

# MONTANA UNIVERSITY SYSTEM

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## **Campus Report City College MSUB Program Years 2007-13**

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Program reviewed:  
Administrative Assistant A.A.S. Degree

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Decision(s) concerning the future of the program(s), based on the program review criteria established at the Campus:

- Retain program
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Office occupations rank among the careers with the largest anticipated job growth in the next decade, with the Bureau of Labor Statistics expecting employment of administrative assistants to grow by 12% during this period. The Administrative Assistant Program can also serve as a pathway to a Bachelor of Applied Science Degree at Montana State University Billings or other four-year colleges. Several students have pursued this option.

The City College MSUB program utilizes online and traditional classroom delivery methods to ensure a flexible education experience for students. More than half of the required classes are offered online to accommodate those students who are place bound. Online courses are offered using the Desire to Learn delivery system.

As a capstone training experience, students are encouraged to complete a one-semester internship in an administrative support position. This internship allows students to apply learned competencies to practical work experience. The internships help to create educational partnerships between MSU Billings, faculty, the business community, and students.

Course materials and instructional approaches are continuously evaluated to ensure that they represent state-of-the-art technology and equipment. It is the

goal of the Administrative Assistant Program to align student outcomes with the educational and work experience requirements of the International Association of Administrative Professionals (IAAP).

An active All Program Advisory Committee meets annually with break-out sessions for individual program areas to meet with their advisory boards.

Program modifications that have taken place over the last seven years include:

- Student learning outcomes for the program were identified in 2006.
- Learning outcomes for each course with alignment to program outcomes were established in 2007.
- City College (College of Technology) 2008 – 2009 catalog listed student outcomes.
- Learning objectives were revised in Spring 2011.
- Assessment Plan developed Fall 2011.

The Administrative Assistant Program is undergoing a curriculum review and will begin program modifications to ensure relevance of all courses to the ever-changing skills required of Administrative Support personnel.

| Year    | Graduates AAS                         |
|---------|---------------------------------------|
| 2012-13 | 4 (*Medical Administrative Assist. 3) |
| 2011-12 | 4 (*Medical Administrative Assist. 8) |
| 2010-11 | 1 (*Medical Administrative Assist. 7) |
| 2009-10 | 2 (*Medical Administrative Assist. 8) |
| 2008-09 | 7 (*Medical Administrative Assist. 7) |
| 2007-08 | 6 (*Medical Administrative Assist. 3) |
| 2006-07 | 7 (*Medical Administrative Assist. 4) |

**\*Note: The number of students graduating in the Medical Administrative Assistant AAS program has been increasing. These students take nearly all the same classes as Administrative Assistant students. Thus courses in Administrative Assistant AAS serve both degrees.**

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## **Campus Report City College MSUB Program Years 2007-13**

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Program reviewed:  
Office Assistant Certificate

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Decision(s) concerning the future of the program(s), based on the program review criteria established at the Campus:

- Retain program
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The Office Assistant Certificate is a two semester program that provides valuable entry level office skills. The certificate serves as a stackable pathway to an Administrative Assistant A.A.S. Degree which is a pathway to a Bachelor of Applied Science Degree at Montana State University Billings or other four-year colleges.

The City College program utilizes online and traditional classroom delivery methods to ensure a flexible education experience for students. More than half of the required classes are offered online to accommodate those students who are place bound; having these online options is an attractive benefit for students seeking an Office Assistant Certificate.

Marketing efforts are being made to promote the certificate program for students beginning or returning to college.

| <b>Year</b>    | <b>Certificates Awarded</b> |
|----------------|-----------------------------|
| <b>2012-13</b> | <b>2</b>                    |
| <b>2011-12</b> | <b>3</b>                    |
| <b>2010-11</b> | <b>2</b>                    |
| <b>2009-10</b> | <b>2</b>                    |
| <b>2008-09</b> | <b>1</b>                    |
| <b>2007-08</b> | <b>3</b>                    |
| <b>2006-07</b> | <b>1</b>                    |