

ACADEMIC AFFAIRS

Mission Statement, Program Outcomes, and Assessment For Associate Degree in Office Systems Technology

Mission Statement:

The Office Systems Technology Program is dedicated to providing quality educational courses, support services, and programs that reflect the latest technology for certificate, diploma, and associate degree students desiring a career as an office professional.

Program Outcomes:

Office Systems Technology

Graduates with a degree in Office Systems Technology should be able to demonstrate knowledge and skills in the following areas:

A. Demonstrate Professional Attributes and Interpersonal Relationships

1) Demonstrate pre-employment interviewing skills

OST 143, OST 252, OST 254

2) Exhibit personal confidence/assertiveness

OST 105, OST 110, OST 121, OST 122, OST 123,
OST 134, OST 137, OST 143, OST 210, OST 222,
OST 250, OST 252, OST 254, OST 265

3) Develop Positive/friendly attitude

OST 105, OST 110, OST 121, OST 122, OST 123,
OST 134, OST 137, OST 143, OST 210, OST 222,
OST 250, OST 252, OST 254, OST 265

4) Be punctual

OST 105, OST 110, OST 121, OST 122, OST 123,
OST 134, OST 137, OST 143, OST 210, OST 222,

Program Mission, Outcomes, and Assessment
Orangeburg-Calhoun Technical College

	OST 250, OST 252, OST 254, OST 265
5) Exhibit honesty	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
6) Work independently	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
7) Use good judgment	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
8) Develop active listening skills	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
9) Accept responsibility	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
10) Demonstrate reliability	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
11) Work cooperatively with others	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
12) Use tact	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
13) Deal effectively with conflict (positive methods)	OST 143, OST 252, OST 254
14) Maintain confidentiality	OST 121, OST 122, OST 123, OST 143, OST 222, OST 252, OST 254
15) Be loyal to organization	OST 143, OST 252, OST 254
16) Interpret organizational structure	OST 143, OST 250, OST 252, OST 254

Program Mission, Outcomes, and Assessment
Orangeburg-Calhoun Technical College

17) Give and follow verbal and written instructions	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
18) Develop interoffice/agency communications	OST 110, OST 121, OST 122, OST 123, OST 134, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254
19) Respect authority	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
20) Comply with organizational policies	OST 254
21) Limit personal conversations and office politics	OST 143, OST 252, OST 254
22) Respect privacy of others	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
23) Take pride in work	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
24) Accept constructive criticism	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
25) Practice good hygiene/grooming	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
26) Dress appropriately for the professional environment	OST 143, OST 252, OST 254
27) Acquire knowledge on harassment	OST 143, OST 252, OST 254
28) Develop work ethics and practice ethical procedures	OST 105, OST 110, OST 121, OST 122, OST 123, OST 134, OST 137, OST 143, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265, OST 270

B. Perform Basic Administrative Functions

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| 1) Operate word processing software | OST 105, OST 110, OST 121, OST 122, OST 123,
OST 134, OST 143, OST 210, OST 222, OST 250,
OST 252, OST 254, OST 265 |
| 2) Transcribe from dictation equipment with speed and accuracy | OST 121, OST 122, OST 123, OST 222, OST 254 |
| 3) Keyboard with speed and accuracy (minimum of 45 wpm) | OST 210, OST 222 |
| 4) Perform high volume routine keyboarding (letters, forms, labels, envelopes, mail merge) | OST 121, OST 210, OST 250, OST 254 |
| 5) Produce documents with correct spelling, grammar, punctuation, and form | OST 105, OST 110, OST 121, OST 122, OST 123,
OST 134, OST 137, OST 143, OST 210, OST 222,
OST 250, OST 252, OST 254, OST 265 |
| 6) Edit and proofread correspondence | OST 110, OST 121, OST 122, OST 123, OST 134,
OST 143, OST 210, OST 222, OST 250, OST 252,
OST 254, OST 265 |
| 7) Record and produce minutes using generally accepted format | OST 254 |
| 8) Perform data base spreadsheet functions | OST 252, OST 254, OST 267 |
| 9) Create and modify forms | OST 105, OST 110, OST 121, OST 122, OST 123,
OST 134, OST 137, OST 143, OST 210, OST 222,
OST 250, OST 252, OST 254, OST 265 |
| 10) Apply proper telephone techniques | OST 143, OST 252, OST 254 |
| 11) Greet visitors | OST 143, OST 252, OST 254 |
| 12) Tactfully identify needs of callers/visitors | OST 143, OST 252, OST 254 |
| 13) Develop an awareness of financial policies arrangements | OST 137, OST 252, OST 254 |
| 14) Plan and organize work | OST 105, OST 110, OST 121, OST 122, OST 123,
OST 134, OST 137, OST 143, OST 210, OST 222,
OST 250, OST 252, OST 254, OST 265 |
| 15) Set priorities to meet deadlines | OST 254 |
| 16) Set up and maintain files | OST 143, OST 252 |

Program Mission, Outcomes, and Assessment
Orangeburg-Calhoun Technical College

17) Document all communications	OST 121, OST 122, OST 123, OST 143, OST 222, OST 250, OST 252, OST 254, OST 267
18) Complete forms	OST 110, OST 123, OST 134, OST 137, OST 210, OST 222, OST 250, OST 252, OST 254, OST 265
19) Open/read/sort and distribute mail	OST 254
20) Compose letters and answer routine correspondence as authorized	OST 121, OST 122, OST 123, OST 143, OST 222, OST 252, OST 254
21) Prepare outgoing mail in accordance with directives, e.g. postal	OST 254
22) Collect and/or compile data for reports	OST 121, OST 122, OST 123, OST 143, OST 222, OST 250, OST 252, OST 254, OST 265, OST 267
23) Generate and distribute memos and announcements	OST 110, OST 254
24) Summarize information and report to supervisors	OST 121, OST 122, OST 123, OST 137, OST 143, OST 222, OST 252, OST 254
25) Operate calculators using touch system	OST 137, OST 254
26) Maintain records (inventory, time, attendance, requisitions, etc.)	OST 254
27) Schedule appointments	OST 254
28) Make travel arrangements and itineraries	OST 254
29) Develop internet search and e-mail skills	OST 110, OST 143, OST 210, OST 254
C. Optional Areas of Study	
1) Perform legal office functions	
a) Use legal terminology	OST 123, OST 254
b) Prepare legal forms e.g. deeds, wills, pleadings	OST 123, OST 254
c) Identify courts systems, types of cases/types of courts	OST 123, OST 254
d) Recognize court house records	OST 123, OST 254
e) Acquire knowledge of legal HUD form	OST 123, OST 254
2) Perform medical office functions	
a) Use CPT code book	OST 252, OST 254
b) Use ICD 9 diagnosis code book	OST 252, OST 254
c) Use medical terminology	AHS 104, OST 122, OST 222, OST 252, OST 254

d) Communicate financial policies/arrangements	OST 252, OST 254
e) Acquire knowledge of basic financial records	OST 252, OST 254
f) Gain knowledge of OSHA requirements	OST 252, OST 254
g) Apply concepts of Medicare, Medicaid, and private pay	OST 252, OST 254
h) Perform medical transcription (45 wpm)	OST 222

Assessment Methods:

Direct Student Learning Outcomes

This program has a capstone course, OST 254 – Office Simulation. It includes direct assessment of student performance, including independent mock interviews and job shadowing assessments. Ninety One percent (91%) of students who took the capstone course in the 2003-2004 academic year passed the course. Students graduating in Office Systems Technology will certify their academic knowledge and skills through a WorkKeys Career Readiness Certification, which includes the following subtests: Reading for Information, Locating Information, and Applied Mathematics.

Indirect Student Learning Outcomes

The Office Systems Technology faculty review the following indirect measures of student and program success yearly or as needed to ensure program viability: student portfolios comprised of their completed rigorous and relevant scenario-based assessments; grade distribution and failure rates; student evaluations; job placement results; employer satisfaction survey; enrollment statistics; retention rates, and graduation rates.

Retention

OCtech Benchmark #1 – The program will have retained in the following Fall semester not less than 60% of the new students who enrolled in the prior Fall semester.

- Over the last three years, program retention has been: 2002 (30%), 2003 (57%), and 2004 (40%).

Job Placement

OCtech benchmark #2 – Using the State Technical College System definitions for employment, not less than 80% of the graduates of the program will have secured employment in the field.

- Over the past three years, job placement has been: 2001 (89%), 2002 (100%), and 2003 (93.3%)

Graduation Rates

OCtech benchmark #3 – The number of graduates will average 25% of the average annual fall enrollment for the program.

Over the past three years, graduation rates have been: 2001-2002 (12.7%), 2002-2003 (15.3%), and 2003-2004 (31.03%).

Internal Measures of Success

Direct measures of soft skills and academic/program foundation skills:

- ACT Work Keys: Students will score a 4 or better on all areas of Work Keys.
- 90% of Capstone course students will achieve “hiring” status on the independent mock interviews during the first attempt.
- 90% of Capstone course students will achieve an acceptable rating on independent job shadowing.
- 100% of Capstone course students will demonstrate acceptable ratings on portfolios comprised of their completed rigorous and relevant scenario-based assessments.

Indirect measures of program success

- Maintain or exceed an 80% or better level of job placement.
- Re institute an Employer Satisfaction Survey to be implemented at the end of the Spring semester 2005.
- Incorporate **ACRL** Information Literacy Competency Standards for Higher Education into 100% of newly revised courses.

- Incorporate 100% of validated DACUM competencies into General Business course outlines with demonstrated student performances.

Review Process and Use of Results:

Office Systems Technology is a competency-driven curriculum. Its competencies are determined through qualified DACUM panels and are validated by industry professionals and the curriculum's own advisory committee. DACUMS are conducted every four years to ensure currency. The last DACUM was held in 2003. Based on the DACUM, the Office Systems Technology faculty will perform the following internal processes yearly as part of the strategic planning and review process.

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- Ensure that program outcomes are appropriate and current.
- Ensure that program outcomes are addressed in the exit competencies of at least one required course.
- Ensure that within those required courses that students demonstrate the desired program outcome either through written or performance-based tests and/or graded assignment.
- Ensure that equipment inventory, facilities, and budget support program outcomes and the strategic plan.
- Ensure that successful completion of prerequisite courses is a satisfactory predictor of student success in subsequent courses.
- Monitor student portfolios from capstone performances against DACUM competencies.
- Review grade distribution and failure rates; student evaluations; job placement results; employer satisfaction survey; enrollment statistics; retention rates, and graduation rates.
- Ensure that the College Library can assure access to appropriate and current research materials.
- Ensure that ACRL Literacy Standards are demonstrated through course assignments.
- Provide feedback to the general education faculty on observed general education competencies and make recommendations as needed.
- Make a report to the advisory committee on assessment findings and solicit feedback.
- Work with Division Dean and the Academic Leadership Team to revise syllabi and/or course/department offerings as needed.
- Conduct program self study as required by accrediting agencies.

The Office Systems Technology Program is accredited by The Association of Collegiate Business Schools and Programs (ACBSP).

What action(s) did the Program take this past academic year that improved and expanded student-learning outcomes?

Changes have been made within the Office Systems Technology program to improve student success based on recommendations from our advisory committee, instructors, and DACUM panel. The DACUM panel consists of members of local industry who would be in the positions to hire our graduates or hold the same types of jobs as our graduates. The Panel meets separately from the Advisory Committee to discuss the competency requirements of the program and make recommendations for changes.

Office Systems Technology Actions

Data Source: DACUM panel, Advisory Committee, and instructor anecdotal records

Added lab to Capstone course. In the past the Capstone course for Office System Technology was identified as a lecture course. The instructor wanted to increase the amount of time spent on scenario-based activities and assessments. Therefore, the course was changed from a 3 hour lecture course to 2 hours of lecture and 3 hours of lab keeping the course at 3 credits. This change will be implemented Spring 2005.

Measurements: Results are pending based on data collected from the selected assessment tools, including ACT Work Keys and independent rubric-based assessments for mock interviews and job shadowing.

Benchmark #1 Plan of Action: A large portion of the OST curriculum is contained in the various certificate and diploma programs in the area. This allows students who may begin in OST and, due to changes in circumstances, may want to begin working to earn a certificate or diploma rather than completing the Associates degree. These students then leave the OST program and enter the certificate or diploma program in which they wish to concentrate.