

**OFFICE ADMINISTRATION
PROGRAM REVIEW
ONE-YEAR FOLLOW-UP REPORT
Spring/Summer 2009**

HILLSBOROUGH COMMUNITY COLLEGE
HILLSBOROUGH COUNTY, FLORIDA

TASK FORCE MEMBERS

Chair, Ms. Sherrie Burke, Office Administration Faculty, Program Manager, HCC
Co-Chair, Ms. Cathy Waters, Medical Coding Coordinator, HCC
Mr. Jack Evans, Dean A.S. Programs, HCC
Dr. Sheila M. Merchant, Legal Assisting Faculty/Program Manager, HCC
Dr. Jeanne Roberts, Academic Assessment Officer, Institutional Research HCC
Ms. Nina Thomas, Chief, Health Information Management, James Haley VA Hospital
Ms. Donna Brogdon, Graduate, Office Administration, HCC
Ms. Joan Leroy, Business Owner and Graduate of Office Administration Program, HCC
Ms. Anne Marie Campbell, Manager of Training and Organizational Development,
Hillsborough County Human Resources

ONE-YEAR FOLLOW-UP REPORT: SPRING/SUMMER 2009
Office Administration
June 1, 2009

Recommendation 1:

Adviser specialization or partial faculty advising should be implemented in the counseling of students so that placement in correct classes and program codes is carried out more effectively, resulting in more completers in programs. In addition, each semester, faculty will obtain seat counts of Office Administration and Medical Coder/Biller students from the Department of Management Information Systems and match those against the class rolls. Students can then be asked directly if they are in the correct code, and the code can be corrected if necessary. Since there appears to be a breakdown in corrections getting into the system, a more direct way of implementing the input should be developed.

ACTION: All faculty members in the department advise students on their schedules every semester. The information from the Fact Book Institutional Research 2006-2007 was used for the Task Force Findings Final Report and the follow-up report to President's Cabinet, November 3, 2008. The seat count information from 2008-2009 from the Department of Management Information Systems will be used to match CIP codes of students attending classes in Fall 2009.

Recommendation 2:

A survey of second-year students should be conducted to determine what courses are left to complete their programs. Results would be utilized to schedule classes during times and semesters which meet the needs of students who are nearing completion of their major area of study. Contact students who stop attending classes. Now that each student has a user name on Hawk Net, messages may be sent to students who suddenly stop attending classes to see if they need assistance in some way to continue. For short-term courses which meet on irregular schedules, phone calls are made to students who fail to show on the first day of the class or who miss orientations, but sometimes students give incorrect phone numbers or do not have a phone.

ACTION: Survey sheets shown on pages 109-110 of the Task Force Final Findings were distributed to students who were attending our classes in spring term. Findings were used to establish the fall schedule. Thirty-three upper level students completed the surveys.

Emails were sent by faculty to students who stopped attending OST 1100 classes in spring term 2009. Students were asked to contact the faculty member immediately. The attendance policy was reviewed in the email. Upper level students were faithful in attendance, so no emails were necessary. Phone calls were made to students enrolled in the OST 1142 and 1143 and OST 1741, 2742, and 2743 classes if they had not attended the orientation and had not been to the lab the first week of class, reminding them to come in immediately.

Recommendation 3:

Focused marketing is recommended for Medical Billing and Office Administration. The medical community needs to be aware that a viable credit program exists at HCC. Webpage video—streaming and interactive—of graduates working in offices and medical facilities has been recommended. These videos should be available to target audiences such as Health and Social Services, the Tampa Bay Workforce Alliance, and temporary agencies who would hire our students. Employer endorsements and testimonials could also be placed on the website. Work with the Director of Technical Programs to establish a marketing budget for the program and with the External Affairs office to provide a cohesive advertising approach.

ACTION: Meetings were held with Ashley Carl to revise the website for Office Administration and Medical Coding and Billing; this process is ongoing. A meeting was held with Bala Kappagantula and Dionna Doss to discuss the software issues with the website and to select a format. A new video camera and software has been purchased so we can begin videotaping students at their work sites this summer. When the videos are completed, we will place them on the website to target the audiences mentioned in the recommendation.

Recommendation 4:

Ask Advisory Committee to look at course curricula to determine which courses could be delivered through blended learning or on-line as appropriate.

ACTION: An advisory committee meeting is planned for June 18, 2009, at 3:30 p.m. in Room 226 of the Faculty Building to review the Task Force Recommendations and one-year follow-up report. Additional courses for blended learning or on-line possibilities will be reviewed.

Recommendation 5:

Redo the Office Administration website for Office Administration degrees and certificates and the Medical Coder/Biller Certificates with the assistance of the IT Department. Work with the HCC IT Department to accomplish this goal.

ACTION: A meeting was held with Ashley Carl to discuss revision of the department website for both Office Administration and Medical Coding and Billing. . A meeting was held with Bala Kappagantula and Dionna Doss to discuss the software issues with the website and to select a format. Revisions are in progress.

Recommendation 6:

Design brochures that match HCC's marketing concept and look. Use color to differentiate major areas within the discipline, with both certificates and degrees. Work with the HCC Marketing and Creative Services Department to accomplish this goal.

ACTION: The color scheme and formatting has been discussed with Ashley Carl and is on the agenda for further discussion with the Advisory Committee. The OA Department is currently proofreading final copy for the brochures before sending it on to the Marketing Department.

Recommendation 7:

Apply a more stringent credentials check of faculty to ensure that the Office Administration-credentialed faculty are teaching courses in Office Administration. At the present time several disciplines have been approved: Business, Business Education, Computer Information Administrator, Education Supported by Computers, and Education Technology Supported by Computers. Methodology for our core courses is very specifically covered in Business Education with methods courses for Keyboarding, Typing, Speed Development, Business Communications both oral and written, Report Writing, and Office Procedures and Administration. A master's degree in Instructional Technology does not provide specific methodology for teaching those courses.

ACTION: Concerns were discussed in Cluster 12, and Craig Johnson, Vice President for Academic Affairs, has said that he is going to specifically review the credentialing requirements for Office Administration and Computer Science. We recommend that a master's degree in Business Education be the minimum requirement for instructors in courses with OST prefixes.

Recommendation 8:

Ask the current Advisory Committee to review job trend reports and make recommendations in the curricula where appropriate.

ACTION: State job trend reports for Office Administration and Medical Coding and Billing and possible curricula changes will be discussed at our June 18 Advisory Committee meeting.