



LOUISIANA'S COMMUNITY & TECHNICAL COLLEGE SYSTEM

Program Health Index Report

Part A: Program Information

COLLEGE:	Northshore Technical Community College			YEAR IN REVIEW:	2023-2024
PROGRAM CIP CODE:	520401	CREDIT HOURS:	45	CONTACT HOURS:	
PROGRAM TITLE:	Business Office Technology	PROGRAM SOC CODE:	43-6014		
LINK FROM WEBSITE/CATALOG TO CURRICULUM:	Program Catalog Link				

CAMPUSES OFFERING PROGRAM

☐ MAIN CAMPUS ☐ ALL CAMPUSES ☒ SITES (LIST BELOW) ☐ DISTANCE LEARNING

- Sullivan Campus

PROGRAM STAR RATING

☐ 5 Stars ☒ 4 Stars ☐ 3 Stars ☐ 2 Stars ☐ 1 Star ☐ NA (Transfer Program)

AWARDS OFFERED

Award Level(s):

- ☐ Associate of Applied Science (A.A.S.)
☐ Associate of Science (A.S.)
☐ Associate of Arts (A.A.)
☐ Other Associate Degree

Name:

- ☒ Technical Diploma (T.D.)
☒ Career and Technical Certificate (C.T.C.)
☒ Certificate of Technical Studies (C.T.S.)
☐ Certificate of Applied Science (C.A.S.)
☐ Certificate of General Studies (C.G.S.)

SECTION 1: ENROLLMENT, RETENTION, AND COMPLETION

AY		# STUDENTS ENROLLED	% CHANGE FROM BASELINE	DISCUSS ENROLLMENT HISTORY AND ENROLLMENT FOR PROGRAM SUSTAINABILITY (IF INCREASED, INCLUDE EVIDENCE OF CONTRIBUTING FACTORS/IF DECREASED, DISCUSS RATIONALE AND IMPLEMENTATION PLANS FOR IMPACT)
2023-2024		93	-45% (from baseline)	
2022-2023		78	-54% (from baseline)	
2021-2022		171	Baseline	

DISCUSS ENROLLMENT TRENDS

The Business Office Technology program experienced a 45% change decrease in enrollment from year one to year three. Program curriculum was recently revised and standalone associate degree option was removed and replaced with A.A.S. in TS. Change may have impacted program enrollment. However, enrollment has steadily increased during the last two academic years

Recruitment initiatives include NTCC attendance at college fairs targeted at high school students and the general public, utilization of Conex ED software to communicate with prospective students, hosting on-campus open house events that highlight our various programming, supplementing recruitment efforts with the use of social media as well as other forms of media and advertisement. Additionally, college-wide admissions and recruitment efforts are overseen by our Director of Enrollment Management. Lastly, NTCC's strategic plan and Quality Enhancement Plan focuses on realizing institutional goals and objectives directly related to program expansion and student achievement. Taken together, these efforts are expected to positively impact program enrollment.

Source: IPEDS 12 Month Unduplicated Enrollment; Summer semester leading

Note: Students may change majors throughout the academic year. To account for this, students' major (as coded in Banner) as of their term last enrolled was used.

ENTER GRADUATES BY AWARD TYPE*

AY	Associate	Diploma	Certificate	CTC (A1)	"Pre" programs	Total (unduplicated) Completers
2023-2024	-	4	2	19		25
2022-2023	-	4	3	22		29
2021-2022	2	2	-	1		5

TOTAL CREDENTIALS AWARDED**

AY	Associate	Diploma	Certificate	CTC	Total Awards
2023-2024	-	8	10	27	45
2022-2023	-	17	11	35	63
2021-2022	2	10	8	2	22

DISCUSS COMPLETION TRENDS

***Completer/Graduate** number is unduplicated by highest credential earned, meaning that each student is counted once, regardless of the number of credentials earned within a given year.

Listed below is the total number of unduplicated completers/graduates per academic year, across all award types:

AY 2023-2024: 25

AY 2022-2023: 29

AY 2021-2022: 5

The total unduplicated, number of program completers each academic year has fluctuated. With the addition of the CTC exit level, the number of completers has increased from year 1 to year 3. Over the specified three-year period, the program has completed an average of 20 students annually.

****Total Credentials Awarded** indicates the total number of program credentials awarded within a given academic year. This number is duplicated; meaning that a student may have been awarded more than one credential within a given program within an academic year.

FALL TO SPRING RETENTION					
AY		# OF STUDENTS RETAINED		% OF STUDENTS RETAINED	
Fall 2023 to Spring 2024		5 (out of 6)		83%	
Fall 2022 to Spring 2023		6 (out of 6)		100%	
Fall 2021 to Spring 2022		16 (out of 19)		84%	
Three-year average:				89%	
Source: State Operational Plan					
Note: Data represent the percentage of first-time, full-time, degree seeking students enrolled during a given fall semester who returned to the College in the following spring semester. Students who transferred in the Spring semester were excluded from retention calculations.					
2023-2024		AVERAGE TOTAL COST OF ATTENDANCE FOR STUDENTS IN PROGRAM			
	Associate	-			
	Diploma	\$6,304.56			
	Certificate	\$4,203.04			
Program cost of attendance is based on completion of the program at the indicated exit level by a full-time student enrolled in 12-15 credit hours per semester. Tuition & Fees for students enrolled in 12-15 credit hours = \$2,101.52.					
AVERAGE MONTHS TO COMPLETION BY AWARD TYPE					
	Associate	Diploma	CTS	CTC	
	-	18 months/3 semesters	12 months/2 semesters	5 months/1 semester	
# CREDIT & CLOCK HOURS TO COMPLETION BY AWARD TYPE					
Associate - Credit	N/A	Diploma – Credit	45	Certificate- Credit	21
Associate - Clock	N/A	Diploma - Clock	N/A	Certificate- Clock	N/A

SECTION 2: JOB DEMAND, PLACEMENT, AND TRANSFERS			
	EMPLOYMENT OPPORTUNITIES UPON EXIT PER AWARD LEVEL	AVERAGE LOCAL SALARY*	AVERAGE STATE SALARAY*
Associate	N/A		
Diploma	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)	\$38,415 (NO-MSA) +	\$37,035
Certificate	N/A		
CTC (A1/A2)			
SHORT-TERM ANNUAL DEMAND FOR GRADUATES**:		7,215	
LONG-TERM ANNUAL DEMAND FOR GRADUATES**:		32,778	
*Average salary data retrieved from Louisiana Workforce Commission, Wages and Labor Data, LMI Statistics, Occupational Wage Data (2023)			
+ NO-MSA = New Orleans Metropolitan Statistical Area			
** Number represents the estimated number of job openings annually. Demand data retrieved from Louisiana Workforce Commission, Wages & Labor Data, LMI Statistics, Projections by Occupation and Industry, Statewide Short-term Occupational Projections for All Occupations to 2025 , Statewide Long-term Occupational Projections for All Occupations to 2032 .			

INCLUDE MOST RECENT AND HISTORICAL NUMBER OF TRANSFERS (IF APPLICABLE) AND THE INSTITUTION OF TRANSFER	
	# STUDENTS TRANSFERRING
	Program not intended for transfer.

SECTION 3: REVENUE AND COSTS

COST TO COLLEGE TO OFFER PROGRAM (MOST RECENT FY):	\$171,637.00
TOTAL REVENUE GENERATED FROM PROGRAM (MOST RECENT FY):	\$264,237.95
REVENUE MINUS COST (NET REVENUE):	\$92,600.95

Notes:

*Cost to college obtained from NTCC Operating Budget Booklet, BOR-4, Total Costs by Function

**Total program revenue obtained from Tuition Fee Income Data by CIP Cognos report. Report excludes waivers from revenue generated totals.

Note: The total program revenue amount only includes revenue generated from student tuition and fees and does not consider other sources of program revenue (e.g. state appropriations).

SECTION 4: PARTNERSHIPS AND ADVISORY COMMITTEE (IF APPLICABLE)

Business Name	College Program / Department / Foundation	Serves on an Advisory Committee	Hires Graduates	Donates Resources	Provides Scholarships	Provides Internships to Students / Graduates	Engages in Contact Training	New Program Creation	Other (list)
1. Sigma Educational Services	Business Office	X		X				X	
2. St. Tammany Economic Development Foundation	Business Office	X		X				X	
3. St. Tammany Parish Assessor's Office	Business Office			X		X		X	
4. Maximus/General Dynamics	Business Office	X	X	X					
5. Netchex	Business Office	X	X			X			
6. Collis Temple	Business Office		X	X		X	X		

SECTION 5: PROGRAM ASSESSMENT

List program goals for enrollment, completion, and retention for the next 3 years.

1. Enrollment Goal: Increase in degree seeking enrollment
 - a. From 93 students enrolled in 2023-2024 to 100 students enrolled by 2026-2027
2. Completion Goal: Increase number of unduplicated completers.
 - a. From 25 completers in 2023-2024 to 35 completers by 2026-2027
3. Retention Goal: 2% point increase in fall to spring retention
 - a. From 83% retained in 2023-2024 to 85% retained by 2026-2027

Discuss Program Learning Outcomes (PLOs) and address what are they, how are they measured (final capstone course, standardized exam, etc..) and the process for re-evaluation (frequency of assessment). Please indicate which national standard (if any) you are using to establish program learning outcomes.

1. Program Learning Outcomes (PLOs):
 - Compose and modify electronic documents using computer applications that include the Microsoft Office Suite.
 - Distinguish and select the use of generally accepted verbal and nonverbal formats to present factual data and analyses in a business office environment.
 - Model and apply the use of business office procedures, professional administrative responsibilities, and customer service skills.
 - Evaluate and determine principles of management, at various levels, in a business office environment.
 - Assess and/or formulate basic financial math and accounting principles in a business office environment.
2. Indicate how you are measuring PLOs:
 - NTCC faculty members and Associate Provosts develop program-level operational outcomes and student learning outcomes for each educational program offered by the college. Programs of study at NTCC have a minimum of five program-level student learning outcomes. Multiple measures are adopted for each program-level student learning outcome, one of which must be a direct measure of learning (i.e. as the results of an exam).
3. PLO Frequency of assessment:
 - Assessment is conducted over a two-year period. A formative report is submitted after the conclusion of the first year within a cycle to document progress related to student achievement. At the conclusion of the two-year cycle, a summative report is submitted for each program which analyzes assessment findings as well as documents results and evidence. Upon the close of a cycle, faculty develop and implement action plans that seek to improve teaching and learning within the program related to achievement of each program-level student learning outcome.
4. Indicate National Standard used to establish PLOs (if applicable)

Part B: Program Recommendations

RECOMMENDATIONS
Chancellor Recommendation on Program: <u>CONTINUE</u> , MODIFY, TERMINATE, OR EXPAND
If the program is being modified what changes will be made?
Include most recent program health index report with recommendations (if recommendations were made)
Provide a short narrative describing how the recommendations were addressed (if applicable)

SIGNATURES:


College Chief Executive Officer


Date