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Date: February 12, 2020

To: John Stalvey, Interim Provost

From: Denise Runge, Dean

Cc: Betty Walters, Interim Director, Kodiak College

Re: AY20 Expedited Program Review Findings

Program/s in this review: Office Foundations/Office Support (OEC)

Specialized accrediting agency (if applicable): none

Campuses where the program is delivered: Kodiak College

Members of the program review committee:

- Heather Corriere, Assistant Professor, Kodiak College

Centrality of Program Mission and Supporting Role The Office Foundations and Office Support OECs align well with the mission of UAA, CTC, and of the Kodiak College campus. The program prepares students for office occupations in a very wide array of industries. Department of Labor data suggest that demand for these positions remains very strong in Alaska, with more than 750 job openings annually and an average wage of \$42,450. Specific courses within the programs are frequently taken by students in other programs such as business and other fields that require proficiency with computer software and information literacy.

Program Demand (including service to other programs), Efficiency, and Productivity Demand for the program has been small and declining during the review period. Originally offered at multiple campuses, the Kodiak OECs are the only ones that remain within UAA. In 2018 and 2019, Kodiak College had no graduates of the programs. In 2018 Kodiak College had two majors pursuing the OEC, but there were none in 2019. Looking only at the Kodiak College CIOS courses and their Instructional Productivity, student credit hours per full time equivalent faculty (SCH/FTEF) in 2019 was 136.9. Tuition per credit hour was \$133.5 and cost per credit hour was \$728.4, with an average class size of only 4.7. The program is offered fully online, so there are no apparent barriers that could be artificially lowering enrollment. Overall the program is experiencing low and declining enrollment and high costs, with excess capacity.

Program Quality, Improvement and Student Success The program faculty have been engaged in revision of the assessment plan, since the program formerly was coordinated across multiple campuses and is now offered only at Kodiak. Recent changes include increased interaction between (online) students and the faculty member via virtual meetings and increased use of video content in the courses. Student pass rates are acceptable and understandable,

given that about two-thirds of enrolled students in these courses are taking them only to gain the skills, not as part of the OEC.

Program Duplication / Distinctiveness The Kodiak College Office Foundations and Office Support programs are the only ones remaining at UAA. There is a similar program at UAF; the Administrative Assistant OEC offers some of the same courses, but largely is comprised of general education (not GER) and a keyboarding and office procedures course.

Commendations and Recommendations Commendations: The program is commended for its online delivery as a means of expanding access. Recommendations: The program should assess the options for delivering this content in non-credit workshops, and/or as sponsored courses with groups of students.

Decision *Suspension, with intent to Delete, of both OECs;* While decisions relative to the program are made, admissions to the program are suspended.