

Business Partnership Council Meeting Agenda

Office Administration

April 23, 2013

9 am

TC 427

ITEM 1 Welcome/Introductions

Discussion: Lisa Mears welcomed the Council. Council members introduced themselves.

Action: None

ITEM 2 2012-2013 Action Plan Results – BPC Membership

Discussion: Lisa Mears addressed the results of the 2012-2013 action plan. The BPC goal for this year was to increase the BPC membership by 1-2 members. This goal was met. Joan Ciferri recruited two new members – Rhea Slinger and Maryann Roti. Marian Fetchik recruited one new member – Linda Saville. Linda was a member several years ago and is returning to the Council.

Action: None

ITEM 3 2012-2013 Office Administration Assessment Results

Discussion: Lisa Mears shared the Office Administration assessment results from the 2012-2013 academic year. Out of nine program learning outcomes, seven met the performance standard and two of them will be targeted for improvement during the next assessment cycle.

The two program learning outcomes targeted for improvement are below:

PLO 3: Demonstrate employability skills including, but not limited to, identifying sources of employment opportunities, completing employment forms, demonstrating appropriate job interview skills, and composing/keying a letter of application and resume.

The assessment results showed that students performed lowest in *spelling and grammar* on a cover letter and performed lowest in *format* on a resume. The improvement plan will focus on spending additional time teaching grammar and showing several models of good and bad resumes to students.

PLO 4: Use listening, speaking, writing, and nonverbal skills to communicate effectively with supervisors, co-workers, and customers.

The assessment results showed that students performed the lowest in the area of *eye contact* and *body language*. The improvement plan will require students to have a practice presentation with critique prior to the assessed assignment. Students will view videos of good and poor presentations so they know what to emulate.

The following discussion arose from the discussion of the program learning outcomes:

- Joan Ciferri inquired as to the speed requirements in OTA 0131 – Intermediate Keyboarding and Document Processing. Lisa Mears stated that the speed requirement is 45 words per minute. Joan stated that the minimum speed requirement at David Wood Personnel is 60 wpm for an administrative assistant job and 85+ wpm for an executive level job.
- Jay Boggess stated that the business/computer classes in high school focus on industry certification rather than keyboarding speed requirements. Students complete a MOS exam for Microsoft certification.
- Carol and Joan stated that their organizations do not recognize the MOS exam when hiring. Their organizations test the job applicants themselves to determine their skill sets.
- The Council agreed that spelling, grammar, and proofreading continue to be a problem in the workforce.

Action: None

ITEM 4 Fall 2012 Office Administration Program Graduates

Lisa Mears gave an update on Office Administration program graduates.

December 2012 program graduates:

Office Support College Credit Certificate – 5 graduates
Office Specialist College Credit Certificate – 2 graduates
Office Management College Credit Certificate – 3 graduates

Projected May 2013 program graduates:

Office Support College Credit Certificate – 5 graduates
Office Specialist College Credit Certificate – 1 graduate

(May 2013 graduate numbers are based on student names that Lisa Mears submitted to graduation. The graduation office could have additional graduates. Lisa will update the Council with the exact numbers during the fall meeting.)

Associate Dean David Knopp shared his annual program review report that he submitted to the Provost.

Action: None

ITEM 5 IAAP - CAP Certification

Discussion: Marian Fetchik informed the Council of changes to the CAP certification. The exam includes 18% communications, 16% organization and planning, 14% information distribution, 14% records management, 13% physical and information resources, 13% document production, 8% financial functions, and 4% human resources.

The Organizational Management (OM) specialty includes 16% organization and planning, 27% advanced communication, 23% advanced administration, and 14% team skills.

If a person does not have a college degree, then four years of administrative experience is required to get the CAP certification. Marian stated that a person without administrative experience can sit for the exam and pass it, but will not get the CAP certification until they acquire the administrative work experience. Once the person gets the work experience, they will be given the CAP certification.

There is a new specialty titled "Technical Application" (TA) specialty. To obtain this specialty, a candidate must have the CAP rating, have the option technology programs, and have the Microsoft certification.

New scoring guidelines include either "pass" or "fail" for the exam. *In the past, IAAP allowed a passing score for certain sections of the exam rather than the exam as a whole.*

The question was raised if employers are aware of the certification. Marian stated that the school board is aware and they give administrative assistants a \$500 bonus at the end of the year for having the certification.

Action: Lisa Mears stated that she will arrange for Marian to come speak to the Office Procedures students during the fall term about the CAP exam in an effort to make our students aware.

ITEM 6 Business Partnership Council Evaluation

Discussion: Lisa Mears asked the members to complete the Business Partnership Council Evaluation form.

Action: Evaluation form completed and submitted to Lisa Mears. Lisa Mears will forward the evaluations to the Business Partnership Council office.

ITEM 7 OTHER

Attendance

Jay Boggess, Business Education & IT Curriculum Specialist, The School District of Palm Beach County
Joan Ciferri, President of David Wood Personnel
Marian Fetchik, Co-owner of Fetchik's Secretarial Service
David Knopp, Associate Dean of Business and Computer Science
Lisa Mears, Associate Professor of Office Administration
Carol Pearce, Office Manager at Gunster, Yoakley & Stewart, P.A.
Linda Saville, Secretary at Saville & Sons Office Maintenance, Inc.
Rhea Slinger, Administrative Assistant/Office Management at Channing Corporation

Submitted by: _____

Lisa Mears, Scribe