Assessment, Improvement, Measurement (AIM) Report: 03/13/2015

Reporting Years: 2011-2016
Program: Office Systems Technology
Coordinator(s): Mary Blaydes, Jamie Clark, Karman Wheeler, Jenny Jones

Program Quality and Student Success

External awards or other recognitions of students, faculty, and/or program.

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Students					
Faculty					
Program (include accreditation if applicable)					

Average actual time and credits to degree completion.

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
General Education Credit Hours				18-19	
Technical Credit Hours				42	
Total Credit Hours				60-61	
Number of Graduates	20 AAS (2010-11)	12 AAS (2011-12)	13 AAS (2012-13)	14 AAS (2013-14)	
Average Actual Time to Degree	3.78 years	2.33 years	4.14 years	3.88 years	
Average Actual Credits to Degree	77.5	68.2	88.9	78	

Employer and student satisfaction.

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Employer Satisfaction Survey Results		100% (5/5)	100% (7/7)*	0 responses	
Graduate/student satisfaction		100% (14/14) 2010-11 grads	100% (23/23) 2011-12 grad survey	90% (9/10) 2012-13 grads	
Advisory Board/Employer Recommendations for Improvement					

Job placement data for program graduates.

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016

Number of graduates		11 surveyed (2010-11 grads)	27 surveyed (2011-12 grads)	10 surveyed (2012-13 grads)
Number of graduates gaining employment		10	23 employed; 14 in field	5 employed; 1 in field. 3 joined military.
Percentage of graduates gaining employment		91%	85%; 52% in field	50%; 10% in field.
KY Unemployment Insurance job data				n/a

Pass rates on licensure/certification exams (if applicable).

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Total # graduates attempting					
Total # passing on first attempt					
Total # passing after multiple attempts					
Pass rate of all attempting					

Productivity and Funding

Student measures.

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Enrollment (Academic Year)	145 (2010-11)	121 (2011-12)	127 (2012-13)	93 (2013-14)	
Fall Enrollment		82 (Fall 2011)	89 (Fall 2012)	76 (Fall 2013)	
Credentials Conferred	20 AAS (2010-11)	12 AD, 27 dip, 261 certs (2011-12)	15 AD; 13 dip; 44 certs (2012-13)	14 AAS;14 dip;188 certs (2013-14)	
Credit hour production	12,414 (2010-11)	13,499 combined with MIT	5,838 (2012-13)	4,710	

Student credit hour per instructional faculty FTE.

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Student credit hour per instructional faculty FTE.	515.1 (2010-11)	493.8 (2011-12)	386.6 (2012-13)	396 (2013-14)	

Extramural funding.

Source of Funding	2011-2012
No funding sources	

Source of Funding	2012-2013
No funding sources	

Source of Funding	2013-2014
No funding sources	

Source of Funding	2014-2015
No funding sources	

Source of Funding	2015-2016
No funding sources	

Comments (2012-2013)

Roles	Comments
Coordinator	
1. Strengths of the Program	Office Systems Technology continues to produce graduates in job areas relevant to today's society. Employers indicate satisfaction with graduates knowledge of modern technology and software, as well as soft skills.
2. Items Requiring Continued Attention	keeping up with newer software and technology as it becomes available (Microsoft Office 2013, Windows 8, keyboarding software, etc.), continue to keep up with demand for online classes and/or programs.
3. Document and provide evidence indicating how last year's program review resulted in improvements in the program.	please see attached supporting documents (OST 2011-2012)
Assistant Dean	OST is a strong program and in much demand. The advisory committee is very strong but could increase members. Targets have been met for teaching online. Course scheduling could benefit from tightening up some so that there are not a many classes cancelled each semester.
Dean	I am in agreement with Coordinator's comments. Faculty need to continue working to increase advisory members and student retention.
Vice President	

Comments (2014-2015)

Roles	Comments
Coordinator	
1. Strengths of the Program	The program continues to grow online. The advisory committee has grown by five this year, which will help us as faculty find out what industry would like from our students. We are working on a 2+2 program with EKU for our Legal Administrative degree and an articulation agreement for two of our certificates with Clark County High School.

2. Items Requiring Continued Attention	Many students feel that they would benefit from in person classes, especially upper level courses, so we would like to offer more of those. We would like to continue building the program at the Newtown campus.
3. Document and provide evidence indicating how last year's program review resulted in improvements in the program.	By using last year's program review, we were able to see what students felt were their strengths and weaknesses after graduation. We used this information to build our courses so that students get what they feel is necessary. By using comments from advisory committee comments, we were able to make sure that students get from our courses what industry expects when they graduate.
Assistant Dean	While enrollment in OST has declined the past three years, the number of credentials has increased, indicating that more students who begin the program are being retained and successfully complete the program. OST has also worked with Workforce Development to offer the OST curriculum through an Accelerated Opportunity Initiative the past few years. The program faculty needs to continue to solicit feedback from their advisory committee and employers to keep the curriculum current and relevant.
Dean	I concur with all comments and suggestions.
Vice President	I agree with the Assistant Dean and Dean comments. This area has led the way at the college with regard to Accelerating Opportunities and, in so doing, has given access to students who otherwise would have had no such access. Nicely done!