

IMPERIAL VALLEY COLLEGE DISTRICT
REVIEW OF CAREER TECHNICAL EDUCATION TRAINING PROGRAMS
2013

BUSINES 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
 - Counter and Rental Clerks
 - File Clerks
 - Human Resources Assistants
 - Office Clerks General
 - Medical Secretaries
 - Payroll and Timekeeping Clerks
 - Receptionist and information Clerks
- Secretaries and Administrative ~~Assistantes~~ Assistants
- Secretaries and Medical Assistants
- Data Entry Keyers

III. Industry Certification/Accreditation (to be completed by faculty)

IV. Industry Recognized Credentials (IRC) (to be completed by faculty)

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 (Employment Development Department):

Occupation	TOP Code	SOC Code	2008	Average Job Openings per Year
Executive Secretaries and Administrative Assistants	0514.00	436011	470	560
Secretaries, Except Legal, Medical, and Executive	0514.00	436014	580	640
Counter and Rental Clerks		41-2021	180	250
Data Entry Keyers		439021	40	50
File Clerks		43-4071	110	110
Human Resources Assistants		43-4161	70	90

Office Clerks General		439061	1220	1480
Medical Secretaries		4360613	230	330
Payroll and Timekeeping Clerks		43-4161	90	100
Receptionists and Information Clerks		43-4171	240	300
Word Processors & Typists		439022		
			Total	

*Same data as 2012. No updates from State Employment Development
Occupational Employment Projections 2008-2018
Imperial County

<http://www.labormarketinfo.edd.ca.gov/CommColleges/>

B. Employment Trends (Faculty Assessment):

VI. Other Regional Programs

There are no other similar training programs in Imperial Valley.

VII. Employment and Completion

(Based on State Core Measures Report, 2011-2012, 2012-2013 & 2013-2014)

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
2013-2014	Business Office Technician	20/28	71.43%	82.07%
2012-2013	Business Office Technician	16/19	84.21%	83.57%
2011-2012	Business Office Technician	20/23	86.96%	83.52%

PERKINS IV Program Performance Trend Report
Core Indicator Two – Total Completions – Certifications, Degrees and Transfer
https://misweb.cccco.edu/perkins/Core_Indicator_Reports/Summ_coreIndi_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
2013-2014	Business Office Technician	45/57	78.95%	87.65%
2012-2013	Business Office Technician	39/44	88.64%	86.79%
2011-2012	Business Office Technician	29/36	80.56%	87.19%

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
2013-2014	Business Office Technician	19/19	100%	67.04%
2012-2013	Business Office Technician	13/13	100%	64.56%
2011-2012	Business Office Technician	14/14	100%	62.76%

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	CAP	Fill Rate
BUS060	2012-2013	1	28	28	100.00%
BUS060	2011-2012	1	17	28	61.71%
BUS060	2010-2011	1	24	28	85.71%

Course	Year	Sections	Avg. Class	CAP	Fill Rate
BUS061	2012-2013	1	25	28	89.29%
BUS061	2011-2012	1	15	28	53.57%
BUS061	2010-2011	1	17	28	60.71%

Course	Year	Sections	Avg. Class	CAP	Fill Rate
BUS164	2012-2013	2	23.5	28	83.93%
BUS164	2011-2012	2	24.5	29	86%
BUS164	2010-2011	2	29	28	103.57%

Course	Year	Sections	Avg. Class	CAP	Fill Rate
BUS167	2012-2013	1	31	30	103.33%
BUS167	2011-2012	1	28	30	93.33%
BUS167	2010-2011	1	21	30	70%

Course	Year	Sections	Avg. Class	CAP	Fill Rate
BUS169	2012-2013	1	30	28	107.14%
BUS169	2011-2012	1	26	28	92.86%
BUS169	2010-2011	1	25	28	89.29%

Course	Year	Sections	Avg. Class	CAP	Fill Rate
BUS172	2012-2013	1	30	28	107.14%
BUS172	2011-2012	1	19	28	67.86%
BUS172	2010-2011	2	17	29	59.62%

Course	Year	Sections	Avg. Class	CAP	Fill Rate
BUS176	2012-2013	1	21	28	75.00%
BUS176	2011-2012	1	16	28	57.14%
BUS176	2010-2011	1	10	28	35.71%

Course	Year	Sections	Avg. Class	CAP	Fill Rate
BUS180	2012-2013	1	26	28	92.86%
BUS180	2011-2012	1	21	28	75%
BUS180	2010-2011	1	25	28	89.29%

Course	Year	Sections	Avg. Class	CAP	Fill Rate
BUS260	2012-2013	2	26.5	28	94.64%
BUS260	2011-2012	2	26	31	82.54%
BUS260	2010-2011	2	24.5	28	87.50%

IX. Completions

	2012-2013		2011-2012		2010-2011	
	Degrees	Certificates	Degrees	Certificates	Degrees	Certificates
Business Office Technician	5	4	4	4	7	4

X. FTES/FTEF Analysis

Year	FTES	FTEF	FTES/FTEF
2012-2013	39.75	3.14	12.66
2011-2012	34.03	3.14	10.84
2010-2011	36.36	3.2	11.36

XI. Facility Utilization Plan (to be completed by faculty)

XII. SWOT Analysis (to be completed by faculty)

Strengths - A large percentage of our program reinforces the need of applying soft skills in the workplace and our students complete the program knowing how important implementation of soft skills is in our industry. - Our program is strong in teaching software applications and these skills are easily implemented in our industry needs. - Our program offer<u>offers</u> three Business English, Communication courses that help our Hispanic population reinforce their second language.	Weaknesses The Business Office Technician certificate/degree courses are not offered in the evening to accommodate evening students due to shortage of faculty. If a 13% growth is expected between 2010-2020, a new faculty could accommodate our evening population<u>population</u>. Our program has been effective with full-time<u>time</u> faculty since we are offering continuity to our program and our students. Low FTES/FTEF a concern, but number has increased recently.
Opportunities Business Office Technicians can grow in many areas within our office industry. The office industry has a constant need for assistants at many levels. Specifics about job responsibilities<u>responsibilities</u> are learned on the job.	Threats No threats since a growth of 13 percent is expected between 2010-2020. Office assistants continue to provide high-level of support for executives

XIII. Program Evaluation (to be completed by EWD office)

XIV. Recommendation (to be completed by EWD office)

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