

Program Scorecard 2022-23

Office Assistant 31-106-1

Student Demographics	2022-23		2021-22		2020-21	
	Number	Percent	Number	Percent	Number	Percent
Full-Time	10	53%	5	38%	6	46%
Part-Time	9	47%	6	46%	7	54%
Students with Disabilities	3	16%	2	18%	3	23%
Students of Color	5	26%	2	18%	0	0%
Financial Aid Recipients	9	75%	9	69%	8	62%
Male	0	0%	0	0%	1	8%
Female	19	100%	11	100%	12	92%
Mean Age	35		38		44	
Median Age	35		34		49	
Mode Age	22		34		28	
Bias per WTCS (NTO*)	Male		Male		Male	
Total Program Students	19		11		13	
Total Pre-Program Students	2		2		0	

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

*NTO: non-traditional occupation

Student Interest	2022-23	2021-22	2020-21	2019-20	2018-19
New Accepted Students	9	9	10	13	7
Capacity	27	27	27	27	27
Percent Capacity	33%	33%	37%	48%	26%
FTEs	12	7	7	11	20
Fall/Spring Waitlist	0	0	0	0	0

Graduate Placement	2022-23*	2021-22	2020-21	2019-20	2018-19
Graduates	11	11	8	15	19
Employed in Related Field	NA	75%	100%	75%	100%
Seeking Employment	NA	0%	0%	0%	50%
Continuing Education	NA	43%	67%	55%	56%
Survey Response Rate	NA	78%	50%	100%	82%

*2022-23 graduate placement data is not available because graduates are surveyed 6 months to 1 year after graduation; 2022-23 data will be available spring 2024.

Wages & Openings	2021-22
CVTC Graduate Average Hourly Wage	NA
CVTC Graduate Average Annual Wage	NA
Regional Median Annual Wage	\$37,872
Regional Job Openings	420

*NA: Fewer than 5 graduates working in a related field provided a wage on the graduate follow-up survey.

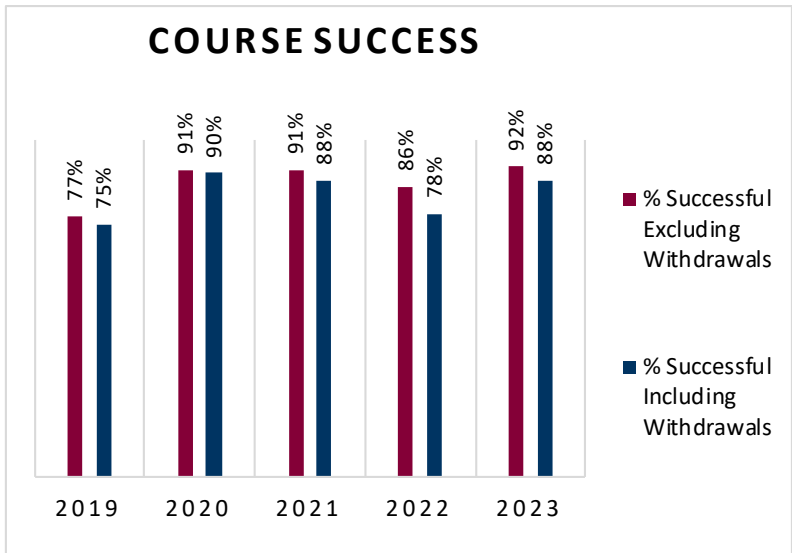
CVTC Key Performance Indicator Goals		
	Goal	Actual
Graduation within 2 years	80%	70%
Job Related Placement	90%	82%
Aidable FTEs	3,865	3,835

Graduation Rates	Cohort Year*					3 Year Program Target	WTCS
	2021-22	2020-21	2019-20	2018-19	2017-18		
Graduation within 2 Years	65%	54%	73%	68%	57%	70%	22%

*Cohort year is the year the student started in the program.

Retention Rates	Academic Year					3 Year Program Target
	Fall 2022 to Spring 2023	Fall 2021 to Spring 2022	Fall 2020 to Spring 2021	Fall 2019 to Spring 2020	Fall 2018 to Spring 2019	
Semester-to-Semester	57%	50%	64%	58%	87%	65%
Core Courses	2022-23	2021-22	2020-21	2019-20	2018-19	
Course Success Rate	88%	81%	87%	95%	77%	93%
Withdraw Rate	5%	4%	3%	1%	2%	NA
General Education Courses	2022-23	2021-22	2020-21	2019-20	2018-19	
Course Success Rate	83%	74%	83%	88%	83%	87%
Withdraw Rate	8%	16%	0%	0%	0%	NA

Technical Skills Attainment	2022-23	2021-22	2020-21	2019-20	2018-19
Met	4	4	0	17	16
Not Met	0	0	2	1	0
Not Assessed	0	0	8	0	0



CVTC Course Success Goal: 80%

CAREER CLUSTER

Business, Management & Admin

Office Assistant (31-106-1)

2022-23 Course Success

Delivery Method	Successful Count	Unsuccessful Count	Withdrawal Count	Enrollment Count	% Successful Excluding Withdrawals	% Successful Including Withdrawals
Face-to-Face	4	0	0	4	100%	100%
MyChoice	2	1	0	3	67%	67%
Online	65	5	4	74	93%	88%
Grand Total	71	6	4	81	92%	88%

Course & Delivery Method	Successful Count	Unsuccessful Count	Withdrawal Count	Enrollment Count	% Successful Excluding Withdrawals	% Successful Including Withdrawals
101-105 Accounting, Intro to	2	0	0	2	100%	100%
MyChoice	1	0	0	1	100%	100%
Online	1	0	0	1	100%	100%
101-149 Intro to QuickBooks	2	4	1	7	33%	29%
MyChoice	1	1	0	2	50%	50%
Online	1	3	1	5	25%	20%
102-109 Business Analytics	2	1	1	4	67%	50%
Online	2	1	1	4	67%	50%
103-102 Microsoft Office Suite	4	0	0	4	100%	100%
Online	4	0	0	4	100%	100%
106-113 Customer Service Foundations	6	0	1	7	100%	86%
Online	6	0	1	7	100%	86%
106-114 Customer Communic Techniques	5	0	0	5	100%	100%
Online	5	0	0	5	100%	100%
106-115 Customer Care Strategies	5	1	0	6	83%	83%
Online	5	1	0	6	83%	83%
106-122 Document Processing	3	0	0	3	100%	100%
Online	3	0	0	3	100%	100%
106-128 Found in Business Writing	5	0	0	5	100%	100%
Online	5	0	0	5	100%	100%
106-129 Traditional Business Writing	4	0	0	4	100%	100%
Online	4	0	0	4	100%	100%

Office Assistant (31-106-1)

2022-23 Course Success

Course & Delivery Method	Successful Count	Unsuccessful Count	Withdrawal Count	Enrollment Count	% Successful Excluding Withdrawals	% Successful Including Withdrawals
106-130 Managerial Bus Writing	4	0	0	4	100%	100%
Online	4	0	0	4	100%	100%
106-135 Bus Support Prof. Internship 1	4	0	0	4	100%	100%
Face-to-Face	4	0	0	4	100%	100%
106-139 Business Presentations	3	0	0	3	100%	100%
Online	3	0	0	3	100%	100%
106-150 Office Procedures 1	4	0	0	4	100%	100%
Online	4	0	0	4	100%	100%
106-152 Job Search-Bus Support Prof 1	4	0	0	4	100%	100%
Online	4	0	0	4	100%	100%
106-160 Office Procedures 2	3	0	0	3	100%	100%
Online	3	0	0	3	100%	100%
106-172 Microsoft Outlook	5	0	0	5	100%	100%
Online	5	0	0	5	100%	100%
809-103 Think Critically & Creatively	4	0	1	5	100%	80%
Online	4	0	1	5	100%	80%
809-198 Intro to Psychology	2	0	0	2	100%	100%
Online	2	0	0	2	100%	100%
Grand Total	71	6	4	81	92%	88%