ANNUAL AOM PROGRAM REVIEW

NAME OF PROGRAM/DEPARTMENT/SERVICE AREA: ADMINISTRATIVE OFFICE MANAGEMENT

NAME OF PERSON SUBMITTING THIS REVIEW: Judith Andrews

DATE OF SUBMISSION: _____

MANAGEMENT AREA (check one):

- ☐ **Administrative Services**
- ☒ **Instruction**
- ☐ **Student Services**

ASSESSMENT OF PAST PROGRESS

Describe your progress on your previous year's objectives:

Objective 1: **Course-by-Course SLOAC Reviews**	**Summary of Progress:** Done: may be some updates when new faculty replaces retiring faculty
Connection to other plans: Course SLOACs in Title V Outlines	**Resources/Budget Used:** None

Objective 2 BUS120 forSpring 2010; use new online management APLIA; get the course on track as a fall only offering; students should take in the fall with a procedures course in the spring. Procedure courses are capstone courses.	**Action Plan (include who is responsible):** J Andrews taught BUS120 Spring 2010 using Aplia. Students who completed liked the program. Course taught in Fall 2010 as well. This gets English for the Professional back on track as a fall semester only offering. Aplia allows instructor to teach distance education with a management system that is specific to textbook content; online has predetermined due dates (which can be changed)
Connection to other plans: Ed Plan	**Resources/Budget Needed:** None since part of faculty load

Objective 3: **Develop SLOs for Certificates**	**Action Plan** (include who is responsible)**:** J Andrews--completed
Connection to other plans: College-wide SLOs; program SLOs; Ed Plan	**Resources/Budget Needed:** None

Objective 4 For Fall 2010 teach Keyboarding I/II & Ten Key; Billing & Coding; Codes & Ethics that were cancelled in spring 2010; important for AOM Certificates & Degree (online and concurrent)	**Action Plan** (include who is responsible)**:** J Andrews & Instruction Office Keyboarding I/II & Ten Key; Codes & Ethics taught by instructor with online management systems; and distance education concepts. Since Billing & Coding is expensive for student and the codes are changing, this course is not being taught; the learning curve for the instructor is too great at the present time with the number of other courses necessary for the required core of AOM classes.
Connection to other plans: Ed Plan;College Mission; AOM Program	**Resources/Budget Needed:** None

Objective 5 **Improve marketing of AOM Program—the number of students has increased; marketing as well as job demand for particular skills may be the reason**	**Action Plan** (include who is responsible)**:** Public Relations (Bruce Baldwin) & Judith Andrews Revised comments in the schedules Continue to work on marketing to community & all students
Connection to other plans: Ed Plan; College Mission; AOM Program	**Resources/Budget Needed:** Should be part of public relations/marketing

Objective 6: Continue Professional Development: WBEA Conference, Reno, 2/2010; variety of Webinars that cover topics appropriate to AOM program	**Action Plan** (include who is responsible)**:** Judith Andrews, attended the Reno Conference as well as NBEA Conference in San Diego in April, 2010. J. Andrews appointed the Northern Section Representative for CBEA; nominee for the CBEA Northern Rep.—election is in progress.
Connection to other plans: Ed Plan; College Mission; AOM Program	**Resources/Budget Needed:** North Far North Funding pays for WBEA Conference or for any conference that deals with technology and program improvement; SB70 grant did pay for the NBEA Conference as professional development

CURRENT YEAR PROGRESS AND OBJECTIVES

What objectives and tasks will you take on for this year? (You may continue objectives from the prior year.) Will your allocated resources be sufficient given your objectives?

Objective 1: **"Passing the Baton"—**Develop Transition Plan for New Hire since retirement date of present fulltime AOM faculty is June 1, 2011	**Summary of Progress:** Consulting with new AOM full time replacement will occur over the 2011-2012 academic year; the duties & responsibilities based on the number of courses that must be instructed or facilitated require a period of adjustment for a new hire. New faculty will be responsible for keeping the lab open daily either by self and/or lab assistant who she/he will supervise. The retiring faculty may be available to instruct some of the distance education courses.
Connection to other plans: Ed Plan; Strategic Planning; Budget—refer to Comprehensive Program Review for details	**Resources/Budget Used:** $4,000 from VTEA or North Far North; VTEA Budget=1200-20700-xxxx-499900 or NFN Budget = 1200-20040-xxxx-602000 Budget dollars for adjunct faculty as well from general fund.

Objective 2: **Revise, retire, review course outlines**	**Action Plan** (include who is responsible)**:** New faculty may have ideas for changes
Connection to other plans: Program SLOs; Ed Plan; College Mission	**Resources/Budget Needed:** None

Objective 3 **Rejuvenate AOM Advisory Committe perhaps in conjunction with Business**	**Action Plan** (include who is responsible)**:** J Andrews & new faculty--ongoing with help from Instruction Office and Business instructor; already had a short meeting on 9/16/2010 with Amy Schulz and Mike Welser to discuss soft skills; textbooks for AOM184; need for bookkeeping in spring 2011
Connection to other plans: Ed Plan; College Mission; VTEA	**Resources/Budget Needed:** None—this is an on going process

Objective 4 **Computer updates as needed for Room 600 and the AOM office;** over 4 years since any major hardware upgrades	**Summary of Progress:** According to the Information Systems Manager, states that the service contract on the current equipment in Room 600 computer lab will soon

	expire. Per his email (attached), the cost for replacement of 25 lab computers will be approximately $40,000. The office computer should be replaced as well. Total cost $41,500. The computer lab is used by other faculty and students on a daily basis. Usage has increased since spring 2010.
Connection to other plans: **Ed Plan; Strategic Technology; Budget**	**Resources/Budget Used:** Allocate VTEA $$ for 2011-2012 in the amount of $41,500. Should cover the next 5 years.

Objective 5: Continue Professional Development: CBEA Conference, San Jose, November 2010, 75th Anniversary; variety of Webinars that cover topics appropriate to AOM program; CBEA Board of Director Meetings at Conference & conference calls as the Northern Section Rep	**Action Plan** (include who is responsible)**:** Judith Andrews, Appointed the Northern Section Representative for CBEA; nominee for the CBEA Northern Rep.—election is in progress. Plan to suggest that the new AOM hire be a member of CBEA, at least, to maintain networking with other educators in California
Connection to other plans: Ed Plan; College Mission; AOM Program	**Resources/Budget Needed:** North Far North Funding pays for most CTE conferences.

BUDGET CHANGE REQUESTS FOR NEXT YEAR

Please provide rationale for budget *changes* (attach budget request sheets for entire annual budget).

Budget Request(s): Amount	Account Code	**Rationale** (include connection to other plans)**:** **(See Attached Budget)**
$400	4310	Students often do not have money to purchase textbook prior to receiving financial aid, or in some cases no money to purchase textbook the entire semester. Availability for classroom use helps student complete required work
$500	4310	Instructional Supplies
$400	4325	Non-Instructional Supplies

SUMMARY UPDATE FROM COMPREHENSIVE PROGRAM REVIEW

Based on data provided:

1. Describe the current status of the Program/Depart/Service Area.

There are no significant changes at this time to the AOM Program. It remains stable for at least the academic year 2010-2011.

The change in the spring schedule is that the audio-transcribing & speech recognition

courses will not be offered until fall 2011. The enrollment is low. Waiting 1, even 2 semesters could increase the number of students.

2. Explain significant issues and/or changes that have occurred since the last comprehensive review.

The **major change** to the program is that there are more students.. The high, unofficial count was 323, now down to about 260. This is approximately 100 more than SP2010 semester. Many more students seem to want distance education courses. Students seem to be dropping for financial reasons; many do not realize that textbooks are required for most classes including the distance education ones. (See the attached statistical data for the number of sections and the census enrollment. There will be more data in the AOM Comprehensive Program Review.)

The significant issue is finding a replacement for the current full time instructor who is retiring June 1, 2011.

3. Briefly explain significant changes expected during the upcoming year.

Microsoft Office 2010 is installed on all campus computers. The computer literacy courses are using a Microsoft 2010 textbook. Students in distance education will be given a choice in Spring 2011 of using either Microsoft 2007 or 2010 textbooks. This will increase the workload for the full time and any part time instructors; however, it is important to give students a choice.

APPENDIX

Attach supporting documents as appropriate. Please see Instructions for examples of supporting documents per Management Area. (**Specific Analyses in the Comprehensive Report**)
Attachments:

- Memo from Information Systems Manager
- Budget proposal 2011-2012
- Number of Sections in AOM Data
- Census Enrollment Data
- Success Rate Data
- Retention Rate Data

	A	B	C	D	E	F	G	H	I	J	K	L
1	**Course**	**200930**	**200950**	**200970**	**201010**	**201030**	**201050**	**201070**	**Grand Total**		10	Winter
2	AOM002	1		1		1		1	4		30	Spring
3	AOM004	1		1				1	3		50	Summer
4	AOM014	1		1		1		1	4		70	Fall
5	AOM015	1		1		1		1	4			
6	AOM019	1		1		1		1	4		**As of 9-15-2010**	
7	AOM030	1		1		1		1	4			
8	AOM118					1		1	2			
9	AOM1181	1		1					2			
10	AOM1182	1		1					2			
11	AOM120	1		1					2			
12	AOM162	1		1				1	3			
13	AOM180	1				1			2			
14	AOM182	1				1			2			
15	AOM184	1	1	5		3		2	12			
16	AOM185	1		2		2		1	6			
17	AOM186	1		1		1		1	4			
18	AOM187	1		1		1		1	4			
19	AOM190	1		1				1	3			
20	BUS113	1				1			2			
21	BUS117			1				1	2			
22	BUS120					1		1	2			
23	BUS162	2		2		2		2	8			
24	BUS164	1		1		2		1	5			
25	**Admin Office Management Total**	**21**	**1**	**24**	**-**	**21**	**-**	**19**	**86**			

	A	B	C	D	E	F	G	H	I	J	K	L
1	**Course**	**200930**	**200950**	**200970**	**201010**	**201030**	**201050**	**201070**	**Grand Total**		10	Winter
2	AOM002	9		21		17		31	78		30	Spring
3	AOM004	8		14				22	44		50	Summer
4	AOM014	7		15		8		23	53		70	Fall
5	AOM015	-		1		-		1	2			
6	AOM019	4		3		4		-	11		**As of 9-15-**	**2010**
7	AOM030	1		1		-		1	3			
8	AOM118					33		36	69			
9	AOM1181	36		29					65			
10	AOM1182	6		1					7			
11	AOM120	11		7					18			
12	AOM162	1		-				3	4			
13	AOM180	3				19			22			
14	AOM182	18				21			39			
15	AOM184	50	24	68		70		63	275			
16	AOM185	44		35		45		26	150			
17	AOM186	10		10		7		12	39			
18	AOM187	11		9		7		15	42			
19	AOM190	3		3				8	14			
20	BUS113	10				16			26			
21	BUS117			11				11	22			
22	BUS120					23		20	43			
23	BUS162	50		47		44		43	184			
24	BUS164	9		15		12		19	55			
25	**Admin Office Management Total**	**291**	**24**	**290**	**-**	**326**	**-**	**334**	**1,265**			

	A	B	C	D	E	F	G	H	I	J	K	L
1	**APR Area**	**200930**	**200950**	**200970**	**201010**	**201030**	**201050**	**201070**	**Grand Total**		**As of 9-15-2010**	
2	**Admin Office Management**	209	21	172	-	217	-	204	673			
3												
4			**Unique ID's enrolled in at least one course by APR area by term for Census Date**									
5			Grand Total is total number of unique ID's from 200930 - 201070									

	A	B	C	D	E	F	G	H	I	J	K
1	**Course**	**200930**	**200950**	**200970**	**201010**	**201030**	**201050**	**Grand Total**			
2	AOM002	58%	0%	83%	0%	26%	0%	49%			
3	AOM004	50%	0%	78%	0%	0%	0%	65%			
4	AOM014	50%	0%	63%	0%	40%	0%	50%			
5	AOM015	0%	0%	100%	0%	0%	0%	100%			
6	AOM019	67%	0%	67%	0%	50%	0%	60%			
7	AOM030	0%	0%	0%	0%	0%	0%	0%			
8	AOM118	0%	0%	0%	0%	51%	0%	51%			
9	AOM1181	58%	0%	75%	0%	0%	0%	66%		10	Winter
10	AOM1182	67%	0%	0%	0%	0%	0%	67%		30	Spring
11	AOM120	67%	0%	60%	0%	0%	0%	64%		50	Summer
12	AOM162	100%	0%	0%	0%	0%	0%	100%		70	Fall
13	AOM180	50%	0%	0%	0%	18%	0%	21%			
14	AOM182	82%	0%	0%	0%	48%	0%	58%			
15	AOM184	65%	57%	57%	0%	58%	0%	59%			
16	AOM185	61%	0%	61%	0%	40%	0%	51%			
17	AOM186	100%	0%	63%	0%	31%	0%	57%			
18	AOM187	56%	0%	100%	0%	33%	0%	50%		**As of 9-15-2010**	
19	AOM190	100%	0%	0%	0%	0%	0%	50%			
20	BUS113	71%	0%	0%	0%	31%	0%	43%			
21	BUS117	0%	0%	0%	0%	0%	0%	0%			
22	BUS120	0%	0%	0%	0%	36%	0%	36%			
23	BUS162	56%	0%	49%	0%	44%	0%	49%			
24	BUS164	100%	0%	67%	0%	54%	0%	70%			
25	**Admin Office Management Total**	**64%**	**57%**	**61%**	**0%**	**43%**	**0%**	**53%**			
26											
27		Success % = [Number of students who received									
28		grade of (A, A-,B+,B,B-,C+,C, P, CR)] / [Number of									
29		students receiving a grade or drop after census									
30		date (excludes I, Ix, IP, RD, NG)]									

	A	B	C	D	E	F	G	H	I	J	K
1	**Course**	**200930**	**200950**	**200970**	**201010**	**201030**	**201050**	**Grand Total**			
2	AOM002	100%	0%	92%	0%	70%	0%	83%			
3	AOM004	75%	0%	100%	0%	0%	0%	88%			
4	AOM014	100%	0%	100%	0%	80%	0%	92%			
5	AOM015	0%	0%	100%	0%	0%	0%	100%			
6	AOM019	100%	0%	100%	0%	75%	0%	90%			
7	AOM030	0%	0%	0%	0%	0%	0%	0%			
8	AOM118	0%	0%	0%	0%	72%	0%	72%			
9	AOM1181	96%	0%	90%	0%	0%	0%	93%		10	Winter
10	AOM1182	100%	0%	0%	0%	0%	0%	100%		30	Spring
11	AOM120	100%	0%	80%	0%	0%	0%	91%		50	Summer
12	AOM162	100%	0%	0%	0%	0%	0%	100%		70	Fall
13	AOM180	100%	0%	0%	0%	50%	0%	54%			
14	AOM182	91%	0%	0%	0%	60%	0%	69%			
15	AOM184	98%	95%	86%	0%	73%	0%	85%		**As of 9-15-2010**	
16	AOM185	93%	0%	93%	0%	51%	0%	73%			
17	AOM186	100%	0%	75%	0%	38%	0%	64%			
18	AOM187	100%	0%	100%	0%	42%	0%	71%			
19	AOM190	100%	0%	0%	0%	0%	0%	50%			
20	BUS113	86%	0%	0%	0%	56%	0%	65%			
21	BUS117	0%	0%	0%	0%	0%	0%	0%			
22	BUS120	0%	0%	0%	0%	61%	0%	61%			
23	BUS162	84%	0%	97%	0%	69%	0%	82%			
24	BUS164	100%	0%	67%	0%	69%	0%	77%			
25	**Admin Office Management Total**	**94%**	**95%**	**88%**	**0%**	**63%**	**0%**	**78%**			
26											
27				Retention % = [Number of students who received grade of							
28				(A, A-,B+,B,B-,C+,C, P, CR, D+,D,F,NC,NP)] / [Number of							
29				students receiving a grade or drop after census date							
30				(excludes I, Ix, IP, RD, NG)]							

	A	B	C	D	E	F	G
1			**2011-2012 BUDGET PROPOSAL**				
2							
3			RESPONSIBILITY:	CFO/DIRECTOR OF BUSINESS SERVICES			
4							
5			**FUND CODE:**	**1100**	**GENERAL - UNRESTRICTED**		
6			**ORGANIZATION CODE:**	**40020**	**AUDIT RESOLUTION**		
7							
8	**FEATHER RIVER COMMUNITY COLLEGE DISTRICT**						
9			Strategic Planning			2010-11	2011-12
10			Goals & Objectives	2009-10		ADJUSTED	PROPOSED
11	ACCOUNT	ACCOUNT TITLE	Policy Area	ENDING	2009-10	FINAL	BUDGET
12	CODE	(Please provide specific detail supporting *Proposed Budget Request* .)	(If Applicable)	BUDGET	ACTUAL	BUDGET	REQUEST
13							
14	4310	Students often do not have money to purchase textbook prior to receiving financial aid, or in some cases no money to purchase textbook the entire semester. Availability for classroom use helps student complete required work **NEW**	1, 3	$ 500			$ 400
15	4310	General supplies that may be used/needed for instruction; guest printing account	1, 3	500	287.1	500	500
16	4325	Toner cartridges office computer; printing online student documents	1, 2, 3, 4	250	209.8	$ 300	$ 400
17							
18							
19							
20							
21							
22							
23							
24	**Strategic Planning Goals & Objectives 2008 - 2011**						
25		Policy Area 1: Effectiveness of Instruction/Student Development	Policy Area 4: Decision-Making and Communication				
26		Policy Area 2: Sustainability/Economic Stability	Policy Area 5: Campus Environment				
27		Policy Area 3: Enrollment Management	Policy Area 6: Facilities				