

**LOS ANGELES VALLEY COLLEGE**

**PROGRAM REVIEW**

**Instructional Programs Committee**

**SIGNATURE PAGE**

DEPARTMENT NAME: Computer Applications Office Technology

PROGRAM NAME(s): Computer Applications Office Technology

DISCIPLINE(s): Computer Applications Office Technology

DATE of REVIEW: Spring 2009

INSTRUCTIONAL PROGRAMS COMMITTEE MEMBERS:

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# **COMPUTER APPLICATIONS OFFICE TECHNOLOGY PROGRAM REVIEW EXECUTIVE SUMMARY**

**May 2009**

## **Summary of Current Program:**

The Computer Applications Office Technology Department offers valuable technical training to students. With close watch on the demands of industry, a dedicated, well-trained faculty provides students with training in the latest computer application software and office technology skills which will prepare them for present and future jobs. The department strives to keep current in its offerings by continually developing new courses and has developed several on-line distance education courses to help meet the needs and varied schedules of the students. The department offers 24 different courses, an Associate Degree, two Certificates of Achievement, and one Skills Certificate. The department has four full-time and approximately 15 adjunct instructors.

The Department designed a student survey and enlisted the assistance of the LAVC Office of Research and Planning to compile the Computer Applications Office Technology Program Review Student Survey Results. Overall, most items were given high ratings by the survey participants. One very important statistic obtained from the survey was that 92 percent of the students agreed that the CAOT courses taken were relevant and useful to their future careers and 82 percent stated that after taking one CAOT course they were encouraged to enroll in additional CAOT courses. Ninety percent agreed that the courses taught them the skills expected for the current job market.

## **Five-Year Trends:**

1. There is a tremendous job market for workers with clerical/computer skills. The following is a 10-year forecast of employment opportunities and job openings in California for workers with computer/office administration skills. This data is obtained from California Community Colleges [Job Outlook for Occupational Education Programs](#).

<b>Office &amp; Administrative Support Occupations</b>	<b>2006</b>	<b>2016</b>	<b>Employment Change</b>	<b>Percent Change</b>	<b>New Jobs</b>
	2,810,600	3,081,000	270,400	9.6	27,040

2. Entry level jobs are requiring candidates to be skilled on the use of the Internet and e-mail. Some jobs require candidates to know how to publish or edit Web pages.
3. As computer applications skills are becoming more important, more experience or knowledge is required. Employers are requiring certifications to prove skill

proficiency. Microsoft Office User Specialist Certifications, MOUS, and other certifications are being required by employers.

4. Decision-making and critical thinking skills are becoming of greater importance as technology advances. Entry-level positions are becoming less “mundane.” Employees are expected to do more decision making. This trend will continue since technology has automated many of the tasks previously performed by individuals.
5. Communication skills are of utmost importance. Without communication skills, the technical skills are meaningless. Employers continue to place communication skills as top priority when hiring employees.
6. New technologies in the area of Computer Applications and Office Technologies include Internet communication, Web-page design, new operating systems, updated application programs and smaller technological devices.
7. According to the CAOT Advisory Committee, communication skills and English play a vital role in the employment of our students. With the changing demographics and increase in the number of ESL students in our program, we are facing a continual challenge to improve their English and communication skills.
8. Increased numbers of older students (age 35 and older) are enrolling in courses for training or retraining.
9. Students are seeking flexible scheduling in enrolling for courses.

**Goals:**

Based on the data obtained from completing program review, the following goals have been set forth by the department.

1. Secure Wiring and Hardware for BJ107. This is necessary so that it will be a useable dual-purpose computer/lecture classroom and increase computer room availability.
2. Create Several Skills Certificates Virtual and On ground of 12 to 18 units. This will encourage students to work toward their educational goal one step at a time. They will be encouraged to get a skills certificate, move on to a Certificate of Achievement and finally an Associate Degree. These certificates will be designed to meet the needs of employers and requirements will be determined by careful analysis of job requirements, occupational data, and recommendations from advisory boards. Some certificate titles might be the following: General Office; Basic Internet, Basic Computerized Accounting, Word Processing: Microsoft Word, Office Clerical, and Office Communications.