

IMPERIAL COMMUNITY COLLEGE DISTRICT
REVIEW OF CAREER TECHNICAL EDUCATION TRAINING PROGRAMS
2016

BUSINESS OFFICE TECHNICIAN

I. Program Description

The Business Office Technician program provides students with entry level competencies for employment in an office. It helps to be a good team player who pays attention to detail, to be adaptable and versatile, and to have interpersonal and analytical skills.

A. Degree

Associate in Science, Business Office Technician

B. Certificate

Certificated of Achievement, Business Office Technician

II. Career Opportunities

Executive Secretaries and Administrative Assistants
Secretaries, Except Legal, Medical, and Executive

III. Industry Certification/Accreditation

The Business Office Technician program offers the courses that teach the skills participants need in order to take Microsoft Certification Exams and certify in Microsoft Word, Excel, PowerPoint, and Access.

IV. Industry Recognized Credentials (IRC)

Microsoft Office certification is recognized nationally by industry

V. Labor Market Demand

The Business Office Technician program at Imperial Valley College meets a documented labor market demand. Employment trends for this field are derived from a variety of sources. These are listed below:

A. Employment Trends

Occupation	TOP Code	SOC Code	2012	Average Job Openings per Year
Executive Secretaries and Administrative Assistants	0514.00	436011	170	2
Secretaries, Except Legal, Medical, and Executive	0514.00	436014	740	21
Total				23*

*State Employment Development
Occupational Employment Projections 20012-2022
Imperial County
<http://www.labormarketinfo.edd.ca.gov/CommColleges/>

B. Employment Trends Assessment

There is a 2% estimated growth in the office assistant career, but there are other career opportunities within an office environment mentioned below:

- | | | |
|----------------------------------|-----------------|--------------------------|
| Administrative Assistant | Secretary | Legal Office Assistant |
| Administrative Manager | Records Manager | Medical Office Assistant |
| Computer Applications Specialist | Word Processor | |
| Executive Secretary | Receptionist | |
| Office Technician | | |

VI. Other Regional Programs

There are no other similar training programs in Imperial Valley.

VII. Employment and Completion

(Based on State Core Measures Report, 2012-2013, 2013-2014 & 2014-2015)

Core 2: Completions. Measures completions for Career Technical Education student concentrators. Receipt of a certificate or degree or enrollment in a California four-year public university with or without a degree is considered a completion.

Fiscal Year Planning	Program	Total Completions	IVC Completion Rate	State Avg. Completion Rate
2014-2015	Business Office Technician	21/27	77.78%	80.62%
2013-2014	Business Office Technician	20/28	71.43%	82.07%
2012-2013	Business Office Technician	16/19	84.21%	83.57%

PERKINS IV Program Performance Trend Report
Core Indicator Two – Total Completions – Certifications, Degrees and Transfer
https://misweb.cccco.edu/perkins/Core_Indicator_Reports/Summ_coreIIndi_TOPCode.aspx

Core 3: Persistence and Transfer. The percent of Career Technical Education student concentrators (students who have successfully completed a minimum of 12 units of related Career Technical Education coursework) who persist in education at the community college level or transfer to a two or four-year institution.

Fiscal Year Planning	Program	Persistence	IVC Persistence Rate	State Avg. Persistence Rate
2014-2015	Business Office Technician	48/59	81.36%	86.22%
2013-2014	Business Office Technician	45/57	78.95%	86.95%
2012-2013	Business Office Technician	39/44	88.64%	86.35%

PERKINS IV Program Performance Trend Report
Core Indicator Three – Persistence and Transfer

https://misweb.cccco.edu/perkins/Core_Indicator_Reports/Summ_coreIndi_TOPCode.aspx

Core 4: Student Placement. The percent of Career Technical Education students who have earnings the following year (as found in the unemployment insurance base wage file) or are in an apprenticeship program, or the military.

Fiscal Year Planning	Program	Placements	IVC Placement Rate	State Avg. Placement Rate
2014-2015	Business Office Technician	23/23	100%	48.26%
2013-2014	Business Office Technician	21/21	100%	61.08%
2012-2013	Business Office Technician	12/12	100%	61.78%

PERKINS IV Program Performance Trend Report
Core Indicator Four – Employment

https://misweb.cccco.edu/perkins/Core_Indicator_Reports/Summ_coreIndi_TOPCode.aspx

Pursuant to the FCMAT report, CTE programs are also being evaluated for student demand, certificate and program completion, local labor demand, and a facility utilization for CTE programs in the new CTE building.

VIII. Enrollment Trends

Course	Year	Sections	Avg. Class	Fill Rate
BUS059	2014-2015	1	29	82.86%
BUS059	2013-2014	1	20	57.14%
BUS059/Engl 60	2012-2013	0	0	0.00%

Course	Year	Sections	Avg. Class	Fill Rate
BUS061	2014-2015	0	0	0.00%
BUS061	2013-2014	1	18	51.43%
BUS061	2012-2013	1	25	89.29%

Course	Year	Sections	Avg. Class	Fill Rate
BUS063	2014-2015	1	32	91.43%
BUS063	2013-2014	1	15	42.86%
BUS063	2012-2013	0	0	0.00%

Course	Year	Sections	Avg. Class	Fill Rate
BUS164	2014-2015	2	32	91.43%
BUS164	2013-2014	2	33	93%
BUS164	2012-2013	2	23.5	83.93%
Course	Year	Sections	Avg. Class	Fill Rate
BUS167	2014-2015	2	29	96.67%
BUS167	2013-2014	1	31	103.33%
BUS167	2012-2013	1	31	103.33%
Course	Year	Sections	Avg. Class	Fill Rate
BUS169	2014-2015	1	35	100.00%
BUS169	2013-2014	1	31	88.57%
BUS169	2012-2013	1	30	107.14%
Course	Year	Sections	Avg. Class	Fill Rate
BUS172	2014-2015	1	36	102.86%
BUS172	2013-2014	1	35	100.00%
BUS172	2012-2013	1	30	107.14%
Course	Year	Sections	Avg. Class	Fill Rate
BUS180	2014-2015	1	27	77.14%
BUS180	2013-2014	1	23	65.71%
BUS180	2012-2013	1	26	92.86%
Course	Year	Sections	Avg. Class	Fill Rate
BUS260	2014-2015	4	23	76.67%
BUS260	2013-2014	3	29	97.78%
BUS260	2012-2013	2	26.5	94.64%

IX. Completions

	2014-2015		2013-2014		2012-2013	
	Degrees	Certificates	Degrees	Certificates	Degrees	Certificates
Business Office Technician	8	8	2	2	5	4

X. FTES/FTEF Analysis

Year	FTES	FTEF	FTES/FTEF
2014-2015	51.83	3.67	14.12
2013-2014	43.17	3.27	13.2
2012-2013	39.75	3.14	12.66

XI. Facility Utilization Plan
 Current facilities are adequately meeting demand.

XII. SWOT Analysis

<p>Strengths</p> <p>In 2014-2015 enrollment increased demonstrating stability in program. Fill rates are high. Additionally, courses have high retention and completion rates.</p>	<p>Weaknesses</p> <p>Only one student received her Microsoft Word Certification during the fall semester. The cost of the exam, while small, may be preventing some students from getting certified.</p>
<p>Opportunities</p> <p>Employers shared during Work Experience Advisory Committee meeting how Microsoft Certification will bring more employable candidates to their organizations.</p>	<p>Threats</p> <p>No threats are visible at the moment. Enrollment and retention rates are strong.</p>

XIII. Program Evaluation

The Business Office Technician program has adequate performance numbers across all measures. The Perkins indicators in completion, persistence and placements are comparable to State rates. Class fill rates are consistently high, some over 100% fill rates. The program also has a consistent completion record in both certificates and degrees. Labor market demand is also solid based on the State data base.

XIV. Recommendations

It is recommended that the Business Office Technician program continue at Imperial Valley College without mitigation.