



ABRIDGED TWO YEAR PROGRAM REVIEW
CAREER TECHNICAL EDUCATION PROGRAM
OFFICE TECHNOLOGY 2013/14 – 2014/15

Program Introduction

The Office Technology Department offers three certificated programs: Administrative Assistant (31.5 units), Medical Front Office Clerk (26 units), and Medical Office and Coding Specialist (49 units). Associate in Science Degrees can be obtained upon completing the required general education units for the Administrative Assistant and Medical Office and Coding Specialist.

Students come from a wide variety of backgrounds and skill levels. They have diverse goals and interests. Some students take only a few classes to learn enough job skills for immediate employment. Some students take the classes to upgrade their skills for their existing jobs. Other students take the classes to obtain a certificate or Associate in Science Degree.

The Office Technology Program has historically been a strong program. Some of the certificates and degrees offered were discontinued two years ago to focus on programs that had the strongest enrollment and career potential. Legal Assistant, Transcription, and the Job Direct certificates were discontinued from the program.

We now have a short one year (two-semester) Medical Front Office Clerk Certificate that provides a pathway to the Medical Coding and Billing Degree/Certificate and the Administrative Assistant Degree/Certificate. Plans are underway to add Medical Assisting (clinical) to augment the existing programs.

The Program is strong, but has been plagued with scheduling and registration problems in addition to being very understaffed. When these issues are overcome, students will be able to depend on the timing of class offerings and qualified instructors must be employed to teach the required classes. The program can be very successful. The completion, retention, and success rate has increased. However, when looking at numbers, we recognize that we also have a significant population of students that take keyboarding as a basic skill. They benefit from the office technology courses; although, these courses are not a part of their major and are not counted in the program's success.

Instruction in the Office Technology Department requires constant updating and review of curriculum, course content, and methodology. The Office Technology Department is proud of its persistence in maintaining a high-quality program.

Enrollments

| Course | Term and Year | Student Enrollment | Sections Offered | Student Success Rate |
|-----------------------------------------------------------|---------------|--------------------|------------------|----------------------|
| OT 54A Beginning Keyboarding | Fall 2013 | 91 | 8 | 77.3 |
| | Spring 2014 | 76 | 6 | 61 |
| | Summer 2014 | | | |
| | Fall 2014 | 95 | 8 | 72.6 |
| | Spring 2015 | 92 | 8 | 52.2 |
| OT 54B Beginning Keyboarding | Fall 2013 | 51 | 8 | 67.9 |
| | Spring 2014 | 40 | 6 | 72.5 |
| | Summer 2014 | | | |
| | Fall 2014 | 58 | 8 | 56.9 |
| | Spring 2015 | 52 | 8 | 65.9 |
| OT 55A Intermediate Keyboarding | Fall 2013 | 10 | 6 | 45.5 |
| | Spring 2014 | 19 | 6 | 70.0 |
| | Summer 2014 | | | |
| | Fall 2014 | 24 | 8 | 79.2 |
| | Spring 2015 | 24 | 8 | 91.7 |
| OT 55B Intermediate Keyboarding | Fall 2013 | 7 | 5 | 87.5 |
| | Spring 2014 | 10 | 5 | 70. |
| | Summer 2014 | | | |
| | Fall 2014 | 17 | 6 | 82.4 |
| | Spring 2015 | 18 | 6 | 100 |
| OT 56 Business Grammar | Fall 2013 | 18 | 7 | 94.4 |
| | Spring 2014 | 15 | 4 | 93.3 |
| | Summer 2014 | | | |
| | Fall 2014 | 7 | 1 | 85.7 |
| | Spring 2015 | | | |
| OT 59 Medical Keyboarding and Computer Applications | Fall 2013 | 15 | 2 | 75. |
| | Spring 2014 | | | |
| | Summer 2014 | | | |
| | Fall 2014 | 5 | 1 | 80.0 |
| | Spring 2015 | | | |
| OT 060 Administrative Medical Assistant | Fall 2013 | 21 | 1 | 61.9 |
| | Spring 2014 | | | |
| | Summer 2014 | | | |
| | Fall 2014 | 22 | 1 | 90.9 |
| | Spring 2015 | 20 | 1 | 70 |

| Course | Term and Year | Student Enrollment | Sections Offered | Student Success Rate |
|-----------------------------------------|---------------|--------------------|------------------|----------------------|
| OT 061 Health Insurance | Fall 2013 | | | |
| | Spring 2014 | 12 | 2 | 100 |
| | Summer 2014 | | | |
| | Fall 2014 | 14 | 1 | 78.6 |
| | Spring 2015 | 23 | 1 | 78.3 |
| OT 063 Introduction to ICD-CM Coding | Fall 2013 | 10 | 1 | 100. |
| | Spring 2014 | | | |
| | Summer 2014 | | | |
| | Fall 2014 | | | |
| | Spring 2015 | | | |
| OT 064 Intermediate ICD-CM Coding | Fall 2013 | | | |
| | Spring 2014 | | | |
| | Summer 2014 | | | |
| | Fall 2014 | | | |
| | Spring 2015 | | | |
| OT 066 CPT-IV Coding | Fall 2013 | | | |
| | Spring 2014 | | | |
| | Summer 2014 | | | |
| | Fall 2014 | | | |
| | Spring 2015 | | | |
| OT 100 Skill Building | Fall 2013 | 3 | 2 | 66.7 |
| | Spring 2014 | 2 | 2 | 100 |
| | Summer 2014 | | | |
| | Fall 2014 | | | |
| | Spring 2015 | 1 | 1 | 100 |
| OT 101 Study of Human Diseases | Fall 2013 | 15 | 2 | 60. |
| | Spring 2014 | 12 | 1 | 91.7 |
| | Summer 2014 | | | |
| | Fall 2014 | | | |
| | Spring 2015 | 18 | 1 | 94.4 |
| OT 151 Office Systems and Procedures | Fall 2013 | | | |
| | Spring 2014 | 17 | 1 | 100 |
| | Summer 2014 | | | |
| | Fall 2014 | | | |
| | Spring 2015 | 12 | 1 | 91.7 |
| OT 162 Ten-Key | Fall 2013 | 17 | 4 | 82.4 |
| | Spring 2014 | 8 | 3 | 87.5 |
| | Summer 2014 | | | |
| | Fall 2014 | 10 | 3 | 100 |
| | Spring 2015 | 22 | 5 | 86.4 |

Enrollments have been consistent and are gradually increasing. The increase is a result of the reinstatement of class offerings, changing variable unit classes to credit unit classes, and the hiring of additional instructors. The number of sections offered in keyboarding was at one point reduced from 8 to 6 sections in the Spring of 2014. Fortunately, a keyboarding night class was added back on the schedule and an instructor was hired to teach those classes.

OT 063, O64, 066 were not offered for many semesters because there was no instructor hired after the prior instructor resigned her position. Fortunately, a new instructor was hired in Fall 2015 to teach the classes that were not being offered. Some of the courses are only offered once a year including: OT 056 offered in the Fall, OT 151 offered in the Spring, OT 059 offered in the Fall, and OT 063 not offered since Fall 2013.

Curriculum Analysis

Significant changes have been made to the Office Technology Program in the last two years.

- Twenty-four keyboarding classes have been changed from open-entry/open exit 1-3 unit variable rate classes to 12 discreet fixed 1.5 unit courses offered in eight week formats. This has resulted in significantly greater efficiency, greater retention, and greater student success.
- Six courses have had the lab/lecture hours corrected to reflect required class hours. OT 059 still needs revising.
- Web based software has made practice and homework available for students to work off campus and at home.
- Advisory Committee's suggestions for greater emphasis on Business Grammar was implemented by changing OT 056 from a self-paced class to a two unit stand-alone instructor led class.
- Advisory Committee's suggestions for soft skills resulted in requiring OT 100 Work Readiness to the program.
- BUS 181, basic math skills was added to the requirements of the programs.
- The Medical Front Office Clerk is no longer offered as a Learning Community and was moved from Vallejo to Main Campus as regular classes. The Learning Community should be resurrected with adequate faculty assigned to coordinate it. It was extremely successful at attracting students and propelling them to not only earn the certificate but also, continue their education. Many that started in the Learning Community are now ready to graduate in the Coding and Billing program.
- A new full-time instructor was added to the Office Technology department replacing a 2010 retiree. (hired Fall 2015)
- Two part-time instructors, one with a strong Medical Allied Health clinical and teaching background were hired for Fall 2015.

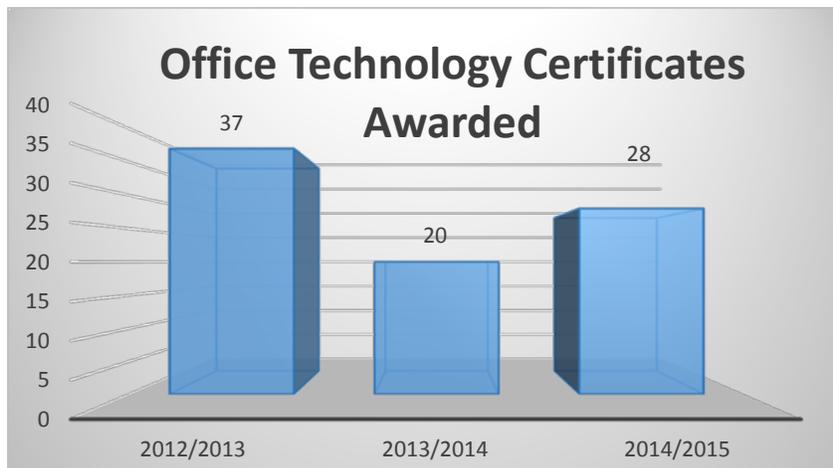
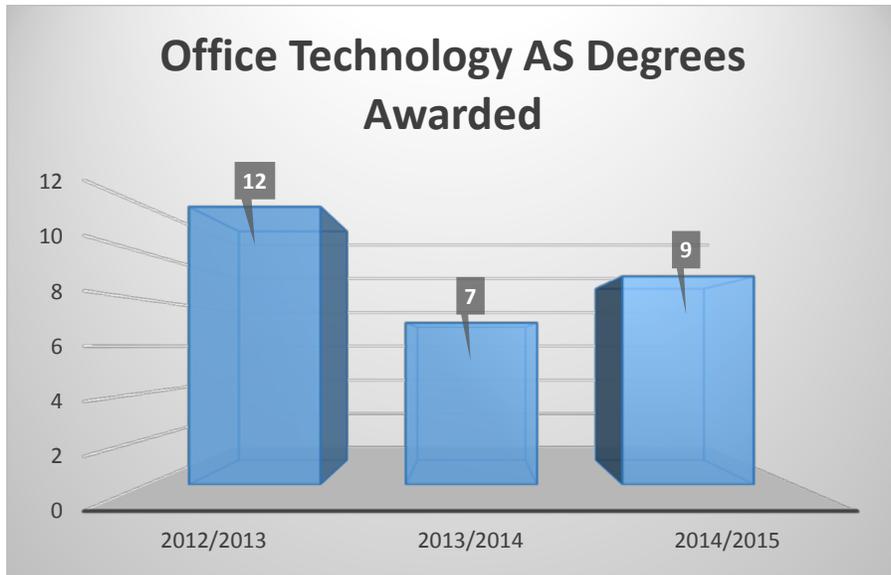
Degrees and certificates awarded increased, while the number of sections offered declined.

IMPEDIMENTS:

- The greatest obstacles in reaching the Programs' true potential have been the lack of faculty in the department, scheduling problems, and registration problems. The prerequisite for successive eight week classes has been blocking students from registering for the second eight week class. Students unable to register for the full three units are in jeopardy of losing financial aid and full-time status. No solution has been found to date and we are undoubtedly losing students and spending a significant amount of unnecessary time addressing this each semester.
- Lack of a qualified instructor to teach the advanced Medical Billing and Coding classes, Medical Keyboarding, Human Diseases, for a few semesters, has been frustrating to our students and damaging to our programs. A fixed schedule that students and instructors can depend on for Fall and Spring semesters is needed to regain the students' confidence in our Program.
- For any program to succeed, administration must allow advanced classes to run, even with low enrollment. Not offering the advanced medical classes over the last several semesters has sent many students to other colleges. We must allow the classes to run on low enrollment and build confidence that will fill the pipeline for advanced classes.

Demonstrated Effectiveness

The following certificates and degrees have been awarded in the past 3 years. Although the amount of degrees and certificates decreased in 2013/14 years, the number did increase in 2014/2015. The department numbers were affected by a variety of factors including: lack of classes offered, learning community cancelled, lack of instructors, and no classes offered during the prior summer sessions.



| Graduation Status Description | Degree Description | Grad Major | 2012/2013 | 2013/2014 | 2014/2015 |
|-------------------------------|----------------------------|--------------------------------------|-----------|-----------|-----------|
| Applied for Graduation | Associates in Science | OT: Admin Assist | | | 1 |
| Graduated | Associates in Science | OT: Admin Assist | 8 | 2 | 3 |
| | | OT: Legal Specialist | | 3 | 1 |
| | | OT: Medical Office Coding Specialist | | | 2 |
| | | OT: Medical Office Specialist | 4 | 2 | 2 |
| SUB TOTAL | | | 12 | 7 | 9 |
| | Certificate of Achievement | OT: Admin Assist | 1 | 3 | 3 |
| | | OT: Legal Specialist | 1 | | 2 |
| | | OT: Medical Office Clerk | 18 | 4 | 7 |
| | | OT: Medical Office Coding Specialist | | 1 | 3 |
| | | OT: Medical Office Specialist | 5 | 5 | 4 |
| SUB TOTAL | | | 25 | 13 | 19 |
| Grand Total | | | 37 | 20 | 28 |

We know that students who successfully complete our program and who are receiving certificates are gaining employment, in spite of not having an official tracking system at Solano Community College. Some examples of positions and work that have been reported include:

- A student was hired as a Billing Specialist in a Pain Clinic. Some of the job responsibilities included: billing charges, coding and posting charges, using on staff billing software, and knowledge of ICD-9 & ICD-10, CPT, HCDCS.
- A student was hired as a Behavior Interventionist. Some of the job responsibilities and soft skills included: use and proficiency in Microsoft Word & Excel, excellent critical thinking skills, an active team player, and excellent writing skills.
- A student was hired in the UMOJA program office at Solano Community College. Some of the job responsibilities included: office management, excellent keyboarding skills, filing and organizational skills, and excellent customer service.

Labor Market Data

Labor market projections for office technology jobs in the Administrative Assistant, Medical Front Office Clerk, and Medical Office and Coding Specialist have a bright outlook. Many job openings will result from the need to replace workers who leave the occupation. Others will become gainfully employed because of new jobs created; particularly, in the medical and health occupation industry because of the aging population of baby boomers. Medical careers are among the fastest growing job sector projected over the next 10 years. Providing a pathway, both for short-term entry level jobs and more advanced medical office careers.

Job Growth in California from 2012-2022. (information obtained from O*NET OnLine at www.onetonline.org)

- Medical Clerk: **+11% (3,770 jobs)**
- Medical Coding and Billing: **+21% (780 jobs)**
- Administrative Assistant: **+18% (6,290 jobs)**

Job Growth in and around Solano County 2010-2020. (information obtained from the State of California Employment Development Department at www.labormarketinfo.edd.ca.gov)

- Secretaries and Administrative Assistants: **+15.1% (3,580 jobs)**
- Executive Secretaries/Executive Administrative Assistants **+12.5% (940 jobs)**
- Healthcare Support Occupations **+28.9% (2450 jobs)**
- Medical Records/Health Information Technologists **+25% (250 jobs)**

Advisory Meetings

An advisory committee meeting was held on November 10, 2015. In attendance were Solano College full-time and adjunct business faculty members, students, CTE Dean, IT and Office Technology professionals, and representatives from local agencies and the community. The following topics were discussed (see attached minutes):

- The OCCED program including job internships
- Temp agencies and partnerships with Kaiser, Sutter, North Bay
- SCC student had concerns that classes were not being offered every semester and requested a consistent schedule

An advisory committee meeting was held on October 21, 2014. In attendance were Solano College full-time and adjunct business faculty members, students, CTE Dean, IT and office technology professionals, and representatives from local agencies and the community. The following topics were discussed (see attached minutes):

- Employers are looking for employees who can type 55-60 wpm
- Word and Excel tests are offered by temporary staffing agencies
- Most places offering internships are looking for students with at least a year of experience
- Enhancement funds are being offered for Office Technology and Medical Office, Information Technology, and Allied Health and Services

PLO/SLO Analysis

PLO/SLO assessments are up to date.

Duplication of Services

The program has not provided any unnecessary duplication of other state funded manpower training programs in the college's service area.

Perkins Funding

The office technology department used Perkins funding in the last two years to strengthen the program and to maintain adequate equipment and current classroom teaching aids.

2013/2014. Tutoring was funded to support student success. The tutors assisted students in the classroom which helped strengthen the academic, career, and technical skills of students. Their assistance helped improve and expand the use of technology by students and helped train them providing students with the skills needed to enter technology fields.

2014/2015. Additional textbooks, instructional materials, and software were purchased and tutors were made available for students in the Office Technology classrooms.

The following instructional supplies are needed in the near future:

1. Encoder Pro software for the three Medical Coding classes.
2. A lending library of medical coding manuals.
3. Cabinet to lock manuals in lending library.
4. OPAC software update and support to conduct timed writings in the keyboarding classes.
5. Wrist pads, mouse pads, and foot stools for the keyboarding classes.

Planned Actions

Five critical areas need to be addressed to ensure the success of the programs.

1. A planned consistent schedule of classes that students can depend on needs to be offered during every semester. The students need to be able to rely on the classes offered and know that the courses will not be cancelled and there will be instructors to teach all the classes.
2. First time students must be able to register for both the first eight week course and the subsequent eight week course in the same semester without instructor intervention. We lose students because they cannot register for OT 54A and OT54B (both eight week classes) because the prerequisite of OT 54A for OT 54B blocks them from registering in the same semester. The inability to register for all three units affects their class load and the qualification for financial aid. Banner is running the program and we have tried to ask for a solution with no success.
3. The Medical Coding and Billing program must have a coordinator or department chair to coordinate all the courses and should be compensated for their time. If structured as a cohort group and accredited, this program must have a coordinator.
4. The Learning Community for the Medical Office Clerk program was extremely successful in attracting, retaining, and graduating students and should be resurrected on the Main Campus. The format was discontinued because of lack of instructors and continued scheduling mishaps. Learning Communities such as this take and require a huge amount of coordination and should also be compensated for their time.
5. For any program to succeed, administration must allow advanced classes to run, even with low enrollment. Not offering the advanced medical classes during the last several semesters has sent many students to other colleges. We must allow the classes to run on low enrollment and build confidence that will fill the pipeline for advanced classes.

The Office Technology Department will continue to work toward completing the following goals:

1. **Review the Current Medical Office Technology Program.** Courses are being reviewed to assess whether or not they should be updated, condensed, and/or eliminated.
2. **Develop a new Medical Assistant Program.** Currently a Medical Assisting Program is being developed to enhance the program. This program will offer the student both administrative and clinical training, enhancing their marketability to healthcare employers in the area. Students will be able to complete a technical certificate in

approximately 35-40 units. The program will be structured in a manner that encourages full-time student attendance. Successful completion of the certificate will assure students' eligibility for credentialing once programmatic accreditation is achieved. Students will then be encouraged to return to SCC and complete the general education requirements necessary to earn an AS degree. Structuring the program in this fashion will allow students to obtain the necessary education to be credentialed (a requirement stipulated CMS) in a timely manner, and gain valuable work experience while completing the general education requirements of the AS degree.

3. Request and Address the Need to Purchase Additional Instructional Equipment.

- Encoder Pro software for the three Medical Coding classes.
- A lending library of medical coding manuals.
- Cabinet to lock manuals in lending library.
- OPAC software update and support to conduct timed writings in the keyboarding classes
- Wrist pads, mouse pads, and foot stools for the keyboarding classes

4. Review the class schedule notes on all keyboarding classes. Review the class schedule notes on all keyboarding classes to be sure they are listed under every keyboarding section and make corrections as needed.

5. Review OT 56 prerequisite information. Review the OT 56 prerequisite information and the current catalog information and make changes as necessary.

6. Change OT 100 to a web based program. Change OT 100 Skill Building to a web based program.

7. Create a Semester Schedule. Create a schedule for counselors and students listing each certificated program. The schedule will include the order of potential classes and indicate which classes are offered only once a year.

8. Determine Whether to Add Another OT Certificate. Research the need and determine whether to add another certificate in the Office Technology Department entitled "Human Resources Assistant".

9. Update OT 059 to reflect current conditions.

ADVISORY COMMITTEE MEETING

NOVEMBER 10, 2015

4:00 P.M.–6:00 P.M.

Attendees---see attached list

Kevin Anderson welcomed everyone to the meeting and we went around the table and introduced ourselves.

Thom Watkins & Lavonne Slaton discussed the Business Program, which has an Associate in Science Degree. The capstone course is called Introduction to Business and give the students help in deciding if they want to be in business and what side of business the student may want to pursue.

Kevin Anderson discussed the Computer Science Programming, which has an Associate in Science Degree in-Microcomputer Applications-& Web Administration & Design, as well as several job direct certificates. We are pursuing and new Business Information Worker Program. IT tech program being developed. Four other colleges already running the same type of program and we are planning to offer in Fall 2016.

Dawn Carpenter discussed the Office Technology Programs which include an Associate in Science Degree for Administrative Assistant—Medical Office & Coding Specialist and a certificate in Medical Front Office. We have recently updated our coding classes to ICD 10 and revamped the OT 056 Business Grammar and Proofreading class.

Adrienne Cary discussed the Business 100 Work Readiness course that gets students ready to complete applications, dress for the interview, complete the interview and function in the job. The course especially looks at professionalism, dressing, goal setting, networking, resumes, and communicating.

Les Hubbard discussed the Accounting courses which includes a certificate of achievement and Associate in Science Degree, as well as a job direct certificate. Financial and Managerial Accounting courses are transferable. We also offer Small Business courses, Quick Books, Tax Class and the capstone course is a tax return.

Dean Maire Morinec, School of Applied Technology & Business has heard that employers are looking for soft skills, coming to work on time, appropriate attire, telephone skills, etc. Chancellor's office would like to see that students are moving through on a timely basis. The business department is one of the busiest and transfers the most students. Most of our faculty that teach the business courses have been out in the business world before beginning to teach.

Jessica Le is working on updating our medical courses and looking into developing a recognized certificate in medical assisting for the students. The business and office technology are making sure the students are getting the courses and knowledge they need.

Kurt brought information about the 2016 Solano Business Connections & Expo on May 4, 2016. This is a great opportunity to get the businesses county wide to know each other and would be a good opportunity of SCC to get involved with the business community and strengthen Solano County.

BREAKOUT SESSION—OFFICE TECHNOLOGY:

Attendees: Dawn Carpenter, Marylou Fracisco, Debra Berrett, Patricia Ceja, Jessica Le, Sylvia Cross, & Heather O'Brien

Debra Berrett discussed the OCCED program—students taking these classes also have a job-internship, (either paid or unpaid) and must complete a certain number of hours in the job-internship. There are strict guidelines that must be followed, which at times make it difficult for students to get the job or internship. Some employers want student to work too many hours a week, it can be challenging for students to work around their classes. Good to have students start in volunteer programs for networking.

Temp agencies are available for medical and office students, but students can't touch medical records without credentials, making it difficult to intern in medical offices.

We have tried for years to get partnerships with Kaiser, Sutter, etc. without much luck. Because of unionized jobs you can't have a student or internee complete a job that the staff can do. To volunteer for North Bay you must sign and contract and volunteer for a certain number of hours.

Some of the issues for the students in getting jobs are: they want to start at the middle, difficulty getting a job without credentials or experience.

Heather O'Brien (SCC student) had the following concerns:

Classes not always available every semester; inconsistent schedule; would like to see a schedule for when each class should be taken and let counselors and students know.

Some areas to look at implementing: encouraging students to declare a major, which would jump their registration date; having a mandatory meeting for students with our OT majors with video and quizzes possible through Canvas.

The major problem is getting information out to the students that is consistent, and scheduling.

Meeting adjourned at 5:45 p.m.

