

# Program Scorecard 2020-2021

## Office Assistant 31-106-1

Student Demographics	2020-21		2019-20		2018-19	
	Number	Percent	Number	Percent	Number	Percent
Full-Time	6	46%	10	63%	8	42%
Part-Time	7	54%	6	38%	11	58%
Disabilities	3	23%	3	19%	3	16%
Minorities	0	0%	1	6%	1	5%
Financial Aid	8	62%	14	64%	16	76%
Male	1	8%	0	0%	1	5%
Female	12	92%	16	100%	18	95%
Mean Age	44		35		37	
Median Age	49		30		31	
Mode Age	28		20		26	
Bias per WTCS (NTO)	Male		Male		Male	
Total Program Students	13		16		19	
Total Pre-Program Students	0		6		2	

NOTE: Demographics include program students only, with the exception of financial aid

Student Interest	2020-21	2019-20	2018-19	2017-18	2016-17
New Accepted Students	10	13	7	20	19
Capacity	27	27	27	54	54
Percent Capacity	37%	48%	26%	37%	35%
FTEs	7	11	20	31.8	28
Fall/Spring Waitlist	0	0	0	0	0

Graduate Placement	2020-21	2019-20	2018-19	2017-18	2016-17
Graduates	8	15	19	20	18
Employed in Related Field	NA	75%	100%	86%	100%
Seeking Employment	NA	0%	50%	0%	33%
Continuing Education	NA	55%	56%	50%	50%
Survey Response Rate	NA	100%	82%	82%	86%

Wages & Openings	2019-20
CVTC Graduate Average Hourly Wage	NA
CVTC Graduate Average Yearly Wage	NA
Regional Entry Level Yearly Wage	\$28,421
Regional Job Openings	493

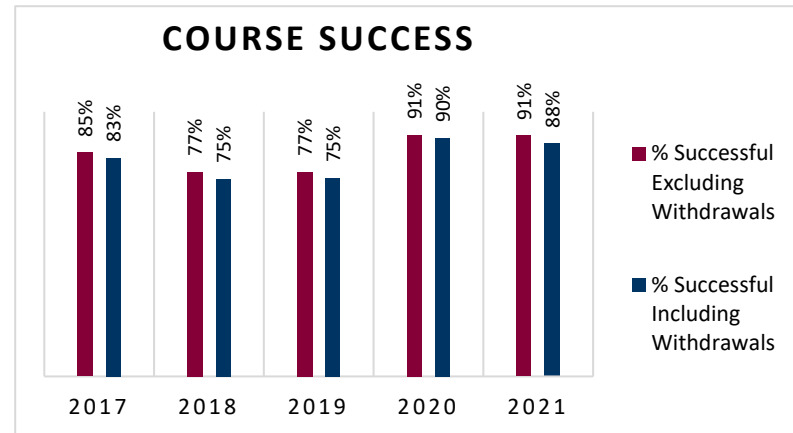
CVTC Key Performance Indicator Goals		
	Goal	Actual
Graduation within 2 years	80%	68%
Job Related Placement	90%	83%
Aidable FTEs	3,984	3,650

Graduation Rates	Cohort Year					3 Year Program Target	WTCS
	2019-20	2018-19	2017-18	2016-17	2015-16		
Graduation within 2 Years	73%	68%	57%	47%	70%	72%	23%

Retention Rates	Academic Year					3 Year Program Target
	Fall 2020 to Spring 2021	Fall 2019 to Spring 2020	Fall 2018 to Spring 2019	Fall 2017 to Spring 2018	Fall 2016 to Spring 2017	
Semester-to-Semester	64%	58%	87%	88%	67%	86%
Core Courses	2020-21	2019-20	2018-19	2017-18	2016-17	
Course Success Rate	87%	95%	77%	75%	88%	85%
Withdraw Rate	3%	1%	2%	3%	1%	NA
General Education Courses	2020-21	2019-20	2018-19	2017-18	2016-17	
Course Success Rate	83%	88%	83%	77%	67%	81%
Withdraw Rate	0%	0%	0%	7%	10%	NA

Technical Skills Attainment	2020-21	2019-20	2018-19	2017-18	2016-17
Met	0	17	16	5	0
Not Met	2	1	0	7	10
Not Assessed	8	0	0	12	14

Student Surveys	2020-21	2019-20	2018-19	2017-18	CVTC
SSI- Instructional Effectiveness by Program (scale of 1 to 7)	6.2		5.3		6.3
CCSSE- Active & Collaborative Learning by Cluster (scale of 1 to 4)				2.5	2.4



CVTC Course Success Goal: 80%

**CAREER CLUSTER**

*Business, Management & Admin*

## Office Assistant (31-106-1)

## 2020-21 Course Success

Delivery Method	Successful Count	Unsuccessful Count	Withdrawal Count	Enrollment Count	% Successful Excluding Withdrawals	% Successful Including Withdrawals
Face-to-Face	4	1	0	5	80%	80%
MyChoice	79	6	2	87	93%	91%
Online	17	3	1	21	85%	81%
<b>Total</b>	<b>100</b>	<b>10</b>	<b>3</b>	<b>113</b>	<b>91%</b>	<b>88%</b>

Course & Delivery Method	Successful Count	Unsuccessful Count	Withdrawal Count	Enrollment Count	% Successful Excluding Withdrawals	% Successful Including Withdrawals
<b>10-101-105 ACCOUNTING, INTRO TO</b>						
MyChoice	2	0	0	2	100%	100%
<b>10-101-149 INTRO TO QUICKBOOKS</b>						
MyChoice	4	0	0	4	100%	100%
Online	1	0	0	1	100%	100%
<b>10-102-109 BUSINESS ANALYTICS</b>						
MyChoice	2	0	1	3	100%	67%
Online	2	0	0	2	100%	100%
<b>10-103-102 MICROSOFT OFFICE SUITE</b>						
Online	5	2	1	8	71%	63%
<b>10-106-113 CUSTOMER SERVICE FOUNDATIONS</b>						
MyChoice	8	0	0	8	100%	100%
<b>10-106-114 CUSTOMER COMMUNIC TECHNIQUES</b>						
MyChoice	7	0	0	7	100%	100%
<b>10-106-115 CUSTOMER CARE STRATEGIES</b>						
MyChoice	8	1	0	9	89%	89%
<b>10-106-122 DOCUMENT PROCESSING</b>						
MyChoice	6	2	0	8	75%	75%
<b>10-106-128 BUSINESS WORDS AT WORK 1</b>						
MyChoice	5	0	0	5	100%	100%
<b>10-106-129 BUSINESS WORDS AT WORK 2</b>						
MyChoice	4	0	0	4	100%	100%

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## 2020-21 Course Success

Course & Delivery Method	Successful Count	Unsuccessful Count	Withdrawal Count	Enrollment Count	% Successful Excluding Withdrawals	% Successful Including Withdrawals
<b>10-106-130 BUSINESS WORDS AT WORK 3</b>						
MyChoice	3	1	0	4	75%	75%
<b>10-106-135 BUS SUPPORT PROF. INTERNSHIP 1</b>						
Face-to-Face	4	1	0	5	80%	80%
<b>10-106-139 BUSINESS PRESENTATIONS</b>						
MyChoice	6	0	0	6	100%	100%
<b>10-106-150 OFFICE PROCEDURES 1</b>						
MyChoice	4	0	0	4	100%	100%
<b>10-106-152 JOB SEARCH-BUS SUPPORT PROF 1</b>						
MyChoice	7	0	0	7	100%	100%
<b>10-106-160 OFFICE PROCEDURES 2</b>						
MyChoice	5	1	1	7	83%	71%
<b>10-106-172 MICROSOFT OUTLOOK</b>						
MyChoice	7	0	0	7	100%	100%
<b>10-809-103 THINK CRITICALLY &amp; CREATIVELY</b>						
MyChoice	1	1	0	2	50%	50%
Online	4	1	0	5	80%	80%
<b>10-809-198 INTRO TO PSYCHOLOGY</b>						
Online	5	0	0	5	100%	100%
<b>Total</b>	<b>100</b>	<b>10</b>	<b>3</b>	<b>113</b>	<b>91%</b>	<b>88%</b>