Annual Program Review – Administrative Office Specialist (2025–2026)

Form: Annual Program Review

Field	Value
Submitted by	Debra Giblin (14994)
Submitted on	Jan 6, 2026
Form ID	4d5bd021-2f9c-4f9f-adcf-4d78d7feeae2
Year	2025–2026
Program	Administrative Office Specialist
Begin Date	Jan 6, 2026

A. Program Learning Outcomes

Review Date: Jan 6, 2026

Outcome review completed during May Inservice week.

Outcomes up-to-date in Coursedog and program webpage.

B. Course Syllabi

All syllabus components required by MTC are included.

Reviewed: Jan 6, 2026.

Notes: Personal Finance syllabus reviewed in Fall.

C. Program Competencies

Reviewed: Jan 6, 2026.

Discussion led to change to two tracks: SBM diploma & AOS associate degree.

Competencies up-to-date in Coursedog.

D1. Course Assessments

Variety of assessments used covering higher-level thinking skills.

D2. Course Assessments – Continued

Assessments matched to outcomes: Yes.

Changes: Expansion of Cengage MindTap in multiple classes.

Higher-level thinking examples: software mastery projects, troubleshooting, training lessons, group projects using Teams.

E. Certifications

No certifications used; NA.

F. Program Internships/Externships
No internships applicable; NA.

H. Enrollment
Most recent benchmark: 100% (meets).

I. Retention
Most recent retention: 65% (below benchmark).

Actions: Communication with CSS, orientation improvements, tech verification for online students.

J. Graduation
Below benchmark (<70%).

Plan: Continue resume and interview coaching for students.

K. In-field Job Placement
70% (below 80% benchmark), hourly wage increased to $22.17/hr.

L. Student Satisfaction
Survey not conducted this year; NA.

M. Alumni Satisfaction
Survey not conducted this year; NA.

N. Employer Satisfaction
Survey not conducted this year; NA.

O. Professional Development
Annika attended ACTE conference.

Deb attended AI conference and completed 3-credit QuickBooks course.

Plan: Increased use of AI in courses.

P. Professional Organizations
Faculty participate and promote membership to students.

Q. Advisory Board Recommendations
No program changes this semester.

Online SBM course name will change to avoid confusion.

Implementation date: May 15, 2028.

R. Program Improvement Plans

Budget needs minimal; hoping for funds for trainings in 2025.

Estimated cost: $2,000.

Contact

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