

**FIRST FOLLOW-UP REPORT:
A RECORD OF PRESIDENTIAL APPROVAL
TO TASK FORCE RECOMMENDATIONS FOR
Office Administration, 11/3/08**

With input from the Cabinet, the President makes final approval of program review recommendations. This report articulates those decisions. Approval of task force recommendations requiring funds beyond the base budget of the reviewed unit is not tantamount to receipt of additional funds. Those funding requests must be channeled through the institutional budget process. Nonetheless, special consideration will be given to requests stemming from program review recommendations.

A progress report toward implementation of recommendations must be drafted one year following completion of the task force report by the chairperson. The report will be sent electronically to the Special Assistant to the President for Strategic Planning & Analysis for college-wide distribution and archiving. Recommendations not achieved within a year are to become “objectives” in the corresponding unit plan to ensure a continued focus on their achievement.

The President accepts the recommendations of the task force as presented below. Modifications were made to recommendations #1, 7, and 8. Modifications are underscored.

Recommendations

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.

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. **(See Appendix T, p. 107)**

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. **(See Appendix D, p. 22)**

4. Ask Advisory Committee to look at course curricula to determine which courses could be delivered through blended learning or on-line as appropriate. **(See Appendix R, p. 95)**

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.

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.

7. Apply a more stringent credentials check of faculty to ensure that 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 masters degree in Instructional Technology does not provide specific methodology for teaching those courses.

8. Ask the current Advisory Committee to review job trend reports and make recommendations in the curricula where appropriate. Our consultant on the current Advisory Committee has given us an excellent source for this recommendation.

**Source: Occupation Report for Office Administration—5-year Projection
2008-2009 Florida Statewide Demand Occupation List (See Appendix Q, p. 84).**