment or increased enrollment | Yes |
| 2. Steady or increased completion rate | Yes |
| 3. Steady or increased Total Positive Placement rate | Yes |
| 4. Favorable comparison with like programs in like institutions | |
| A. Enrollment | No <u>Example</u> |
| B. Completion Rates | Yes |
| C. Total Positive Placement and Respondent Rate | Yes |

Notes:

1. Steady, sufficient enrollment or increased enrollment
 - o Yes -
 - If the total enrollment over 5 year period declines by no more than 30%
 - and the total enrollment between period years (not including Closed or Inactive Years) declines by no more than 30%
 - and at least one value between 5 years/period years is not zero during an active year
 - o No -
 - If the total enrollment decline over 5 year period is more than 30%
 - or the enrollment between period years (not including Closed or Inactive Years) declines more than 30%
 - or the values for each enrollment period are zero during an active year
2. Steady or increased completion rate
 - o Yes -
 - If the completion rate over 5 year period declines by no more than 30%
 - and the completion rate between period years (not including Closed or Inactive Years) declines by no more than 30%,
 - and at least one value between 5 years/period years is not zero during an active year
 - o No -
 - If the completion rate declines over 5 year period is more than 30%
 - or the completion rate between period years (not including Closed or Inactive Years) declines more than 30%
 - or the values for each enrollment period are zero during an active year
3. Steady or increased Total Positive Placement rate 
 - o Yes -
 - If the Total Positive Placement rate  over 5-year period declines by no more than 30%
 - and the percentage between period years (not including Closed or Inactive Years) declines by no more than 30%,
 - and at least one value between 5 years/period years is not zero during an active year
 - o No -
 - If the Total Positive Placement rate  decline over 5-year period is more than 30%
 - or the percentage between period years (not including Closed or Inactive Years) declines more than 30%
 - or the values for each enrollment period are zero during an active year
4. Favorable comparison with like programs in like institutions / within institution
 - A. Enrollment
 - Yes -
 - If the 5 year average percent enrollment for Male, Female, Ethnic Minority, Disadvantaged, Handicapped and Limited English is no more than 30% less that the same institution 5 year average by subcategory
 - No -
 - If the variance is negative and its absolute value is more than 30%
 - B. Completion Rate
 - Yes -
 - If the variance between five year average Institution completion rate and Statewide five year average completion rate is positive or the negative variance is no more than 30%
 - No -
 - If the variance is negative and its absolute value is more than 30%
 - C. Total Positive Placement  and Respondent Rate 
 - Yes -
 - If the program's Total Positive Placement 5 Year Average Rate is not more than 30% less than the statewide 5 Year Average Rate for the program CIP
 - and the program's 5 year average respondent rate is no more than 30% less that the statewide 5 year average respondent rate for this CIP
 - No -

- If the program's Total Positive Placement 5 Year Average Rate is more than 30% less than the statewide 5 Year Average Rate for the program CIP
- or the program's 5 year average respondent rate is more than 30% less than the statewide 5 year average respondent rate for this CIP

Appendix B

Faculty Vitae

Glenda Bell, RN, ASN
2236 Texas Ave, Grand Junction, Colorado 81501
Phone: 970-245-6878 E-mail: glenda_dennis@msn.com

OBJECTIVES

To learn, grow, and succeed with a dynamic school that is strategically positioned for the future

STRENGTHS

- Highly motivated, optimistic, versatile individual with the ability to project and elicit enthusiasm and energy
- Excellent communicator with the ability to establish rapport quickly with all types of people
- Ability to solve practical problems and deal with a variety of situations where limited standardization exists
- Variety of medical work experiences coupled with a dedication to continuing education

EDUCATION

- Mesa State College, Grand Junction, CO, 1978-1994
Major Psychology/counselling
- University of California San Diego Extension, San Diego, Ca, 1973-1978
Certificate: *In-service Educator*
- Missouri Southern State University, Joplin, MO, 1968-1970
Degree: *Associate of Science in Nursing*
- Ozark Bible College, Joplin, MO, 1967- 1969
Major: Christian Education
- Fort Lewis College, Durango, CO, 1965-1967
Major: Mathematics

PROFESSIONAL EXPERIENCE

Rocky Mountain Health Maintenance Organization, Grand Junction, CO, 1987-1989
Registered Nurse

- Home health care nurse

St Mary's Hospital and Medical Center, Grand Junction, CO, 1979-1989, *Registered Nurse*,
Cardiac care nurse

Hilltop Rehabilitation Hospital, Grand Junction, CO, 1978-1982, *Cardiac Rehab Nurse*
Specialist

- Provided cardiac rehab exercise classes, patient education, assisted in cardiac stress tests

Mercy Hospital and Medical Center, San Diego, CA, 1971-1977, *Registered Nurse*

- Provided direct patient care for critically ill patients on a medical teaching unit
- *Charge nurse*: scheduling shift employees, supervised shift activities, scheduled patient procedures, assisted physicians with procedures, instituted and provided in-service education for nurses' aides, LPN's, orderlies and RN's
- *Relief Charge Nurse*: Medical Intensive Care unit: provide direct patient care, supervised unit, assist in critical procedures, in-service education for staff nurses
- *Cardiac Rehab Nurse Specialist*: Opened Inpatient/Outpatient Cardiac Rehab unit, assisted in cardiac cath lab, performed cardiac stress tests, provided patient/family education

St. John's Medical Center, Joplin, MO, 1967-1970, *Nurse's Aide*

- Responsible direct patient care in orthopedic, cardiac care, stroke units, and Intensive Care
- *Registered Nurse*: 1970
- Charge nurse for Coronary Care and Stroke Unit relief charge nurse for Intensive Care

Fort Lewis College, Durango, CO, 1965-1967, *Professor Aide*, Mathematics department

- Responsible for grading homework assignments and exams, creating daily quizzes, assisting in student aide, tutoring, and leading study groups

Montrose Memorial Hospital, Montrose, CO, 1964-1967, *Nurses' Aide*

- Inpatient: Provide direct care in medical/surgical and obstetrical departments of the hospital to facilitate healing and discharge from hospital setting
- Central Service: Prepare surgical packs for sterilization

PROFESSIONAL QUALIFICATIONS

- Critical care expertise and staff education
- Basic and Advanced Cardiac Life Support instructor training
- BCLS and ACLS instructor
- Health education instructor
- UCSD Inservice Educator Certificate
- Cardiac Rehab Nurse Specialist through American Sterilizer Company/Rehab
- 1989 Colorado Nurse of the Year for Rocky Mountain Health Maintenance Organization

WORK EXPERIENCE

- Intermountain Christian Bookstore, Grand Junction, CO 2001-2004
- Western Colorado Area Health Education Center, Grand Junction, CO 2002-2003
- Bethpage, Grand Junction, CO 2003-2004
- Blossom View Assisted Living Center, Clifton, CO 1988-2002
- Rocky Mountain HMO, Grand Junction, CO 1987-1989

COMPUTER SKILLS

- Working knowledge of Microsoft Front Page, Word, Paint Shop Pro, and the ability to maintain web site

Linda S. Johnson

2706 ½ Rincon Drive, Grand Junction, CO 81503
Phone: 970-245-8116 Cell: 970-216-2335 E-Mail: redmtn2@gmail.com

Experience

Mesa County Valley School District #51, Grand Junction, CO 12/09 – Present

Accounting Secretary

- managing all student fee accounts—deposits, Accts Payable, monitoring students fee payments
- volunteer coordinator
- preparing travel requests
- assisting students, parents, and faculty

Mesa State College, Grand Junction, CO 3/03 – 11/09

Administrative Assistant II for Art and Mass Communication Departments

- handling budget—establish, track expenditures for multiple accounts, purchase orders, order supplies, travel, track procurement cards, and budget reports
- creating spreadsheets
- proofreading/editing
- dealing with students, faculty, adjuncts, and public
- providing meeting support
- managing art gallery and student gallery director
- co-chair of campus-wide committee
- organizing department events
- developing faculty adjunct manual for departments
- assisting with Mass Communication website development
- assisting with curriculum, scheduling, and personnel searches
- handling building needs

Mesa County Valley School District #51, Grand Junction, CO 11/92 – 3/03

Building Secretary, Instructional Assistant

- managing all aspects of school building and student fee budgets
- monitoring school master schedule
- preparing Principal's correspondence and scheduling
- editing/proofreading
- assisting students, parents, staff, district, and other customer

Education

University of Northern Colorado, Greeley, CO

Associates Degree in Secretarial Studies

Colorado State University, Fort Collins, CO

Bachelor of Science in Business Administration with Teacher Licensure

Skills

Typing (80 wpm); 10-key (11,500 kph); extensive experience with Word and Excel programs; creating forms, spreadsheets, and reports; scheduling; organizing; file management; accounting/bookkeeping; proofreading/editing; and customer service

References

Dan Flenniken, Associate Professor, Mass Communication, Colorado Mesa University	970-216-8913
Laverne Mosher, Professor Emeritus, Art, Mesa State College	970-210-7378
Joshua Butler, Associate Professor, Art, Colorado Mesa University	970-241-7896

STATE OF COLORADO
Department of Education

CERTIFICATE

No. 238200

BE IT KNOWN that the person named herein has fulfilled the requirements established by law, Article 60 of Title 22, C.R.S. 1973, as amended, and is hereby granted this certificate which authorizes the holder to perform professional services permitted for the designated type of certificate.

CERTIFICATE OF TITLE	EFFECTIVE	EXPIRES	LEVEL	ENDORSEMENT
TYPE A: GENERAL TEACHER	9/09/87	09/09/92	SEC	GENERAL BUSINESS EDUC.
ISSUED TO			*****	
521-94-0235 JOHNSON, LINDA SUE				

This certificate is valid for the period shown hereon, and may be renewed pursuant to law, unless it shall have been annulled, suspended, or revoked for cause.

Calvin M. Frazer
Commissioner of Education

CDE FORM 101

STATE OF COLORADO
Department of Education

CERTIFICATE

No. 159615

GENERAL TEACHER

BE IT KNOWN that the person named herein has fulfilled the requirements established by law, Article 60 of Title 22, C.R.S. 1973, as amended, and is hereby granted this certificate which authorizes the holder to perform professional services permitted for the designated type of certificate in any School in the State of Colorado.

CERTIFICATE OF TITLE	EFFECTIVE	EXPIRES	LEVEL	ENDORSEMENT
TYPE A GENERAL TEACHER	09/09/82	09/09/87	SEC	GENERAL BUSINESS EDUC.
ISSUED TO			****	
521-94-0235 LINDA SUE JOHNSON				

This certificate is valid for the period shown hereon, and may be renewed pursuant to law, unless it shall have been annulled, suspended, or revoked for cause.

Calvin M. Frazer
Commissioner of Education

CDE FORM 101

COLORADO STATE BOARD FOR COMMUNITY COLLEGES
AND OCCUPATIONAL EDUCATION
VOCATIONAL CREDENTIAL



Position(s) TEACHER-COORDINATOR
Program Area BUSINESS EDUCATION

Specific Program/Course CLERICAL/SECRETARIAL

Level Secondary/Post Secondary/Adult
Time Full Type Standard
Effective Date September 13, 1987 Expiration Date September 12, 1992

Credentiating Officer *E. Holcomb* State Director *Anthony A. Howell* 521-94-0235
J.E. Code 07.0701/07.0601 Social Security No.

Issued to: Johnson, Linda S.
2109 Spring Creek
Laramie, WY 82070

Having furnished satisfactory evidence and having been approved by the State Board for Community Colleges and Occupational Education, the above-named person is hereby qualified for employment in the above Vocational Education Program Area under the provisions of the Colorado State Plan for Vocational Education.

RENEWAL REQUIREMENTS

Renewal Requirements - The following noted major conditions must be completed *prior* to expiration date. (see reference: SBCCOE Credential Guidelines)

- 1. Application for renewal by the individual.
- 2. Satisfactory performance recommendation by Local Director/Superintendent if you are employed in Vocational Education. Recommendation by Credentiating Officer if you are not employed in Vocational Education.
- 3. 9 quarter hours.
- 4. 3 quarter hours in Vocational Education course work.
- 5. Other:

AUG 13 1987

This credential is issued by the State Board for Community Colleges and Occupational Education and is valid for the period indicated unless cancelled by authority of said board. It does not take the place of the certificate to teach in the public schools of Colorado required of all teachers. Certificates will be issued by the State Department of Education to teachers holding this credential who also meet the requirements prescribed for such certification. VE-205-8/7

COLORADO STATE BOARD FOR COMMUNITY COLLEGES
AND OCCUPATIONAL EDUCATION
VOCATIONAL CREDENTIAL



Position(s) Instructor/Teacher-COordinator
Program Area Business and Office Education

Specific Program/Course Clerical/Secretarial

Level Secondary
Time Full Type Standard
Effective Date September 13, 1982 Expiration Date September 12, 1987

Credentiating Officer *Lisa Slackman* State Director *L.A. Bergmeyer* 521-94-0235
J.E. Code 14.0300/14.0700 Social Security No.

Issued to: Johnson, Linda S.
402 Stover
Fort Collins, CO 80524

Having furnished satisfactory evidence and having been approved by the State Board for Community Colleges and Occupational Education, the above-named person is hereby qualified for employment in the above Vocational Education Program Area under the provisions of the Colorado State Plan for Vocational Education.

RENEWAL REQUIREMENTS

Renewal Requirements - The following noted major conditions must be completed *prior* to expiration date. (see reference: SBCCOE Credential Guidelines)

- 1. Application for renewal by the individual.
- 2. Satisfactory performance recommendation by Local Director/Superintendent if you are employed in Vocational Education. Recommendation by Credentiating Officer if you are not employed in Vocational Education.
- 3. 9 quarter hours.
- 4. 3 quarter hours in Vocational Education course work.
- 5. Other:

SEP 13 1982

This credential is issued by the State Board for Community Colleges and Occupational Education and is valid for the period indicated unless cancelled by authority of said board. It does not take the place of the certificate to teach in the public schools of Colorado required of all teachers. Certificates will be issued by the State Department of Education to teachers holding this credential who also meet the requirements prescribed for such certification. VE-205-8/7

Name:

Christella K Lans

Start Year: 2012

Program:

Business, Applied Science & Information Services

Department:

Administrative Office Technology

Highest Degree

BA	Colorado Mesa University	Computer Information Systems in Business	1992
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Education: (List all degrees beginning with most recent-include post docs and external certificates)

Bachelors of Business Administration with an emphasis in Computer Information Systems CMU 1992

Associates of Applied Arts in Elementary Education from Casper College 1988



Lecturer Vita

Teaching 2003-Present:

Courses Taught

OFAD118

Evidence of Continuous Improvement

I am getting better every day.

Innovative Materials/Activities

I am keeping the content of this class fresh and topical.

Supervision of Student Research/Project(s)

None

Prior Professional Experience Relevant to Current Position: (Include year(s) of employment, employer, position title and responsibilities)

Year(s) of Employment	Employer	Position Title	Position Responsibilities
.5	IntelliTec College	Instructor	Teach a course titled "Technology in the 21st Century Workplace".

Please record the number "items/events" you have listed above in the following categories.

If you specify items/events under "other," please provide an explanation/definition.

Books

Book Reviews

Creative Publications

Journal Articles

Performances

Patents

Conference Presentations

Exhibitions

Grants-funded and non-funded

Sabbaticals

Fulbrights

Book Chapters

0 Other (related to discipline)



2002-2006
 Art Institute of
 Colorado Denver
 Bachelor of Arts
 in Graphic Design
 1999-2002
 WTCO Grand Junction
 Marketing and Graphic
 Communications

Identity
JOSHUA SCOTT MEUWLY
 438 SAN JUAN DR.
 GRAND JUNCTION CO 81504

970.640.2911
 JOSH@970PRO.COM
 WWW.970PRO.COM
970PRO



- Diverse experience with a broad spectrum of clients
- Exceptionally structured in Adobe & other software
- Implemented and facilitated tactful marketing campaigns
- Responsible and disciplined while under pressure
- Lead and trained efficient teams of talent
- Challenge myself repeatedly to push past my limits
- Initiate and complete tasks in a
 - motivative and always creative way
- Strive to learn the dynamics
 - of my clients audience
- Recommended
 - repeatedly by my
 - network of clients

2008 - PRESENT 970PRO

Started a small graphic design company in Grand Junction CO, main focus on logos, business cards, catalogs, advertising campaigns, marketing, printed business collateral, website design, photography, vinyl graphics on vehicles, and urban influenced canvases. 970PRO has reached over 95,000 clicks at www.970PRO.com, and I maintain the #1 and #2 Positions on Google for "Grand Junction Graphic Design" for the last 5 years. Created "Ninetyseven Local Pages" a guide to local businesses and restaurants, for the city of Grand Junction. Distributed over 20,000 copies per year, across the Western Slope. I also teach CMS/Web at Colorado Mesa University.

2012 - PRESENT CBS & FOX AFFILIATE GRAND JUNCTION CO

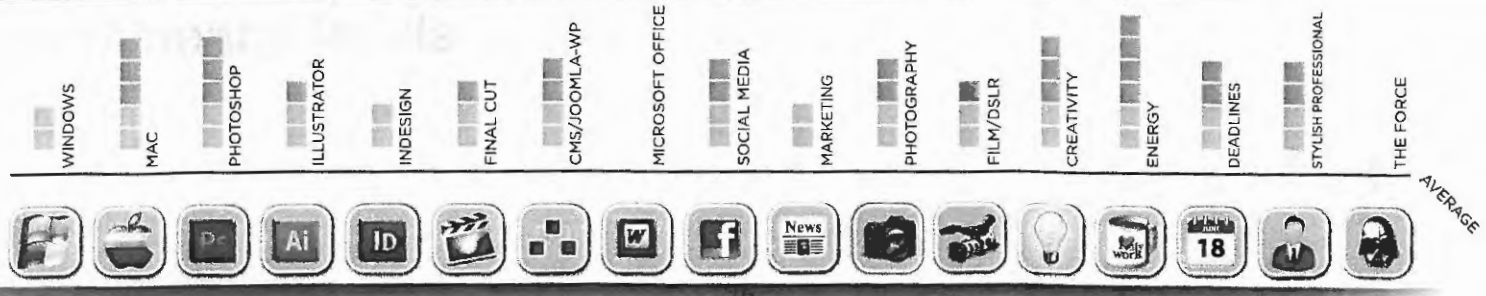
As the Promotion Director, I oversee the Creative Services Dept. This includes helping with scheduling, scripting and shooting commercials for local and national clients. I'm in charge of the creative behind all the news promos, maintain the website and control all promotions and marketing for facebook, contesting, promotions of shows from network to syndication. Since October of 2012, commercial production has increased, also we have had a 50% increase in our department by keeping commercials built in-house, to date our website numbers from page visits to ad clickthrough percentages are up 15-25% from last year. I have been very successful with local clients marketing campaigns. References are available upon request.

2012 SYNERGY MARKETING

Head of Design, and Social Media, Erika Jones, Owner of Synergy invited me to take on the creative direction of their clients design and printing needs. This is one of three Marketing companies to contract me.

2012 IHEARTCO PROJECT

Started a Charity to help aid and relief the local Debeque Fire Dept. Organized within my networks, T-shirts screen printed with the organizations logo along with die cut stickers were made and sold. This is an ongoing project and was a zero dollar startup, with 100% of profits going to the Colorado Wildfire Relief Fund.



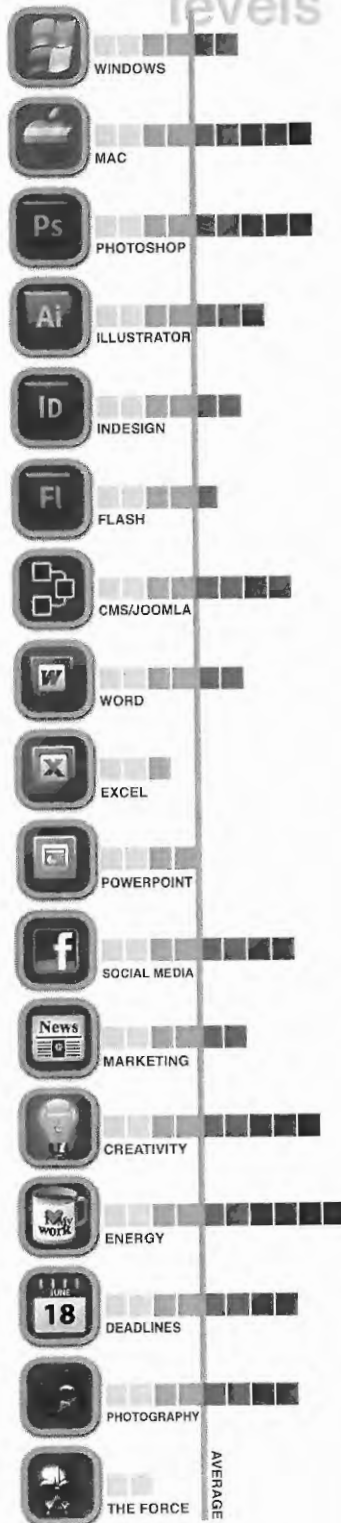
JOSHUA SCOTT MEUWLY
 438 SAN JUAN DR.
 GRAND JUNCTION CO 81504

970.640.2911
 JOSH@970PRO.COM
 WWW.970PRO.COM

1999-2002
Western Colorado Community College for Graphic Design

2002-2006
Art Institute of Colorado
 At Denver, Bachelor of Arts
 in **Graphic Design**

proficiency levels



2012 SYNERGY MARKETING
 Head of Design, and Social Media,
 Erika Jones at Synergy invited me
 to take on the creative direction of
 their clients design and printing needs.

2008 - 2012 970PRO
 Started a small graphic design company
 in Grand Junction CO. logos, business
 cards, catalogs, advertising campaigns,
 marketing, printed business collateral,
 website design, photography, vinyl
 marketing on vehicles, and urban
 influenced canvases. 970PRO reached
 over 42,000 clicks at www.970PRO.com,
 and has maintained the #1 spot on Google
 for "Grand Junction graphic design" going
 on 3 years now. Created "Ninseventy Local
 Pages" a guide to local businesses and
 restaurants, for the city of Grand Junction.
 Distributed over 20,000 copies across the
 Western Slope.

2012 IHEARTCO PROJECT
 Started a Charity to help aid and relief the
 local Debeque Fire Dept. Organized within
 my networks, T-shirts Screen printed with the
 organizations logo along with die cut stickers
 This is an ongoing Project and was a zero
 dollar startup, with 100% of profits going to
 the relief fund.

- miscellaneous
- Diverse experience with a broad spectrum of clients
 - Exceptionally structured in Adobe Suite
 - Implemented and facilitated tactful marketing campaigns
 - Responsible and disciplined while under pressure
 - Lead and trained efficient teams of talent
 - Strongly versatile in the design, web and printing industry
 - Challenge myself repeatedly to push past my limits
 - Initiate and complete tasks in a motivative way
 - Strive to learn the dynamics of my clients audience
 - Recommended repeatedly by my network of clients
 - Developed and expanded a reputation for keeping clients
 - MASTERED the art of networking

Name:

Rita M Theole

Start Year: 2010

Program:

Business, Applied Science & Information Services

Department:

Administrative Office Technology

Highest Degree

Institution

Discipline

Year

Education: (List all degrees beginning with most recent-include post docs and external certificates)

Mesa State College-Accounting, Business, and AutoCAD

Certified Quickbooks ProAdvisor Course



**WESTERN COLORADO
COMMUNITY COLLEGE**
A Division of Colorado Mesa University

Lecturer Vita

Teaching 2003-Present:

Courses Taught

OFAD 101

OFAD 206

OFAD 267

Evidence of Continuous Improvement

More than 14 years of extensive experience with computers, including Quickbooks and Microsoft Applications

Innovative Materials/Activities

Supervision of Student Research/Project(s)

Prior Professional Experience Relevant to Current Position: (Include year(s) of employment, employer, position title and responsibilities)

Year(s) of Employment	Employer	Position Title	Position Responsibilities
2007-Present	The Aspen Appraisal Group	Office Manager, Bookkeeper	answer phones, create reports for appraisers using Word and PDF format ad through the use of WinTotal program. A/P, A/R, payroll, bank reconciliations, payroll and payroll liabilities, annual reporting, monthly financial reports, and year-end tax preparation dealing directly with the CPA.

2001-Present, Self-employed, Bookkeeper/Consultant. All aspects of A/P, A/R, bank reconciliations, payroll and payroll liabilities and all quarterly and annual reporting, monthly financial reports, and year end tax preparation of accounting dealing directly with the CPA. Create and set up new company files in Quickbooks which includes the chart of accounts, client/customer list for A/R, vendor list for A/P, employees and all related aspects of payroll. Contract with several companies.

2001-3/2003- Self-employed, Bookkeeper/Office Manager, contract labor with a construction company. Responsibilities included A/P, A/R, budgeting, financial reports. Handled construction draws with bank for three projects. Dealt directly with personnel at the bank in regard to draws, all bank accounts, construction loans and business loans. Dealt directly with CPA for tax documents and year-end tax reconciliation. Dealt with subcontractors and vendors. Completed general office support duties.

Please record the number "items/events" you have listed above in the following categories.

If you specify items/events under "other," please provide an explanation/definition.

Books

Book Reviews

Creative Publications

Journal Articles

Performances

Patents

Conference Presentations

Exhibitions

Grants-funded and non-funded

Sabbaticals

Fulbrights

Book Chapters

Other (related to discipline)

Name:

Alane C Wooster

Start Year: 2001

Program:

Administrative Office Technology

Department:

WCCC - Business, Applied Science & Information Services

Faculty Rank

- Technical Professor
- Assistant Technical Professor
- Associate Technical Professor
- Technical Instructor



Full-time Faculty Vita

Highest Degree

MBA Colorado Mesa University Business 2009

Education: (List all degrees beginning with most recent-include post docs and external certificates)

Bachelor of Science in Organizational Management, Colorado Christian University, 1997
Associate of Applied Science in Office Administration, Colorado Northwestern Community College, 1987

Teaching 2003-Present:

Courses Taught

- OFAD 101, Office Bookkeeping
- OFAD 103, Keyboarding
- OFAD 105, Ten Key
- OFAD 153, Word Processing I
- OFAD 201, Office Procedures
- OFAD 202, Records Management
- OFAD 203, Medical Records Management
- OFAD 208, Spreadsheets
- OFAD 221, Transcription Machines
- OFAD 244, Legal Office Procedures
- OFAD 248, Coding and Insurance Billing
- OFAD 249, Medical Office Procedures
- OFAD 253, Word Processing II
- OFAD 266, Advanced Word Processing
- OFAD 269, Database Management
- OFAD 293, Cooperative Education
- OFAD 296, Topics

Evidence of Continuous Improvement

- October 2011, International Association of Administrative Professionals (IAAP), Fall Education Conference
- Spring 2011, audited Quickbooks Class
- Spring 2009, completed MBA at Colorado Mesa University
- Summer 2008, Attended IAAP Regional Conference in Colorado Springs, Colorado
- Summer 2007, completed Administration Assistant Fundamentals online course
- Spring 2005, completed Managerial Finance MBA leveling course at Mesa State
- Summer 2005, Attended IAAP International Convention in Denver Colorado
- Summer 2004, Attended IAAP Regional Conference in Greeley, Colorado
- Summer 2003 - Spring 2009 enrolled in one class per semester in completion of MBA at Colorado Mesa University
- Spring 2003, completed Business Statistics MBA leveling course at Mesa State
- 2003-Present, Membership in IAAP that includes attendance of monthly meetings and educational programs for Administrative Professionals.

Innovative Materials/Activities

MBA research and practicum project designed to assist with program curriculum updates, program recruiting, and marketing.

Supervision of Student Research/Project(s)

Scholarship and Creative Work, 2003-Present:

Journal Articles

Conference Presentations

Technical Reports

Exhibits

Grants (proposed or funded)

Professional Memberships

International Association of Administrative Professionals, served as chapter officer, student membership advisor, and on various committees

Maintain current postsecondary Colorado State Board of Community Colleges and Occupational Education Credential for Career and Technical Education, in Management and Administration

Honors and Awards

Service 2003-Present:

Institutional

Served on the following campus committees:

Mesa State College Faculty Salaries and Benefits (chaired)

Mesa State College Cultural Diversity Committee

Mesa State College/Colorado Mesa University Library Committee

WCCC Curriculum Committee

WCCC Marketing Committee

WCCC Council

WCCC Retention Committee

Attend and participate in all WCCC open house events

Supervise 3 part-time faculty members

Assisted Medical Office Assistant Program Director with program and course development

Work with Program Business Advisory Committee, WCCC Curriculum Committee, and Colorado Mesa University Curriculum Committee on a regular basis to maintain program curriculum that is conducive to current industry needs

Community

Developed and implemented Student Chapter of IAAP at the Book Cliff Chapter in Grand Junction

Serve as judge for School District 51 FBLA district competitions

Serve on Business Education Advisory Board for School District 51

Developed and work with WCCC Administrative Office Technology Business Advisory Committee

Assist with WCCC High School sophomore tours

Developed and maintain program credit award agreements with School District 51, Delta/Montrose Technical College, and the Collbran Job Corp

Manage student service learning opportunities by working as liaison for student placement with the local business community

Coached student IAAP members in helping local chapter to plan and host the divisional meeting held in Grand Junction

Summer 2008

Attended Grand Junction Chamber of Commerce and Western Colorado Human Resources Association events in promotion of WCCC Internship Programs

Advising 2003-Present:

Institutional level

Attend campus-wide advising programs (2 per semester) and 2 during the summer months when off contract
Served as Student Showcase Advisor

Department level

Advise all drop-in prospective students

Provide individual academic advising for all full and part-time Administrative Office Technology Program majors.

Prior Professional Experience Relevant to Current Position: (Include year(s) of employment, employer, position title and responsibilities)

Year(s) of Employment	Employer	Position Title	Position Responsibilities
August 1999-August 2001	Unified Technical Education Center	Internship and Job Placement Coordinator	Develop and maintain student employment opportunities for graduates as well as currently enrolled students, coordinate and organize career and job fairs, conduct job search skills workshops for students, process paperwork for internship crediting, assist students on an individual basis on job search plans and processes, assist Student Services Department as needed.

February 1998-July 1999, Management Secretary, Mesa Mall Management Office, Office duties for mall office, answer phones and direct calls, maintain office equipment/supplies, computer software skills, gift certificate sales. Completed special projects as assigned by management/marketing. Prepared payroll time sheets, sales reporting, and scheduled customer service representatives.

August 1995 - August 1997, Waddell & Reed, Administrative Assistant. Telephone reception, correspondence, filing, client data management and preparation, tracking of daily financial transactions.

Please record the number "items/events" you have listed above in the following categories.

If you specify items/events under "other," please provide an explanation/definition.

Books	Book Reviews	Creative Publications
Journal Articles	Performances	Patents
Conference Presentations	Exhibitions	Grants-funded and non-funded
Sabbaticals	Fulbrights	Book Chapters
Other (related to discipline)	<input type="text"/>	

External Program Review

**Administrative Office Technology
Western Colorado Community College
A Division of Colorado Mesa University**

Prepared by:

Patricia Pulliam

Division of Business and Technology

Eastern Wyoming College

3200 West C Street

Torrington, Wyoming 82240

Review Date: May 14, 2014

EXTERNAL PROGRAM REVIEW
WESTERN COLORADO COMMUNITY COLLEGE
COLORADO MESA UNIVERSITY
DEPARTMENT OF BUSINESS, APPLIED SCIENCES, AND INFORMATION SERVICES
ADMINISTRATIVE OFFICE TECHNOLOGY PROGRAMS

The reviewer received electronic files to use in assessing the overall quality of the Administrative Office Technology Programs, including: an Executive Summary Table, Program Reviewer Information, Campus Schedule, Program Sheets, the two most recent Program Self-Studies, and some sample reports. It has been approximately seven years since the program's last external review.

On May 14, the reviewer conducted an onsite campus visit to Western Colorado Community College, A Division of Colorado Mesa University. This visit included a tour of the program facilities, the faculty office, and various administrative and support offices. The onsite visit included interviews and evaluative comments on the program with the following:

Laney Wooster, MBA, Assistant Technical Professor of Administrative Office Technology

John Sluder, Department Head Business, Applied Sciences, and Information Services

Brigitte Sündermann, Vice President of Community College Affairs

Bette Schans, Director of Assessment, and Suzanne Lay

Carol Futhey, Provost

Tim Foster, President of Colorado Mesa University

Sarah Cron, Library Director

Steve Werman, Assistant Vice President for Academic Affairs

Two adjunct teachers

Two students who have graduated from Administrative Office Technology programs (one 2011, one 2014)

Two students who will graduate in May 2014

The reviewer did not interview employers of graduates, members of the advisory committee, or other stakeholders. As finals were ending, it was not possible to observe any classes.

The reviewer assessed the overall quality of the program based on the provided AY 2013-2014 Administrative Office Technology Program Review and by discussing the information with faculty, administrators, and students during the onsite review. The reviewer commends the author of the internal Program Review in providing accurate, detailed information. To avoid redundancy, the information included in the program self-study is not repeated in the reviewers report.

Executive Summary - Table

Program Review Element	Check the appropriate selection				Provide explanation if not agree with element and/or why unable to evaluate
	Agree	Not Agree	Unable to Evaluate	Not Applicable	
The program's self-study is a realistic and accurate appraisal of the program.	✓				
The program's mission and its contributions are consistent with the institution's role and mission and its strategic goals.	✓				
The program's goals are being met.	✓				
The curriculum is appropriate to the breadth, depth, and level of the discipline.	✓				
The curriculum is current, follows best practices, and/or adheres to the professional standards of the discipline.	✓				
Student demand/enrollment is at an expected level in the context of the institution and program's role and mission.	✓				
The program's teaching-learning environment fosters success of the program's students.	✓				
Program faculty members are appropriately credentialed.	✓				
Program faculty members actively contribute to scholarship, service, and advising.	✓				
Campus facilities meet the program's needs.		✓			The doorway to the instructor's office is inside the main classroom, making access for students not in class difficult.
Equipment meets the program's needs.	✓				
Instructional technology meets the program's needs.	✓				
Current library resources meet the program's needs.	✓				
Student learning outcomes are appropriate to the discipline, clearly stated, measurable, and assessed.		✓			Outcomes assessment is being revamped and will start again in Fall 2014.
Program faculty members are involved in on-going assessment efforts.	✓				
Program faculty members analyze student learning outcome data and program effectiveness to foster continuous improvement.			✓		Unable to observe as the process is being overhauled. Instructor and chair are actively engaged in the process of creating new methods.
The program's articulation of its strengths and challenges is accurate/appropriate and integral to its future planning.	✓				

Recommendations

The highest priority is to complete an outcomes assessment plan. The full-time instructor has made a good start on required competencies in six areas for outcomes assessment which will be implemented in Fall 2014. The development of the “how” now needs to be completed so the results can use be used in maintaining program excellence and in making program decisions.

The second highest priority is to work on a plan to utilize the voices of the interested adjuncts in the program (the reviewer met with two of the adjuncts, the interest level of the other three is unknown). According to the Vice President of Community College Affairs, discussions are in the works to bring the adjuncts more into the fold and encourage greater use of the community college’s adjunct instructor resources.

The third highest priority is to have a corridor door into the program instructor’s office. The instructor is aware of this need and has made a request for this work to be completed this summer.

Program Excellence/Strengths

Students have three choices of paths in the Administrative Office Technology program: a one-year Technical Certificate, a two-year Associate of Arts (designed for students planning to complete a four-year degree), and a two-year Associate of Applied Science. Each of these programs offers a well-thought out plan for professionalism in the field. The breadth of the courses required and offered reflect best practices in administrative professional offerings (according to the International Association of Administrative Professionals), and they are vibrant, reflecting appropriate changes in areas such as the recent switch to the use of voice recognition software and increased emphasis in editing. As shown in the Executive Summary table, this program is well planned and executed.

The course sequencing is appropriate for the discipline and reflects a building of skills throughout each of the programs. In addition to learning the basics, such as Microsoft Office Suite, the students can gain skills and knowledge in areas such as management of social networking sites, time management, web site design, and professionalism.

Office professionals rank among the largest groups of professionals in the United States (Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, 2012-2013). Although this program is currently small (34-51 participants during the Spring 2003 through Spring 2007 semesters), it serves a very real need in regional, American, and global businesses, and has good potential for growth, both to serve the local economy and for those who will be moving on.

According to the internal review, the number of students graduating has increased (11% completers in 2007, 47% completers in 2011, five-year average of 31%).

Challenges/Weaknesses

Outcomes assessments are an area of weakness and new assessments are currently being planned. The full-time instructor has determined competency requirements in six areas (communication, computational, critical thinking, specialized knowledge, applied learning, and ethics) for program outcomes assessment and will begin developing ways to implement the assessment in Fall 2014. The current plan is to assess two courses in the fall and move forward from there. Estimates are that it will take several years to accumulate some viable data.

The current Program Assessments (in lieu of exit assessments) are completed by employers. This is an area for concern and it might be preferable to create an in-house assessment as a part of one of the final courses. Two possible methods that could be considered are an exit

exam, with several questions/problems coming from each of the skill areas and the areas listed above) or a portfolio method. There are several ways the portfolio method could be approached, from having the students create a website showcasing their work in multiple areas (such as Word, math, office skills, etc.) and writing reflections on their experiences, to creating a printed portfolio to be reviewed by the instructor. It has been the reviewer's experience that students who create website portfolios (even using Wix), are positive program advertisers.

The scarcity of qualified adjuncts is a challenge. Many professionals in this field do not have the energy to take on a classroom full of students after a full day at work. It is important that quality adjuncts be adequately rewarded, both emotionally and financially, so they will feel the rewards of teaching and so long-term relationships with the college can be established.

The Administrative Office Technology Programs are viable and are needed. The reviewer's understanding is that increased advertising, in a variety of arenas, was instituted the previous year. Although doctors, lawyers, dentists, and other professionals need personnel to run their offices, there has been a general decline in people signing up for the office majors. Hopefully, the increased advertising will result in an increased awareness of the career potential for this field. The tri-fold brochure which the reviewer read was both attractive and professional.

IntelliTec provides competition for the Administrative Office Technology programs. In visiting their site, however, it is not nearly as informative as Western Colorado Community College's site. IntelliTec's usage of the color blue in their site was interesting, as it is close to the color that Western Colorado Community College uses.

Mission

In reviewing the Programs Offered description in the 2013-2014 Colorado Mesa University catalog, it is apparent that the Administrative Office Technology programs are in line with the institution's vision, values, and mission. The courses are of high quality and are regularly adapted to our changing world, they serve to contribute to the growth of the local economy and the world, and they also prepare students to function successfully. The teachers and administrators have a professional demeanor and the students are engaged and appreciative of the skills they are gaining.

According to the internal review AY 2013-2014 Program Review, Administrative Office Technology, "The goal of the program is to provide students with the skills necessary to become productive employees in the area of office administration." From the materials the reviewer read and the interviews the reviewer conducted, the goals of this program are being met. The students are engaged and the program requirements are appropriate.

Program Health

The Administrative Office Technology Programs have an eight-member advisory board. According to the membership list, the board is composed of a variety of professionals in the field. These professionals contribute program advice and opinions to the full-time instructor, who uses this information in conjunction with industry demands, to make proposed updates to the programs.

The full-time faculty member is actively engaged in professional organizations, spends time developing relevant and interesting courses, and is interested in the success of the students. She has a heavy load, in that she teaches a number of courses, and does all the program advising.

She has the emotional support of the adjunct faculty, and they would like to have a voice within the program and assist her in some of her administrative and program duties. The adjuncts currently have no offices, no office hours, and feel they have no real incentive or voice for helping to build the programs, and often do not know what is going on. Nevertheless, by their comments, it was obvious that they are committed to the program and would like to feel more a part of it.

After meeting with the adjuncts, the reviewer met with the Vice President of Community College Affairs, who stated that she had just had some meetings where this very topic was discussed. Plans are in the works to utilize more of the adjuncts' expertise and help them become stakeholders.

The programs have excellent access to up-to-date software through Colorado Mesa University, which is a definite advantage.

Physical Assets

The main classroom for the program is nice, but could be arranged in a way that is more conducive to learning. The room will undergo some renovations this summer which will make it more functional for both teachers and students, and create a more pleasant work environment for the students. New chairs and tables will be purchased to complement the new computers, and the classroom will be better laid out. The instructor has been advised that the door to her office will be relocated to the hallway, which will improve access to her office. It will also improve her access to other parts of the building while classes are in session. There is a valid concern that she has to print in the classroom as there is not a printer in her office.

Financial and Other Resources

It appears that more financial support, and time, is needed for continuing professional development for the full-time instructor. Office administration is a rapidly changing field and more opportunities to attend conferences and technology meetings would be beneficial to her continued professional growth and in staying on top of the many changes in this field.

Curriculum

The curriculum is appropriate for the three programs, with solid course offerings in a variety of administrative office courses. The faculty is to be commended for including time management, professionalism, adaptation to change methods, problem-solving techniques, and a host of other topics. This should result in well-rounded, capable office professionals who have the potential to successfully manage offices.

The suggested sequence of courses takes students from the basic tasks to more complex ones in an ordered, logical manner. The full-time instructor currently teaches face-to-face and in blended courses. She is working on developing some fully on-line courses, which may allow for greater outreach enrollment in some areas of the program.

The three programs allow students to choose how long they will stay in school, as well as a clear view of what types of positions they might obtain upon graduation. The recent move from offering a number of concentrations to offering three is a move that many programs have made, and seems to be in the best interests of the students and instructors. The continued inclusion of specialty areas, such as Medical Office Procedures (OFAD 249) and Legal Office Procedures (OFAD 244) is a plus.

The program sheets are clear and easy to follow.

Syllabi

The reviewer was provided with syllabi for a number of courses in the program. It is evident that the courses are well organized. The syllabi clearly state the college's rules and requirements, the program outcomes, the grading, the course descriptions, and the material to be covered. They are easy to read and the staff is to be commended for the organization of the syllabi.

Website

The Western Colorado website is easy to find and navigate. The links are very clear, and the tabs in the banner at the top make it easy for students and other stakeholders to find the information that is needed. The visuals on the Programs of Study page are appealing, and much nicer than just looking at a list. Everything is well organized and there is sufficient white space to keep the pages from being crowded.

Advising

At this point, all the advising is handled by the full-time instructor. This is a heavy load and some consideration should be given to providing some assistance in this area. This might result in increased student retention and program completion.

The two part-time instructors who met with the reviewer indicated a willingness to assist in advising.

Students

The interviewer spoke with four students: a 2011 graduate, a 2014 graduate, and two current students. The students felt that their instructors care about their student's success, want to see them succeed, and are interested in the courses they teach.

The students felt that all the instructors were accessible inside of class and the full-time instructor was accessible outside of class. They felt that the teachers were all knowledgeable and willing to help them learn. Their attitudes were positive, and one of the graduates was continuing to supplement her learning at the college.

The students all stated that Western Colorado Community College is a good value.

The students felt that the majority of their classmates were there to learn, and stated that they liked the Distance Learning platform (D2L).

The students also indicated that they were comfortable taking classes both on the Western Colorado Community Campus and the Colorado Mesa University campus.

The students did mention that it would be nice if the main classroom lab was open for some additional hours. They can use the library, but would prefer to use their classroom. They clearly like to work there.

The provided internal review shows that the program statistics over the five-year period from 2007-2011 included a disadvantaged student ratio of 47%, which is approximately 14% higher than the college as a whole. Also, anecdotal evidence is that approximately 50% of the students participating in the program do not have computers at home.

The students also mentioned there is a cohort of students who are displaced workers and they felt these students were not motivated as much as they should be and were disruptive in the classes.

The department head noted that students in these programs sometimes complain in excess of those in other programs. The possibility of moving some of the topics on professionalism to earlier in the program was discussed as a solution which might mitigate some of the complaints to a more reasonable level.

Retention

As with many programs and colleges, retention appears to be an issue, however as some community college students do not intend to graduate, but only take a course or two to improve or gain new skills, this is difficult to determine. If there is not a way to track this, it may become necessary to find one under the Complete College America agenda.

Library

The Library Director said that the library has good usage. Portions of the library will be remodeled this summer in order to make way for more seating. There are 75-100 PCs in the library in two labs and the director felt that the students take good advantage of the equipment there.

Summary

The Administrative Office Technology program at Western Colorado Community College is a well-organized, well-run program. For continued growth and vitality of the program, it is important that a viable outcomes assessment plan be formulated and used.

The current and past students that the reviewer had the opportunity to meet believe they are obtaining a good education that has the potential to lead to a career in this program area. They believe that the Administrative Office Technology programs offer a gateway to better jobs and they are truly engaged in their education.

It is the reviewer's hope that Western Colorado Community College is successful in its marketing efforts and that this program will grow.

If there are any questions, concerns, or comments about this report, please let me know. Thank you so much for giving me the opportunity to meet the engaged professionals at Western Colorado Community College and Colorado Mesa University.