

<b>PROGRAM INFORMATION</b>	<b>Program</b>	<b>Administrative Office Specialist</b>
	Submitted by:	Deb Giblin
	Year	2021-2022
	Date of Review	2022-01-06
	Form Key	17f27811-1d8b-4237-b3fa-771070da6f9d
<b>PROGRAM OUTCOMES</b>	Explain how program outcomes were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:	Instructors reviewed program outcomes at the end of the spring semester, we do this every year.
	Outcomes are up to date in WIDS and on the program's web page	Yes
<b>SYLLABI</b>	ADA Statement	Yes
	Competencies	Yes
	Course Description	Yes
	Course Title and Number	Yes
	Credit Hours	Yes
	Freedom of Expression Statement	Yes
	Grading Criteria	Yes
	Instructor	Yes
	Academic Integrity Policy	Yes
	Nondiscrimination Statement	Yes
	Office Hours/Contact Information	No
	Prerequisites	Yes
	Required Text(s)	Yes
	Syllabi Up to Date in WIDS	Yes
	Explain which syllabi were reviewed this year; input received from advisory board, instructors, students, etc. regarding course objectives and textbooks used; and changes made, if any.	The Personal Finance syllabi was reviewed this fall. We switched to a Cengage textbook to save our studnets money. The Advisory board liked the layout of the new book and the course.
<b>PROGRAM COMPETENCIES</b>	Explain how competencies were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:	Competencies were reviewed and modified by the department.
	WIDS Up to Date	Yes
<b>COURSE ASSESSMENTS USED IN PROGRAM CHECKLIST</b>	Capstone	No
	Class Participation	Yes
	Clinical/internship observations	No
	Examinations	Yes
	Comprehensive Final Exams	Yes
	Journals	No
	Lab Demonstrations	No
	Oral Examinations/Presentations	Yes
	Other Projects	Yes
	Peer Evaluatoinis	No
	Portfolio Projects	No
	Quizzes	Yes
	Self Evaluations	Yes
	Simulations	No
	Videos of Student Mastery	No
	Written Essays	Yes
	Written Reports	Yes
<b>ALIGNED AND APPROPRIATE ASSESSMENTS</b>	Assessments used in the program are matched to the outcomes/competencies for the program.	Yes
	Give examples of how assessments used in the program reflect higher-level thinking skills, such as applications, analysis, synthesis, and evaluation.	Students created comprehensive projects to demonstrate mastery of software programs. Troubleshooting and problem solving activities were incorporated into daily work and exams. Studentscreated training lessons to present to their peers. With the addition of TEAMS it makes meeting online for group projects and training much easier.

	Explain changes in the assessments used in your program since your last review (include input received and rationale)	This year we have Cengages Mindtap feature to assess students in multiple classes. It is a great feature that offers a variety of activities and assessment options.
<b>INDUSTRY CERTIFICATIONS</b>	Explain any changes made or planned in the program based on assessment of industry certifications used in the program.	TEAMS is great for group calls, meetings, and projects. Which has made meeting/ helping students so much easier in an online setting.
<b>INTERNSHIPS/ CLINICALS</b>	How do you evaluate program competencies or learning objectives during internship/externship experiences?	NA
	As you reviewed results of internship/externship evaluations, what curriculum changes were made or are planned in your program?	NA
<b>ENROLLMENT</b>	Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.	No, it did not meet the benchmark. We will continue to work with marketing and admissions to improve recruitment and reaching those candidates that would be successful in our program
<b>RETENTION</b>	Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.	Yes it does meet the benchmark, 77%
<b>GRADUATION</b>	Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.	No, we were at 67%.  My program will continue to work together with each other and the CSS to do everything we can to help get these students to the finish line.
<b>PLACEMENT</b>	Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.	Yes, 100%
<b>STUDENT SATISFACTION</b>	If this benchmark is not met, what strategy or strategies will be implemented to address this measure?	It was met.
<b>ALUMNI SATISFACTION</b>	If this benchmark is not met, what strategy or strategies will be implemented to address this measure?	It was met.
<b>EMPLOYER SATISFACTION</b>	If this benchmark is not met, what strategy or strategies will be implemented to address this measure?	They were met.

<b>PROFESSIONAL DEVELOPMENT</b>	What professional development activities have instructors in this program completed in the last year?	Book Studies, Conferences, Taking Classes for professional development
	How were these activities used to improve this program?	The strategies I have learned I was able to incorporate into my teaching. I was able to set up TEAMS classrooms to make it a safe place for students to meet to discuss topics or to help one another with an particular course.
<b>PROFESSIONAL ORGANIZATIONS</b>	Do faculty members belong to professional organizations associated with this program?	Yes
	If no, explain why.	ACTE
	Are students made aware of the professional organizations for their career field?	Yes
<b>All</b>	What changes were or will be made to this program based on feedback provided at the past year's advisory board meeting(s)?	Trying to make the switch to 100% Cengage books to save the students \$1000's of dollars on textbooks. This next year the Gen Ed classes are making the change also which will help to cut our program cost down, in turn it will hopefully help in the recruiting process.
	Implementation Date	2022-08-29
	Indicate the personnel responsible for implementing the change(s):	Deb Giblin
<b>PROGRAM IMPROVEMENT PLANS AND BUDGET</b>	As you review this past year, what changes do you propose for the next school year that will affect the program's budget?	I do not feel that any of the changes we may make would effect the budget. Most of my classes are now using books/ materials from Cengage unlimited this is saving the students a lot of money on book costs. Getting to 100% usage of Cengage is the goal.
	Cost	