



1. Catalog description of the program (program goals and objective)

The goal of De Anza College's Computer Applications and Office Systems (CAOS) programs is to prepare individuals to seek administrative employment in a modern office environment. The program supports those seeking entry-level employment as receptionists, secretaries, or administrative assistants; as well as those with extensive experience who wish to update their skills and advance to executive administrative assisting or office management positions. To these diverse ends, program coursework covers a broad spectrum of business software applications; including Microsoft Word, Excel, and PowerPoint. More advanced students can pursue courses in Web design, digital imaging, desktop publishing, and network support. In addition, to thorough preparation in business software applications, the CAOS programs also gives completers an overview of other relevant office skills in proofreading and filing. All programs in the Computer Applications and Office Systems department are designed based on a "ladder" concept, whereby students can continue to take classes towards advanced certificates or A.A. degrees.

2. Certificate and degree programs offered (title and units)

Administrative Assistant/Office Technology

Skills Certificate (*not transcribed*) – **Administrative Assistant/Office Technology** – 7.5-9.5 units (qtr.)
Certificate of Achievement – **Administrative Assistant/Office Technology** – 19.5-21.5 units
Certificate of Achievement-Advanced – **Administrative Assistant/Office Technology** – 32.5-34.5 units
A.A. Degree – **Administrative Assistant/Office Technology** – 49.5-51.4 units plus General Education

Business Software Applications

Skills Certificate (*not transcribed*) – **Business Software Applications** – 8.5-10.5 units (qtr.)
Certificate of Achievement – **Business Software Applications** – 25-27 units
Certificate of Achievement-Advanced – **Business Software Applications** – 42.5-44.5 units
A.A. Degree – **Business Software Applications** – 45.5-49.5 units plus General Education

3. Program-level Student Learning Outcomes

4. Data on certificate and degree awards for previous year (2009-10)

<u>Certificates of Achievement</u>	Administrative Assistant – 8 awards
<u>Certificates of Achievement-Advanced</u> <i>formerly Certificates of Proficiency</i>	Administrative Assistant – 1 Business Software Applications – 1
<u>Associate in Arts degrees</u>	Administrative Assistant – 2 Business Software Applications - 1

5. Regional and State Labor Market Data

Employment opportunities for individuals with Business Software Applications expertise exist in businesses and organizations of all sizes, including non-profit, governmental, and educational institutions. The California Employment Development Department's Labor Market Information 2006-2016 projections for the San Jose-Sunnyvale-Santa Clara MSA indicate strong demand for office and administrative support occupations with 1,246 annual openings. Among these occupations the strongest growth will be for executive secretaries and administrative assistants, with 10.1% growth in demand. Similarly, projections for all of California indicate that there will be 17,330 annual openings for executive assistants, administrative assistants, and secretaries the period 2008-2018. Individuals with certificates and degrees in Administrative Assisting and Business Software Applications should be well positioned for these employment opportunities.

6. Areas for new course and/or program development

7. Recommendations of Advisory Committee (retain or delete program)