

Montana University System
PROGRAM REVIEW

Institution: Helena College University of Montana

Program Years: 2008-2013

List of the programs reviewed: Office Technology

- Associate of Applied Science: Administrative Office Management Specialist
 - Associate of Applied Science: Medical Administrative Specialist
 - Certificate of Applied Science: Computer Skills Specialist
 - Certificate of Applied Science: Medical Assisting
 - Certificate of Applied Science: Legal Support Specialist
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Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:

The Program Review Committee of Helena College University of Montana recommends the continuation of the Office Technology Program areas based on data findings and faculty recommendations.

Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.

Information gathered during the internal review process indicates that the CAS and AAS in Office Technology have maintained a steady enrollment and align with community needs in employment. The five-year average of retention rates of full-time students in the CAS/AAS Office Technology program is 59%, and the five-year average of retention rates for part-time students is 43%. The five-year average course completion rate is 78%, and the five-year average graduation rate (students graduating within 150% of completion time) is 15%

Areas of concern: Enrollment in the Legal Support Specialist CAS program; need for improvements in completion and retention; need for quality adjunct instructors.

Program Goals FY 2014:

- Enrollment in the Legal Support Specialist CAS program: All information gathered confirms that employers want and need employees who have completed the program. The format of the program will change to evening/online course offerings, new course offerings will be added,

and the program will be marketed. Meetings will continue with the Office Technology Advisory Committee and with a sub-committee dedicated to the Legal Support Specialist CAS.

- Improvements in completion and retention: Faculty will work to strengthen the relationship with all students in the Office Technology program while focusing on advising. Faculty will work with adjunct instructors to strengthen their relationships with students. The format of course offerings will rotate between face-to-face, hybrid, online, and evening to ensure that the program is meeting the needs of all students.
- Need for quality adjunct instructors: The Office Technology faculty and Division Chair have already started to ensure that all adjunct instructors provide the quality and the rigor necessary in the Office Technology course offerings. Maintaining quality adjuncts in the program will allow the students to develop relationships with the instructors, which helps with student retention. The faculty and the Division Chair will work closely and meet regularly with adjunct instructors to ensure that course outcomes are being met and that student and instructor needs are being met.

Data Definition:	Montana		U.S.	
	Current	Projected	Current	Projected
A. Provide the total number of projected job openings from related occupations for Montana and the U.S.	13,460	14,320	2,791,600	3,081,800
B. Provide percent change in job openings for related occupations for Montana and the U.S.		+6%		+10%
C. Provide the median hourly wage or annual salary for related occupations		\$13.74 hourly		\$16.47 hourly

Data Definition:	Year 1	Year 2	Year 3	Year 4	Year 5
D. Provide 5 years of in-field job placement rates for all program graduates	*33%	*100%	*0%	*N/A	*N/A
	**N/A	**66%	**80%	**75%	**N/A

Data Definition:	Year 1 07/08	Year 2 08/09	Year 3 09/10	Year 4 10/11	Year 5 11/12	5 Year Ave
A. Provide 5 years of transfer rates to 4-year colleges (AA/AS)						
B. Provide program capacity (headcount)	N/A	N/A	N/A	N/A	N/A	N/A
C. Provide 5 years of enrollment (unduplicated headcount)	37	41	67	95	117	71
D. Provide 5 years of enrollment (FTE)	29.4	32.9	54.1	72.1	84.4	54.6
E. Annual percentage of program capacity	56%/57%	48%/68%	61%/60%	71%/71%	68%/66%	61%/64%
F. Provide 5 years of retention rates for full-time students	55%	67%	48%	74%	52%	59%
G. Provide 5 years of retention rates for part-time students	25%	40%	50%	45%	57%	
H. Provide 5 years of successful program course completion rates.	79%/76%	80%/79%	75%/76%	80%/74%	76%/79%	
I. Provide 5 years of graduation rates for full-time students <i>rate of students graduating within 150% of completion time</i>	20%	53%	44%	67%	41%	45%
J. Provide 5 years of graduation rates for part-time students <i>rate of students graduating within 150% of completion time</i>	Fall 05 0%	Fall 06 0%	Fall 07 25%	Fall 08 0%	Fall 09 50%	15%
K. Provide 5 years of annual degree & certificate completions	13	20	15	29	43	
L. Provide 5 years of degree production rates – <i>proportion of degrees/certificates granted per 100 FTE enrollment</i>	44	61	28	40	51	45
M. Provide 5 years of pass rates on occupation/industry specific licensing or certification exams (as applicable)	--	--	--	--	--	--

* HC Graduate Surveys 08-10, 24% Average Response Rate

** Perkins 4P1 Reports 09-11