

Business Partnership Council Meeting Minutes

Office Administration

November 7, 2013

9 am

Lake Worth Campus, Room TC 427

ITEM 1 Welcome/Introductions

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

Action: None

ITEM 2 Program Health Indicators Report

Discussion: Lisa Mears shared with the Council the Program Health Indicators Report. She gave an update on the Office Administration program graduates for 2012-2013.

Office Support College Credit Certificate – 11 graduates
Office Specialist College Credit Certificate – 2 graduates
Office Management College Credit Certificate – 4 graduates
Office Administration AAS – 1 graduate

David Knopp stated that administration wants to see completers with degrees. Lisa pointed out that last year the headcount was the lowest it has been since 2008 with a 290 duplicated headcount in 2012-2013. She stressed the importance of finding ways to increase enrollment in the program.

Action: None

ITEM 3 Develop Action Plan

Discussion: Lisa Mears stated that each year we have to develop a goal which relates to a major issue that we want to address. This year our goal will be to increase program enrollment. The Council had a discussion about ways to increase enrollment. David Knopp stated that PBSC markets the college as a whole without a lot of advertising for specific programs. He stressed the importance of going into the public and advertising the program. The following is a list of suggestions for increasing Office Administration program enrollment:

- David Knopp stated that we should look into granting college credit for work experience.
- Jay Boggess stated that our best marketing would be with the Palm Beach County School District. Some suggestions include:
 - Inform the school district to let them know what industry certifications we offer.
 - Have a business program representative at the Palm Beach County School District college night. Jay stated that usually someone from PBSC attends the college night to disseminate information about the college and all programs, but having someone represent the business programs in particular would be beneficial.

- Go to various high schools and speak to the guidance counselors or hold a meeting at PBSC and invite guidance counselors to the college to inform them about our business programs. Jay said many times high school guidance counselors inform students solely about the AA degree and that many of them are unaware of our certificate programs and Associate in Science programs.
- Talk to high school students in their business classes.
- Joan Ciferri stated that we can work with Workforce Alliance to market the program.
- Lisa Mears stated that PBSC will host an information session next spring term. We will host a joint information session with the Accounting Technology program. Joan agreed to come speak at the information session to tell the students about the various job duties in the office administration and accounting fields.

Action: Lisa Mears and David Knopp will implement some of the suggestions that were discussed for increasing program enrollment.

ITEM 4 CAP Exam

Discussion: Lisa Mears stated that Palm Beach State College will award college credit to those individuals who have passed the International Association of Administrative Professionals CAP exam as follows:

Passing the CAP:

OST 2402 - Office Procedures and Technology – 3 credits

Passing the CAP and Organizational Management Specialty

Students select one of the courses:

OST 2501 - Administrative Office Management – 3 credits

OR

MAN 2021 - Principles of Management – 3 credits

Student must be enrolled in a program to which the credits apply and must have earned 25% of the program credits.

Action: None

ITEM 5 Technology/Software Updates

Discussion: Lisa Mears asked the Council if their organizations have had any technology/software changes in the past year.

Lisa Mears stated that PBSC upgraded to Office 2013.

Carol Pearce, Office Manager at Gunster, Yoakley & Stewart P.A., stated that her organization uses Adobe Acrobat, Microsoft OneNote, digital dictation, and Hot Docs. Her organization has not upgraded to Office 2013.

Jay Boggess, Business Education & IT Curriculum Specialist at the Palm Beach County School District, stated that Palm Beach County schools currently use Office 2010 and Windows 7. He stated that students are learning how to convert files to PDF format, PowerPoint, Prezi, and Screenr.

Rhea Slinger, Administrative Assistant/Office Manager of Channing Corporation, uses Dropbox and social media.

Joan Ciferri, President of David Wood Personnel, states that many administrative assistants use social media and update their company websites. Joan's office nor the employers she works with have switched to Office 2013.

Maryann Roti, Executive Assistant at Boca Raton Regional Hospital, states that they use Office 2010 and Adobe.

Action: None

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

Nicole Ketchem, The School District of Palm Beach County

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.

Maryann Roti, Executive Assistant, Boca Raton Regional Hospital

Rhea Slinger, Administrative Assistant/Office Management at Channing Corporation

Submitted by: _____

Lisa Mears, Scribe