**ADMINISTRATIVE OFFICE ASSISTANT CERTIFICATE OF ACHIEVEMENT**

**Item 1. Program Goals and Objectives**

The Administrative Office Assistant Certificate of Achievement is designed to prepare students for entry-level office and administrative support in a variety of job positions, including general office clerks, administrative assistants, retail salespersons, customer service representatives, receptionists, and information clerks. Students are trained in entry-level office skills including a solid foundation in Microsoft Windows and Office as well as critical thinking, problem solving, and interpersonal skills to provide greater efficiency in the workplace.

The Administrative Office Assistant Program is directed at the appropriate level for community colleges and is a consistent statewide pathway designed with industry involvement to prepare students for entry-level jobs, and to inform business of the rich capabilities that exist at every California Community College Campus. The pathway utilizes existing academic programs and courses, thus no new curriculum is created. It leads to a Certificate of Achievement which can be readily attained in one year and can scaffold into an Associates in Science Degree which can be attained in two years. This program addresses a valid occupational role, that of office worker. The program is designed to provide students with the skills to meet employers’ needs. Both students entering the workforce and incumbent employees desiring entry-level office and administrative support knowledge will benefit from this program. Students who successfully complete this program may continue their education by taking additional courses that lead to an Associate Degree in Administrative Office Assistant.

Program Competencies

Upon successful completion of this program, the student will be able to demonstrate the following competencies:

* Effective listening, oral communication, and written communication skills
* Effective customer service skills
* Records management and filing techniques
* Performance of basic financial tasks
* Managing reference sources
* Basic computer application skills, including Microsoft Word, Outlook, and Excel
* Understanding of fundamentals of computer systems and file types
* Design and construction of simple file and folder path structures on local storage device or network storage areas
* Soft skills such as attitude, being a team player, attention to detail, etc.

Program Learning Outcomes (PSLOs) are:

1. Create and edit professional documents in a word processing program (Microsoft Word).
2. Create and edit professional documents in a spreadsheet program (Microsoft Excel).
3. Communicate effectively and professionally in business situations through writing, speaking, and electronic media.

Occupational Preparedness

Students who successfully complete the program will be trained for a number of job titles, including file clerks, receptionists and information clerks, secretaries, administrative assistants, office and administrative support workers, and customer service representatives.

The design of this program is consistent with the mission of Ventura College as stated below:

*Vision*

Ventura College will be a model community college known for enhancing the lives and economic futures of its students and the community.

*Mission*

At Ventura College, we transform students’ lives, develop human potential, create an informed citizenry, and serve as the educational and cultural heart of our community. Placing students at the center of the educational experience, we serve a highly diverse student body by providing quality instruction and student support, focusing on associate degree and certificate completion, transfer, workforce preparation, and basic skills. We are committed to the sustainable continuous improvement of our college and its services.

Ventura College is dedicated to enhancing the lives of students, developing their potential and improving the economic future of both students and the community. This program will enable students to develop or enhance their business skills, increase employability skills, and contribute to the increasing success for the business for which they will work. The Certificate of Achievement in Administrative Office Assistant is in alignment with the mission of the college.

This program prepares students for careers with job titles that include the following:

* Office Clerk
* Administrative Assistant
* File Clerk
* Secretary
* Receptionist
* Information Clerk
* Customer Service Representative

This program is not selective and there are no specific entry criteria. There are no additional fees for students beyond the standard community college registration fees, tuition, and textbooks.

**Item 2. Catalog Description**

Successful completion of the Administrative Office Assistant Program will provide the skills necessary for an entry-level office and administrative support in a variety of job positions, including general office clerks, receptionists, information clerks, customer service representatives, and administrative assistants. Students will learn basic oral and written communications. They will learn computer application skills, including the basics of Microsoft Excel, Word, and Outlook, as well as the fundamentals of computer systems. Students who successfully complete this program may continue their education by taking additional courses that lead to an Associate Degree in Business Management or Supervision.

Program Student Learning Outcomes (PSLOs) are:

1. Create and edit professional documents in a word processing program (Microsoft Word).
2. Create and edit professional documents in a spreadsheet program (Microsoft Excel).
3. Communicate effectively and professionally in business situations through writing, speaking, and electronic media.

**Item 3. Program Requirements**

Certificate of Achievement: Administrative Office Assistant

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirements** | **Dept. Name/#** | **Name** | **Units** | **Sequence** |
| Required Core (15 units) | BUS V32  BUS V61  BUS V62  BUS V64  BUS V94 | Human Resource Management  Microsoft Word  Microsoft Excel  Computer Fundamentals and Productivity Tools  Business Office Skills | 3  3  3  2  4 | Yr 1, Spring  Yr 1, Fall  Yr 1, Spring  Yr 1, Fall  Yr 1, Fall |
| Required Additional Course  (3 units) | BUS V44  BUS V45 | Business English  **or**  Business Communications | 3  3 | Yr 1, Spring  Yr 1, Spring |

Required Core Total: 15 units

TOTAL UNITS: 18 units

Proposed Sequence:

Year 1, Fall = 9 units

Year 1, Spring = 9 units

TOTAL UNITS: 18 units

**Approval of Business Advisory Council**

On March 3, 2017, the Business Advisory Council met and an update on the Ventura College Business Department activities was presented. They were given a draft of the Business Information Worker Pathway Program (now to be called Administrative Office Assistant) and asked for their feedback. Some of the feedback included training in Google Docs, iPad usage, digital literacy, and communication skills. Feedback was incorporated into the program plan.

At the April 27, 2018 advisory meeting, the proposal was again provided to the council. The Business Advisory Council once again supported this program. They also provided some additional suggestions. The minutes from both meetings can be found in Appendix A of this narrative document.

In September of 2018, the Business Department decided to change the name of the program from Business Information Worker to Administrative Office Assistant, as they believed it would add clarity to the career pathway.

**Item 4. Master Planning**

The Administrative Office Assistant Program was based upon the Business Information Worker pathway that was created by the Information Communication and Small Business Sector teams, as part of the “Doing What Matters for Jobs and the Economy” California Chancellor’s Office initiative. This pathway was developed as one of the short-term job readiness programs that could provide a statewide solution to employment for Californians in a consistent manner throughout the California Community Colleges. The pathway skills were based upon feedback from over 400 industries statewide. It was designed to provide training that can lead to employment in less than a year. Although following the general curriculum of this pathway, Ventura College has decided to name it “Administrative Office Assistant”. The pathway is being offered at many other colleges in the state, however, all colleges in the California Community College system have been encouraged to offer the program. The actual name of the program at each college varies greatly, which supports the name change for the Ventura College.

Existing Ventura College facilities are sufficient to support this program.

**Item 5. Enrollment and Completer Projections**

(A) Enrollment Data

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | | AY 17 | | AY 18 | |
| CB01: Course Department Number | CB02: Course Title | Annual # Sections | Annual Enrollment Total | Annual # Sections | Annual  Enrollment Total |
| BUS V32 | Human Resource Management | 0 | 0 | 3 | 108 |
| BUS V61 | Microsoft Word | 0 (New Course) | 0 | 0 (New Course) | 0 |
| BUS V62 | Microsoft Excel | 0 (New Course) | 0 | 0 (New Course) | 0 |
| BUS V64 | Computer Fundamentals and Productivity Tools | 0 (New Course) | 0 | 0 (New Course) | 0 |
| BUS V94 | Business Office Skills | 0 | 0 | 0 | 0 |
| BUS V44 | Business English | 3 | 93 | 2 | 71 |
| BUS V45 | Business Communications | 3 | 151 | 4 | 133 |

It should be noted that BUS V61, V62, and V64 are new courses and will first be offered in AY19. BUS V94 has not been offered since AY16 but is being brought back in AY19.

**Item 6. Place of Program in Curriculum/Similar Programs**

In reviewing the college’s existing programs, there would not be any needed changes in the active inventory records. Although no new courses are being added to the college’s curriculum inventory, this program uses courses that were created in the past two years and are being offered for the first time in AY19. This program will not replace any existing program. In addition, the program represents a set of in-demand skills throughout the state, based upon business advisory groups and other Labor Market Information.

This program will supplement the other programs offered by the Ventura College Business Program and provide additional opportunities for students.

**Item 7. Similar Programs at Other Colleges in Service Area**

Several colleges in Ventura College’s local service area offer an Associate of Science degree in Administrative Office Assistant, although the names of the programs may vary. They include:

* Allan Hancock College
* Oxnard College
* Santa Barbara City College

Since transportation to and from classes is a major factor with the students taking these type of courses, there is little concern that competition would be created between any of the colleges listed above. Oxnard College, Santa Barbara City College and Moorpark College have well-established courses in this area and no new courses are being recommended, thus it is unlikely that any competition would result.

Ventura College is a member of the South Central Coast Regional Consortium. The consortium reviews all new programs for appropriateness and competition. The Administrative Office Assistant Certificate of Achievement and Associates Degree will be presented to the SCCRC.

As previously stated, this career pathway was developed as one of the short-term job readiness pathways that were created by the Information Communication and Small Business Sector teams to help with employment in California. Colleges have been encouraged to offer this training for students and we feel that our program will meet the needs as determined by the ICT team.

Attachments:

1. Business Advisory Council Minutes
2. Labor Market Information

**Attachment A. Business Advisory Council Minutes**

**VENTURA COLLEGE**

**Minutes of the Business Advisory Committee**

**Date: March 3, 2017**

**Minutes:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Agenda Item** | **Summary of Discussion** | **Action (If Required)** | **Completion Timeline** | **Assigned to:** |
| **Welcome** | Meeting was called to order at 11:45 by Laura Woyach. | | | |
| **Introductions** | | | | |
|  | Laura introduced the Business Program faculty and Ventura College administrators. |  |  |  |
| **Announcements** | | | | |
|  | Laura presented the purpose of the meeting and expressed the importance of partnership with the business community. |  |  |  |
| **Discussion Items** | | | | |
| Business Program Update | Stephanie Branca presented an overview of the Business Internship Program. She shared success stories from students who worked in various industries. She explained the need for more internship opportunities for students.  Crystal Kallik presented information about the Business Speakers Series that is planned to begin in the fall. |  |  |  |
| Business Information Worker Pathway | A draft of the Business Information Worker Certificate Program was distributed to the council for their input. Feedback will be used to continue the process of developing this certificate. |  |  |  |
| Social Media Marketing | Adjunct faculty member, Nick Norris, was our guest speaker. His topic was “Social Media Marketing: Harnessing Its Power for Business”. Nick provided excellent information about how Social Media can be integrated in the marketing plans for small businesses. A lively discussion ensued. |  |  |  |
| Roundtable Discussion | The discussion topic was “What Businesses Need from Ventura College”. Each council member introduced themselves, their business, and explained what they felt was important to their industry. Some of the key suggestions were:  Google Docs  iPad use  digital literacy  communication |  |  |  |

**VENTURA COLLEGE**

**Minutes of the Business and Accounting Advisory Meeting**

**Date: April 27, 2018**

**Present: Robbie Arao, Andrea Beenham, Valeria Blanco, Stephanie Branca, Boomer Butler, Ken Drake, Tami Erickson, Nicole Falco, David Fleisch, Carolyn Herrera, Crystal Kallik, John Montemayo, Debbie Newcomb, Brian Palmer, Andrew J. Palomares, Gerado Pantoja, Nicole Raden, Erika Sanchez, Paul Sullivan, Laura Woyach**

**Recorder: Katheryn Solorio**

**Minutes:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Agenda Item** | **Summary of Discussion** | **Action (If Required)** | **Completion Timeline** | **Assigned to:** |
| Welcome and Attendee Introductions | Everyone introduced themselves, title and location of employment |  |  |  |
| Information Items | Brief overview of the purpose of the meeting. Building a connection between Ventura College and the business world with Special funding from Perkins grant. |  |  |  |
| Business Program Update | L. Woyach introduced the Business Information Worker Certificate of Achievement  Several questions:   * Is this is an effective degree? * Are the classes something that makes sense for the community of business? * Is it a catchall for community services?   There was general support of the concept. Suggested topics for inclusion were:  B. Palmer - fundamental classes that focuses on Outlook, Google tools and customer service.  P. Sullivan - Setting Meeting  B. Butler - QuickBooks, interviewing and soft skills, mock interviews and class critique. |  |  |  |
|  | C. Kallik spoke briefly about the Business Club and ABG (Alpha Beta Gamma) |  |  |  |
| Internships | D. Newcomb announced the new Career Education Job Placement Specialist, Brittany Manzer, and provided a brief description of how she can help match students with internship locations.  D. Newcomb stated that our internship program has really taken off. We were able to place every student that applied.  Guest Student Speaker- Andrea Beenham shared her internship experience. She suggested creating a 2-tier internship, based on level of experience. Also, would like to see the length of the internship extended. |  |  |  |
| Interactive discussion: What businesses need from Ventura College | D. Fleisch - Broadening outreach, job fairs, promoting may increase exposure.  T. Erickson -Interview clients and market the student’s accomplishments before they are ready to graduate.  R. Arao - hone student interview skills. Students are in high demand and businesses are willing to train them. |  |  |  |
| Additional Comments | A. Palomares - Students need to show confidence and desire.  D. Fleisch- We want them to be inquisitive and have desire.  V. Blanco- There is a disconnect between millennials and the hiring expectations outside the job description. They are lacking interpersonal and relationship skills. Grammar and writing skills have declined to result in loss of jobs opportunities.  T. Erickson -Teach Millennials to talk face to face when they encounter an obstacle  J. Montemayo - not everyone stays where he or she starts. Employees may realize they need other education. Entry-level job does not always lead to a career path. |  |  |  |
| Survey | A short survey that focused on potential hires was given to each attendee. |  |  |  |