DOUGLASCOLLEGE

Office Administration (OADM) Program Review

Submitted by Claudia Jamieson, Chair, OADM

October 31, 2014

Document Summary

This document outlines the proposed changes to the four classroom-based certificate programs within Office Administration. The recommended changes were approved at the October 2014 FEC meeting of the Faculty of Commerce and Business Administration. This will not directly impact the Office Administration Diploma, or the online certificate programs currently offered in partnership with BCCampus (Legal Office Skills Online Certificate and Medical Office Assistant Online Certificate).

In 2013, the Office Administration Department (OADM) commenced voluntary program reviews examining course content, division of content across courses in a program, methods for teaching and assessing competencies, minimum program competencies, student workload, and scheduling concerns for four certificate programs:

1. Basic Office Skills
2. Administrative Assistant
3. Legal Administrative Assistant
4. Medical Office Assistant

The program reviews took into account evidence from outside sources (PAC, surveys, job postings, articulation, etc), opinions (instructor, employers), observations (instructor, administration), and comments (students).

As a result of this review, OADM is proposing changes in course content, course structure, admission requirement and graduation requirements.

A. Change Summary

1. Course Content

Discontinued Courses

- OADM 1222 Spreadsheets and Business Calculations
- OADM 1238 Accounting Procedures I
- OADM 1239 Computer Bookkeeping I
- OADM 1245 Employability Skills for Office Personnel
- OADM 1256 Microcomputer Applications I
- OADM 1322 Medical Transcription
- OADM 1345 Administrative Procedures
- OADM 1356 Microcomputer Applications II
- OADM 1400 Job Search

New Courses

- OADM 1230 Administrative Accounting Procedures
- OADM 1241 Office Relations and Productivity Skills
- OADM 1244 General Office Skills
- OADM 1246 Computer Applications I
- OADM 1344 Administrative Procedures
- OADM 1346 Computer Applications II
- OADM 1350 Office Simulation
- OADM 1410 Career Development

Renumbered Course

- OADM 1401 Office Practicum renumbered to OADM 1411 Office Practicum
  OADM 1401 is a practicum course taken in the third semester. Students continue into OADM 1401 after taking OADM 1400 Job Search in the second semester. To provide continuity and to avoid confusion, since OADM 1400 Job Search is being replaced by OADM 1410 Career Development, OADM 1401 is being renumbered to OADM 1411.

2. Restructured Course

OADM 1325 Clinical Office Procedures is a capstone course for the Medical Office Assistant Certificate program. It is offered in a classroom based lecture format one day a week, and in a combination lecture/applied practice lab format the other. The course accepts 30 students. The instructor teaching this course teaches a 2-hour lecture with all 30 students, and two 3-hour labs with 15 students each. Currently this 3-credit course counts as 1.5 sections of instructional workload.

The labs must take place in a classroom outfitted with a sink, cupboards, and furnishings to simulate a clinical environment. (Currently in room 4221A). The labs require significant one-on-one time with the instructor followed by skill practice time. In order for the instructor to have sufficient time with students during the applied practice portion and time to complete ten applied evaluations, the students are divided into two groups for the lab component. The lab takes place over two days (3 hours each) and students are assigned one lab time.

This course consistently has long waitlists, but due to the restrictions of the skill practice lab we are unable to increase student numbers. Even with the class coming in two groups, there are too many students, space is an issue, and at times, crowding in the room creates what could lead to safety issues.

We are recommending that this class continue to have its lecture format one day per week, but change the lab component from two 3-hour labs weekly to three 2-hour labs weekly. This will allow us to increase enrolment to 36 students and offer three labs of 12 students. Rather than

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running three hour labs they can be shortened to 2 hours as there will be a smaller number of students. This should allow the instructor to continue to spend a significant amount of time with each student and complete the clinical evaluation portions with less wasted times for students waiting for their evaluation turn.

We recommend that it become 2 sections of instructional workload. This would be similar to other courses within the Faculty of Commerce and Business Administration, such as CSIS 1155 and 1260.

4. Enhancing Student Learning

The Administrative Assistant students do not have a class where they can practise applied skills using business equipment. One of the new courses addresses this and provides students time to practise skills in an office simulation lab.

5. Increasing Student Pathways

Currently OADM offers an introductory keyboarding class to help prepare students with no keyboarding experience when they arrive. It is not a course required for graduation. However, some students have done very well in this class, and in fact, have met the qualifications of OADM 1303, which is required in our programs. We are recommending that OADM 1103 with a "B" or higher be accepted for graduation and prerequisite purposes.

6. Graduation Requirements

Currently, students in OADM require a "C-"or better in every course to graduate. We are recommending that students in the Administrative Assistant, Basic Office Skills, Legal Administrative Assistant, and Medical Office Assistant certificate programs obtain a grade of "C" or higher (60%) in all required program courses. Students using OADM 1103 as a program requirement, instead of OADM 1303, must obtain a grade of "B" or higher in OADM 1103.

7. Entrance Requirements

The following entrance requirement <u>will be removed</u> from the Administrative Assistant Certificate, Legal Administrative Assistant Certificate, and Medical Office Assistant Certificate programs:

Keyboarding speeds: Full-time students require 25 net words per minute. Part-time students do not require a specific keyboarding speed for entry; however, students must provide proof of keyboarding speed before registration in any course which has a keyboarding prerequisite (see the Course Descriptions section of this Calendar). Students with no previous keyboarding experience may take beginning keyboarding (OADM 1103) during their first semester at the College.

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B. Proposed Program Changes:

BASIC OFFICE SKILLS CERTIFICATE		
CURRENT PROGRAM CONTENT	**PROPOSED PROGRAM CONTENT**	**Changes**
Semester I	**Semester I**	
OADM 1240 Business Communications and Procedures	OADM 1240 Business Communications and Procedures	No change
OADM 1245 Employability Skills	OADM 1241 Office Relations and Productivity Skills	OADM 1241 developed to replace OADM 1245.
OADM 1256 Microcomputer Applications I	OADM 1246 Computer Applications I	OADM 1246 developed to replace OADM 1256
	OADM 1244 General Office Skills	New course.
OADM 1303 Keyboarding Skill Development	OADM 1103 Introduction to Keyboarding (with a grade of B or better) **OR** OADM 1303 Keyboarding Skill Development	OADM 1103 with a minimum letter grade of an B is added as a graduation equivalent to OADM 1303
Semester II		
OADM 1345 Administrative Procedures		

Students taking the Basic Office Skills Certificate can ladder into the Administrative Assistant, Legal Administrative Assistant, and Medical Office Assistant Certificate programs.

Students taking the Basic Office Skills Certificate can now finish in one semester.

To obtain the Administrative Assistant Certificate, students would have to complete an additional 5 courses plus an office practicum. (15 credits)

To obtain the Legal Administrative Assistant Certificate, students would have to complete an additional 6 courses plus an office practicum. (18 credits)

To obtain the Medical Office Assistant Certificate, students would have to complete an additional 6 courses plus an office practicum. (18 credits)

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ADMINISTRATIVE ASSISTANT CERTIFICATE		
CURRENT PROGRAM CONTENT	**PROPOSED PROGRAM CONTENT**	**Changes**
Semester I	**Semester I**	
OADM 1222 Spreadsheets and Business Calculations		Discontinued course
OADM 1238 Accounting Procedures I		Discontinued course
OADM 1240 Business Communications and Procedures	OADM 1240 Business Communications and Procedures	No change
	OADM 1241 Office Relations and Productivity Skills	OADM 1241 developed to replace OADM 1245. OADM 1245 was previously taught in Semester II
	OADM 1244 General Office Skills	New course
OADM 1256 Microcomputer Applications I	OADM 1246 Computer Applications I	OADM 1246 developed to replace OADM 1256
OADM 1303 Keyboarding Skill Development	OADM 1103 Introduction to Keyboarding (with a grade of B or better) **OR** OADM 1303 Keyboarding Skill Development	OADM 1103 with a minimum letter grade of an B is added as a graduation equivalent to OADM 1303
Semester II	**Semester II**	
OADM 1245 Employability Skills		OADM 1245 is replaced by OADM 1241 to be taught in Semester II
OADM 1239 Computer Bookkeeping I		Discontinued course
	OADM 1230 Administrative Accounting Procedures	OADM 1230 developed to replace OADM 1222, 1238, 1239 (Reduced overall accounting content)
OADM 1345 Administrative Procedures	OADM 1344 Administrative Procedures	OADM 1344 developed to replace OADM 1345
OADM 1356 Microcomputer Applications II	OADM 1346 Computer Applications II	OADM 1346 developed to replace OADM 1356
	OADM 1350 Office Simulation	New course
OADM 1400 Job Search	OADM 1410 Career Development	OADM 1410 developed to replace OADM 1400
Semester III	**Semester III**	
OADM 1401 Office Practicum	OADM 1411 Office Practicum	Course renumbered from OADM 1401 to OADM 1411. No content change

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LEGAL ADMINISTRATIVE ASSISTANT CERTIFICATE		
CURRENT PROGRAM CONTENT	**PROPOSED PROGRAM CONTENT**	**Changes**
Semester I	**Semester I**	
OADM 1218 Legal Office Procedures - Introduction and Corporate Law	OADM 1218 Legal Office Procedures - Introduction and Corporate Law	No change
OADM 1240 Business Communications and Procedures	OADM 1240 Business Communications and Procedures	No change
OADM 1245 Employability Skills	OADM 1241 Office Relations and Productivity Skills **OR** OADM 1244 General Office Skills	OADM 1241 developed to replace OADM 1245. OADM 1244 is a new course
OADM 1256 Microcomputer Applications I	OADM 1246 Computer Applications I	OADM 1246 developed to replace OADM 1256
OADM 1303 Keyboarding Skill Development	OADM 1103 Introduction to Keyboarding (with a grade of B or better) **OR** OADM 1303 Keyboarding Skill Development	OADM 1103 with a minimum letter grade of an B is added as a graduation equivalent to OADM 1303
Semester II	**Semester II**	
OADM 1326 Legal Office Procedures - Litigation	OADM 1326 Legal Office Procedures - Litigation	No change
OADM 1327 Legal Office Procedures - Family Law	OADM 1327 Legal Office Procedures - Family Law	No change
OADM 1328 Legal Office Procedures - Conveyancing	OADM 1328 Legal Office Procedures - Conveyancing	No change
OADM 1329 Legal Office Procedures - Wills and Estates	OADM 1329 Legal Office Procedures - Wills and Estates	No change
OADM 1400 Job Search	OADM 1410 Career Development	OADM 1410 developed to replace OADM 1400
Semester III	**Semester III**	
OADM 1401 Office Practicum	OADM 1411 Office Practicum	Course renumbered from OADM 1401 to OADM 1411. No content change

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MEDICAL OFFICE ASSISTANT CERTIFICATE		
CURRENT PROGRAM CONTENT	**PROPOSED PROGRAM CONTENT**	**Changes**
Semester I	**Semester I**	
OADM 1114 Anatomy, Physiology and Medical Terminology I	OADM 1114 Anatomy, Physiology and Medical Terminology I	No change
OADM 1151 Medical Administrative Procedures		Moved to Semester II
	OADM 1240 Business Communications and Procedures	Moved from Semester II
	OADM 1244 General Office Skills	New course
OADM 1256 Microcomputer Applications I	OADM 1246 Computer Applications I	OADM 1246 developed to replace OADM 1256
OADM 1303 Keyboarding Skill Development	OADM 1103 Introduction to Keyboarding (with a grade of B or better) **OR** OADM 1303 Keyboarding Skill Development	OADM 1103 with a minimum letter grade of an B is added as a graduation equivalent to OADM 1303
OADM 1325 Clinical Office Procedures		Moved to Semester II
Semester II	**Semester II**	
	OADM 1151 Medical Administrative Procedures	Moved from Semester I
OADM 1214 Anatomy, Physiology and Medical Terminology II	OADM 1214 Anatomy, Physiology and Medical Terminology II	No change
OADM 1240 Business Communications and Procedures		Moved to Semester I
OADM 1265 Electronic Medical Records and Medical Billing Procedures	OADM 1265 Electronic Medical Records and Medical Billing Procedures	No change
OADM 1322 Medical Transcription		Discontinued course
	OADM 1325 Clinical Office Procedures	Moved from Semester I
OADM 1400 Job Search	OADM 1410 Career Development	OADM 1410 developed to replace OADM 1400
Semester III	**Semester III**	
OADM 1401 Office Practicum	OADM 1411 Office Practicum	Course renumbered from OADM 1401 to OADM 1411. No content change

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C. Budget Implications

1. OADM 1325 is paid at 1.5 sections. It is recommended that this increase to 2 sections. The instructor will be in class four times (2 hour classes) each week and teaching more students. The extra cost will be ½ section of instructional workload.

Student benefit:	Shorter wait time for the course.
	Smaller labs which will allow more one-on-one time with instructor.
Administrative benefit:	Scheduling faculty with uneven sections creates over or under section allotment for full-time faculty.
	Student numbers can be increased without violating any collective agreement policies.

2. OADM 1350 is a recommended new course, Office Simulation. We will require funding for basic office equipment (see list below). We anticipate being able to manage consumable costs by applying a small lab fee.

Student benefit:	Hands-on practice using a variety of office equipment, enabling the student to learn to use it and to maintain it.

Some of the required equipment has already been donated and some of it should be available in the college: (items in pink are required)

Basic office supplies: stapler, 3-hole punch, label maker, stamps/inkpads, post-it notes, tab dividers, fold back clips, etc.	Required
Label maker	Required
Accordion file folder(s)	Required
Answering machine	Required
Computer label maker	Donated
Binding machine	Donated
Dictaphone / hand held recorder	Donated
Multiline telephone(s)	Donated
Phone/fax line (prefer 2 lines) NOTE: will need installation	Required
Outlook demo software	Required
Desktop computer and laptop	Required
All-in-one printer, fax, copier, scanner (desktop size)	Donated
Full size copier (preferably used so that students can learn how to fix problems)	Required
Filing cabinets	Required
Storage cabinets	Required

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D. Conclusion

WorkBC has just released the British Columbia 2022 Labour Market Outlook report. Under Education and Training Needs, the largest group, Skill Level B, will make up 44% of the training needs. (See appendix 1.) The OADM certificate programs fall into this group. Of this group, Administrative assistants are listed as the number 1 occupation that requires post-secondary training. (See appendix 2.) They anticipate in the Mainland/Southwest region there will be 641,500 new jobs over the next ten years. Of that number, office administrative assistants (general, medical and legal) have an anticipated 13,280 job openings, at an average annual growth rate of 1.4% (2012-2022). Across the province, the anticipated number of job openings for administrative assistants is 17,600.

Looking at the projected numbers, we anticipate continued growth in our OADM Department. We believe the program review has identified key areas for improvement that will allow us to be ready to meet the challenge of preparing these students for the work force. (WorkBC)

Anticipated implementation date: September 2015.

EDUCATION *and* TRAINING NEEDS

More than three quarters of projected job openings to 2022 will require some post-secondary education.

▶ Of the 985,100 projected job openings to 2022, 44 per cent are expected in Skill Level B, which normally requires a college diploma or trade certificate. Combined with the job openings expected in Skill Level A (34 per cent), which normally requires a university degree, more than three quarters of the forecasted job openings over the coming decade will require post-secondary education and training.

▶ Currently, approximately 70 per cent of the labour force in B.C. has some post-secondary education.

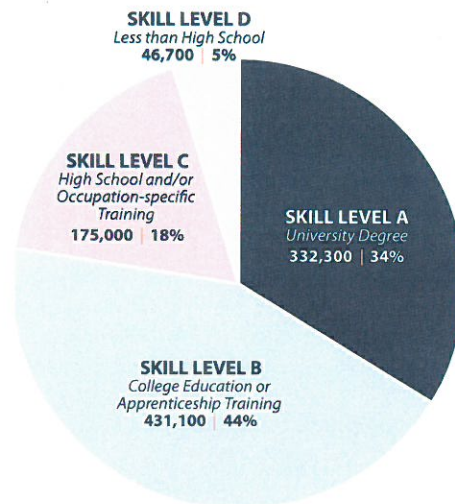▶ The lists of top in-demand occupations normally requiring training are provided in Appendix 2.

SKILL LEVEL D
Less than High School
46,700 | 5%

SKILL LEVEL C
High School and/or
Occupation-specific
Training
175,000 | 18%

SKILL LEVEL A
University Degree
332,300 | 34%

SKILL LEVEL B
College Education or
Apprenticeship Training
431,100 | 44%

CHART 2: *Ten-year total job openings by education requirements*

▶ Management occupations are grouped in Skill Level A, although it is recognized that requirements for management occupations can vary in education and experience.

▶ Each occupation covered in this analysis is classified to skill level based on the most recent historical patterns for education and skills training requirements.

LIST 1: *Top 60 occupations that require training – Post-Secondary Training Only*

	NOC	OCCUPATION	JOB OPENINGS TO 2022	SKILL LEVEL
1	1241	Administrative assistants	17,600	B
2	1221	Administrative officers	17,500	B
3	7271	Carpenters	15,100	B
4	1111	Financial auditors and accountants	13,500	A
5	1311	Accounting technicians and bookkeepers	12,400	B
6	4212	Social and community service workers	10,100	B
7	4214	Early childhood educators and assistants	9,100	B
8	0711	Construction managers	8,400	0
9	7241	Electricians (except industrial and power system)	7,400	B
10	0631	Restaurant and food service managers	7,000	0
11	4021	College and other vocational instructors	6,900	A
12	7237	Welders and related machine operators	6,200	B
13	1224	Property administrators	5,300	B
14	4112	Lawyers	5,200	A
15	7252	Steamfitters, pipefitters and sprinkler system installers	4,900	B
16	7311	Construction millwrights and industrial mechanics	4,800	B
17	4011	University professors and lecturers	4,800	A
18	0016	Senior managers – construction, transportation, production and utilities	4,700	0
19	1122	Professional occupations in business management consulting	4,200	A
20	7312	Heavy-duty equipment mechanics	4,200	B
21	0712	Home building and renovation managers	4,200	0
22	0013	Senior managers- financial, communications and other business services	4,000	0
23	6321	Chefs	4,000	B
24	0714	Facility operation and maintenance managers	3,800	0
25	7251	Plumbers	3,700	B
26	2174	Computer programmers and interactive media developers	3,600	A
27	2131	Civil engineers	3,500	A
28	1123	Professional occupations in advertising, marketing and public relations	3,400	A
29	1225	Purchasing agents and officers	3,400	B
30	4311	Police officers (except commissioned)	3,400	B
31	4152	Social workers	3,300	A