Program Scorecard 2022-23
Administrative Professional 10-106-6

Student Demographics	2022-23 Number	2022-23 Percent	2021-22 Number	2021-22 Percent	2020-21 Number	2020-21 Percent
Full-Time	10	40%	12	28%	20	48%
Part-Time	15	60%	25	58%	22	52%
Students with Disabilities	6	24%	7	19%	3	7%
Students of Color	1	4%	4	11%	8	19%
Financial Aid Recipients	18	67%	28	65%	30	63%
Male	1	4%	0	0%	2	5%
Female	24	96%	37	100%	40	95%
Mean Age	34		35		37	
Median Age	32		31		34	
Mode Age	21		28		34	
Bias per WTCS (NTO*)	Male		Male		Male	
Total Program Students	25		37		42	
Total Pre-Program Students	5		6		6	

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	13	18	15	20	23
Capacity	35	35	35	45	45
Percent Capacity	37%	51%	43%	44%	51%
FTEs	16	25	29	34	44
Fall/Spring Waitlist	0	0	0	0	0

Graduate Placement	2022-23*	2021-22	2020-21	2019-20	2018-19
Graduates	7	6	14	15	23
Employed in Related Field	NA	100%	71%	71%	92%
Seeking Employment	NA	60%	13%	30%	0%
Continuing Education	NA	17%	11%	0%	7%
Survey Response Rate	NA	100%	64%	67%	65%

*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.

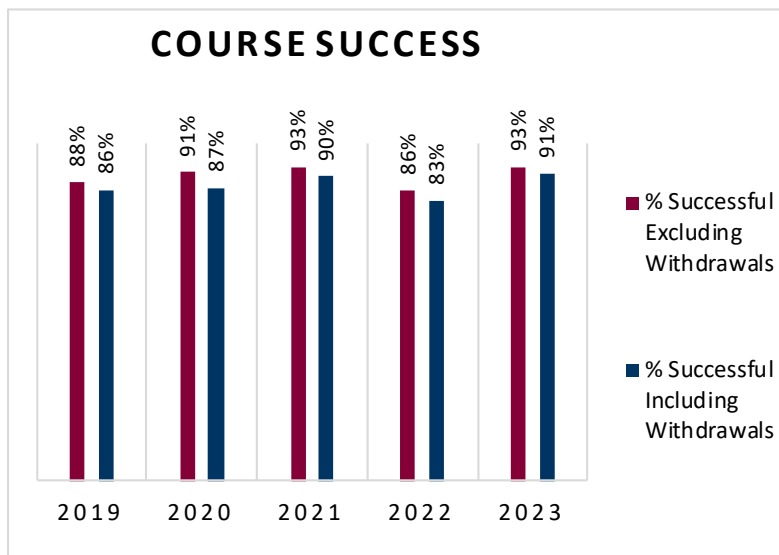| Wages & Openings	2021-22
CVTC Graduate Average Hourly Wage	$16.12
CVTC Graduate Average Annual Wage	$32,232
Regional Median Annual Wage	$39,773
Regional Job Openings	681

CVTC Key Performance Indicator Goals	Goal	Actual
Graduation within 3 years	55%	43%
Job Related Placement	90%	82%
Aidable FTEs	3,865	3,835

Graduation Rates	Cohort Year* 2020-21	2019-20	2018-19	2017-18	2016-17	Program Target	WTCS
Graduation within 3 Years	33%	40%	38%	35%	40%	43%	24%
Graduation within 4 Years	NA	40%	38%	46%	44%	48%	30%

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

Retention Rates	Academic Year Fall 2022 to Fall 2023	Fall 2021 to Fall 2022	Fall 2020 to Fall 2021	Fall 2019 to Fall 2020	Fall 2018 to Fall 2019	Program Target
Fall-to-Fall Retention	53%	40%	63%	64%	65%	61%
Core Courses	**2022-23**	**2021-22**	**2020-21**	**2019-20**	**2018-19**	
Course Success Rate	95%	88%	90%	90%	90%	94%
Withdraw Rate	0%	1%	2%	2%	1%	NA
General Education Courses	**2022-23**	**2021-22**	**2020-21**	**2019-20**	**2018-19**	
Course Success Rate	81%	74%	85%	78%	78%	84%
Withdraw Rate	5%	8%	11%	14%	7%	NA

Technical Skills Attainment	2022-23	2021-22	2020-21	2019-20	2018-19
Met	6	4	11	10	17
Not Met	0	0	0	0	0
Not Assessed	0	0	0	0	0

COURSE SUCCESS

Year	% Successful Excluding Withdrawals	% Successful Including Withdrawals
2019	88%	86%
2020	91%	87%
2021	93%	90%
2022	86%	83%
2023	93%	91%

CVTC Course Success Goal: 80%

CAREER CLUSTER
Business, Management, & Administration

Administrative Professional (10-106-6)
2022-23 Course Success

Delivery Method	Successful Count	Unsuccessful Count	Withdrawal Count	Enrollment Count	% Successful Excluding Withdrawals	% Successful Including Withdrawals
Blended (less than 50% online)	1	0	0	1	100%	100%
Face-to-Face	16	0	0	16	100%	100%
MyChoice	14	0	2	16	100%	88%
Online	203	17	5	225	92%	90%
Grand Total	**234**	**17**	**7**	**258**	**93%**	**91%**

Course & Devliery Method	Successful Count	Unsuccessful Count	Withdrawal Count	Enrollment Count	% Successful Excluding Withdrawals	% Successful Including Withdrawals
101-105 Accounting, Intro to	**3**	**1**	**1**	**5**	**75%**	**60%**
MyChoice	1	0	1	2	100%	50%
Online	2	1	0	3	67%	67%
101-121 Payroll Accounting	**6**	**1**	**0**	**7**	**86%**	**86%**
MyChoice	5	0	0	5	100%	100%
Online	1	1	0	2	50%	50%
101-149 Intro to QuickBooks	**7**	**0**	**1**	**8**	**100%**	**88%**
MyChoice	4	0	1	5	100%	80%
Online	3	0	0	3	100%	100%
102-109 Business Analytics	**6**	**0**	**1**	**7**	**100%**	**86%**
Blended (less than 50% online)	1	0	0	1	100%	100%
Online	5	0	1	6	100%	83%
102-112 Principles of Management	**4**	**0**	**0**	**4**	**100%**	**100%**
Online	4	0	0	4	100%	100%
102-188 Project Management	**8**	**0**	**0**	**8**	**100%**	**100%**
Face-to-Face	3	0	0	3	100%	100%
Online	5	0	0	5	100%	100%
103-102 Microsoft Office Suite	**5**	**2**	**1**	**8**	**71%**	**63%**
Online	5	2	1	8	71%	63%
106-100 Web Technologies 1	**6**	**0**	**0**	**6**	**100%**	**100%**
Online	6	0	0	6	100%	100%

Administrative Professional (10-106-6)
2022-23 Course Success

Course & Devliery Method	Successful Count	Unsuccessful Count	Withdrawal Count	Enrollment Count	% Successful Excluding Withdrawals	% Successful Including Withdrawals
106-102 Web Technologies 2	**7**	**0**	**0**	**7**	**100%**	**100%**
Online	7	0	0	7	100%	100%
106-107 Publications	**5**	**1**	**0**	**6**	**83%**	**83%**
Online	5	1	0	6	83%	83%
106-111 Exec Asst Prof Development	**8**	**1**	**0**	**9**	**89%**	**89%**
Online	8	1	0	9	89%	89%
106-113 Customer Service Foundations	**8**	**1**	**0**	**9**	**89%**	**89%**
Online	8	1	0	9	89%	89%
106-114 Customer Communic Techniques	**7**	**1**	**0**	**8**	**88%**	**88%**
Online	7	1	0	8	88%	88%
106-115 Customer Care Strategies	**8**	**0**	**0**	**8**	**100%**	**100%**
Online	8	0	0	8	100%	100%
106-116 Database	**7**	**1**	**0**	**8**	**88%**	**88%**
Online	7	1	0	8	88%	88%
106-122 Document Processing	**5**	**0**	**0**	**5**	**100%**	**100%**
Online	5	0	0	5	100%	100%
106-128 Found in Business Writing	**5**	**1**	**0**	**6**	**83%**	**83%**
Online	5	1	0	6	83%	83%
106-129 Traditional Business Writing	**5**	**0**	**0**	**5**	**100%**	**100%**
Online	5	0	0	5	100%	100%
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	**5**	**0**	**0**	**5**	**100%**	**100%**
Online	5	0	0	5	100%	100%
106-150 Office Procedures 1	**5**	**0**	**0**	**5**	**100%**	**100%**
Online	5	0	0	5	100%	100%
106-152 Job Search-Bus Support Prof 1	**8**	**0**	**0**	**8**	**100%**	**100%**
Online	8	0	0	8	100%	100%
106-155 Job Search-Bus Support Prof 2	**6**	**0**	**0**	**6**	**100%**	**100%**

Course & Devliery Method	Successful Count	Unsuccessful Count	Withdrawal Count	Enrollment Count	% Successful Excluding Withdrawals	% Successful Including Withdrawals
Online	6	0	0	6	100%	100%
106-156 Records Management	**6**	**0**	**0**	**6**	**100%**	**100%**
Online	6	0	0	6	100%	100%
106-160 Office Procedures 2	**6**	**0**	**0**	**6**	**100%**	**100%**
Online	6	0	0	6	100%	100%
106-162 Legal Terminology	**3**	**0**	**1**	**4**	**100%**	**75%**
Online	3	0	1	4	100%	75%
106-167 Office Procedures 3	**7**	**1**	**0**	**8**	**88%**	**88%**
Online	7	1	0	8	88%	88%
106-168 Bus Support Prof Internship 2	**7**	**0**	**0**	**7**	**100%**	**100%**
Face-to-Face	7	0	0	7	100%	100%
106-169 Applied Software	**8**	**0**	**0**	**8**	**100%**	**100%**
Online	8	0	0	8	100%	100%
106-172 Microsoft Outlook	**6**	**0**	**0**	**6**	**100%**	**100%**
Online	6	0	0	6	100%	100%
106-176 Google Tools	**7**	**0**	**0**	**7**	**100%**	**100%**
Online	7	0	0	7	100%	100%
106-177 Apps for Productivity	**6**	**1**	**0**	**7**	**86%**	**86%**
Online	6	1	0	7	86%	86%
106-178 Adobe Tools	**7**	**1**	**0**	**8**	**88%**	**88%**
Online	7	1	0	8	88%	88%
106-179 Photo Editing	**5**	**1**	**1**	**7**	**83%**	**71%**
Online	5	1	1	7	83%	71%
116-193 Human Resources, Intro	**4**	**0**	**0**	**4**	**100%**	**100%**
MyChoice	1	0	0	1	100%	100%
Online	3	0	0	3	100%	100%
501-101 Medical Terminology	**2**	**0**	**0**	**2**	**100%**	**100%**
Online	2	0	0	2	100%	100%
509-130 Medical Office Procedures	**3**	**0**	**0**	**3**	**100%**	**100%**
MyChoice	3	0	0	3	100%	100%
530-103 Medical Insurance & Billing	**2**	**0**	**0**	**2**	**100%**	**100%**

Administrative Professional (10-106-6)
2022-23 Course Success

Course & Devliery Method	Successful Count	Unsuccessful Count	Withdrawal Count	Enrollment Count	% Successful Excluding Withdrawals	% Successful Including Withdrawals
Online	2	0	0	2	100%	100%
801-136 English Composition 1	**1**	**1**	**0**	**2**	**50%**	**50%**
Online	1	1	0	2	50%	50%
801-197 Technical Reporting	**5**	**1**	**0**	**6**	**83%**	**83%**
Face-to-Face	1	0	0	1	100%	100%
Online	4	1	0	5	80%	80%
804-134 Mathematical Reasoning	**2**	**0**	**0**	**2**	**100%**	**100%**
Face-to-Face	1	0	0	1	100%	100%
Online	1	0	0	1	100%	100%
809-103 Think Critically & Creatively	**4**	**0**	**0**	**4**	**100%**	**100%**
Online	4	0	0	4	100%	100%
809-198 Intro to Psychology	**1**	**1**	**1**	**3**	**50%**	**33%**
Online	1	1	1	3	50%	33%
Grand Total	**234**	**17**	**7**	**258**	**93%**	**91%**