

Administrative Support Program's Advisory Committee
Meeting Minutes
Wednesday, March 22, 2023
4:00 p.m.
Meeting was held via Zoom

The Advisory Committee for the Administrative Support Programs at Minnesota West Community and Technical College met via Zoom on March 22, 2023. Those members in attendance included Mindy Eggers, Marcy Heemeyer, Mackenzie Hubers, Barb Hussong, Brenda Kellen, Ashley Prins, Penny Troe, Anna Waybright, and Angela Hoffman. Kayla Westra, Dean of Liberal Arts and Sciences, also attended the meeting.

The minutes of the March 15, 2022, and the September 2022 (email) meetings were reviewed and approved as presented.

COLLEGE UPDATE

Kayla Westra provided the following updates related to Minnesota West:

- Minnesota West is experiencing an increase in enrollment this academic year. This is not the case for many other colleges within the MinnState system.
- The Occupational Therapist Assistant, AAS program is a new program at Minnesota West. It is based out of the Worthington Campus.

PROGRAM UPDATE/STATS

- Fall 2022 program demographics were shared with the group (see attached)
- The majority of students attend part-time.
- There were seven graduates in the 21-22 academic year (one in the fall/six in the spring – one Receptionist, Certificate; three Administrative Assistant, Diploma; three Administrative Assistant, AAS).
- Anticipate five graduates this 22-23 academic year (two in the fall/three in the spring – two Administrative Assistant, Diploma; two Administrative Assistant, AAS; one Office Management AS – first Office Management graduate). One additional student was anticipated to graduate with both the Receptionist, Certificate and an Administrative Assistant, Diploma degree; however, the student passed away in an automobile accident.

NOCTI

- NOCTI is a voluntary program assessment tool. Last year four students participated; this academic year one student has already completed the NOCTI in the fall and three additional students are anticipated to complete it this spring.
- Last spring the Committee discussed the implementation of the NOCTI Digital Study Guide resource. The guide discusses NOCTI basics and provides test preparation tips and sample questions for each of the five standards being assessed.
- Students who utilized the Digital Study Guide felt the guide was valuable and helped alleviate some of the anxiety regarding the NOCTI.
- The Digital Study Guide resource has been purchased again this year.
- NOCTI scores can vary year by year and overall results can be skewed if even one student tests poorly.
- NOCTI scores for last year's group were shared with the Committee. The results were positive. The Group score exceeded both state and national average scores in all five standards. This resulted in the cumulative Site scores also improving from the previous academic year.
- Committee input was requested on expanding the use of NOCTI to utilize a pre-assessment test. The pre-test would cost \$15/test. No other programs at Minnesota West currently utilize this resource. Feedback received on advantages includes the receipt of quantitative data on the learning that occurs for each student throughout their program enrollment, students can identify areas where additional time and effort may be needed; disadvantages include cost, an additional onboarding requirement, time for students to complete, possible discouragement if the purpose of the pre-test is not clearly communicated. The feedback received will be taken into consideration before a decision on whether or not to utilize a pre-test is made.

MARKETING

- A major website revamp project is currently underway at the college. This project will take about one year until final implementation.
- New opportunities and ways to promote the Administrative Support Programs should occur in all media channels such as more testimonials, student and graduate spotlights, career outlook information, etc.

GRADUATE FOLLOW-UP SURVEY

- We are in the second year of collecting program feedback from the graduate follow-up survey.
 - Four of seven surveys mailed were returned.
 - Feedback on the program/curriculum has continued to be positive (all 5s and 4s Strongly Agree/Agree responses).
 - Three of the four respondents are employed full-time in administrative support-related professions (one is not actively seeking employment).

STUDENT PERSPECTIVES

- The first and second-year student representatives provided feedback on their experiences and the expectations of the Administrative Assistant, AAS program. Anna is currently completing coursework in Europe due to her husband's military deployment. She provided perspective on why she chose Minnesota West and how the online program's flexibility has allowed her to continue her education. Mackenzie will be graduating this spring and recently began working part-time for an employer in southwestern Minnesota. After graduation, her employment will become full-time. She provided perspective on how the program curriculum has prepared her to enter the workforce.

DISCUSSION/OTHER ITEMS

- Advisory members shared insights on recent hiring committees served upon (wages, desired skill sets).
- A recommendation was made to provide exposure and incorporation of learning opportunities for Microsoft Teams collaboration software.

NEXT MEETING

- The next meeting will be held in the spring of 2024 unless program/curriculum needs arise.

Respectfully submitted,

Angela Hoffman

Attachment

Administrative Support Program Demographics – Fall 2022

Program

Administrative Assistant, AAS (60 credits)

Full-time – 4
Part-time – 6
Total: 10

Administrative Assistant, Diploma (35 credits)

Full-time – 3
Part-time – 1
Total: 4

Receptionist, Certificate (17 credits) 1 semester

Full-time – 0
Part-time – 1
Total: 1

Office Management, AS (60 credits)

Full-time – 2
Part-time – 4
Total: 6

Full-time Status: 43% (9)

Part-time Status: 57% (12)

Gender

Female – 95% (20)
Male – 5% (1)

Ethnicity

White – 76% (16)
Black – 0% (0)
Hawaiian/Pacific Islander - 5% (1)
Hispanic – 19% (4)
Unknown/Uncoded – 0% (0)

Age

Under 18 – 5% (1)
18 to 20 – 28.5% (6)
21 to 24 – 9.5% (2)
25 to 29 – 9.5% (2)
30 to 39 – 28.5% (6)
40 and over – 19% (4)

Where are the Students From?

Fall 2022

| State | City | Headcount |
|-------|-------------|-----------|
| MN | Bell Plaine | 1 |
| | Canby | 1 |
| | Clara City | 1 |
| | Fairfax | 1 |
| | Fairmont | 3 |
| | Lakefield | 1 |
| | Luverne | 1 |
| | Montevideo | 2 |
| | Morgan | 1 |
| | Pipestone | 1 |
| | Round Lake | 1 |
| | Rushmore | 1 |
| | Windom | 1 |
| | Willmar | 1 |
| | Worthington | 2 |
| SD | Watertown | 1 |
| APO | | 1 |

Administrative Support Programs Enrollment Trend

