See email from Ron Umehira for confirmation of changes to request.

UNIVERSITY OF HAWAI'I
CODE REQUEST FORM FOR ACADEMIC PROGRAM CODES

REQUESTOR CONTACT INFORMATION	
Date: May 8, 2014	Effective term of request (Semester-Year): Fall 2014
Name: Ron Umehira	Title: Dean of Career & Technical Education
Campus: Leeward Community College	Office/Department: Office of the Vice Chancellor of Academic Affairs
Phone: 808-455-0321	Email: umehira@hawaii.edu

1. PROGRAM CODE, MAJOR CODE, CONCENTRATION CODE — Banner forms: SMAPRLE, SOACURR, STVMAJR

Institution: Leeward CC (LEE)	College: Instructional IN	Department: Business ~~Technology Program~~ BUS

☑ New program code   ☐ Change/replace existing program code:

Level: ☑ Undergraduate   ☐ Graduate   ☐ First-Professional   ☐ Post-Baccalaureate   ☐ Other:

Degree:	Certificate: CO Certificate of Competence

If requesting an existing Major code and/or Concentration code in Banner:

Existing Major: ~~BUSN~~ Code BTEC   Business Technology   Description   Existing Concentration: Code   Description

If requesting a new ☐ Major code or ☑ Concentration code that does not exist in Banner:

New Code [4 char/space limit]: VOA   Description [30 char/space limit]: Virtual Office Assistant

If a similar major/concentration code exists in Banner, please list the code:

Is this major/concentration code being used the same way at other UH campuses?

Is 50% or greater of the classes in this program offered at a location other than the Home Campus?   ☐ Yes ☑ No
(Please consult your Financial Aid Officer on Program Participation Agreement impact)

Is this program/major/certificate financial aid eligible?   ☐ Yes ☑ No   *(Financial Aid Officer consultation required for all new program codes)*

Should this program be available for applicants to select as their planned course of study on the online application?   ~~☑ Yes~~ ☑ No
(If yes, students may select the code as their only program of study.)

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Replacing or eliminating an existing program code:

If replacing an existing program code, are current students "grandfathered" under the old code? ☐ Yes ☐ No

Should the old program code be available for use in Banner? ☐ Yes ☐ No

Will the old program code be available for:

Banner Module	Yes	No	Ending Term (Semester-Year)
Online Application	☐	☐	_____
Recruitment	☐	☐	_____
Admissions	☐	☐	_____
General Student	☐	☐	_____
Academic History	☐	☐	_____

2. CERTIFICATES ONLY:

Does this certificate qualify as a Gainful Employment Program (Title IV-eligible certificate program)? ☐ Yes ☑ No
(Please consult your Financial Aid Officer or see: http://www.ifap.ed.gov/GainfulEmploymentInfo/index.html)

For new certificates approved by the Chancellor, the related BOR authorized academic program is: *Business Technology*

3. NEW CAMPUS, COLLEGE, DIVISION, OR DEPARTMENT CODE   Banner forms: STVCAMP, STVCOLL, STVDIVS, STVDEPT

Campus code [3 char]:	Campus description [30 char/space limit]:
College code [2 char]:	College description [30 char/space limit]:
Division code [4 char/space limit]:	Division description [30 char/space limit]:
Department code [4 char/space limit]:	Department description [30 char/space limit]:

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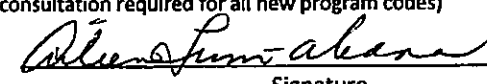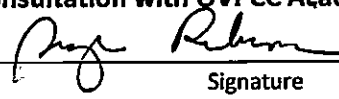| 4. NEW COURSE SUBJECT CODE (Subject Alpha)	Banner form: STVSUBJ
College:	Department:
Subject code [4 char/space limit]:	Subject description [30 char/space limit]:

5. NEW MINOR (Minor codes are listed on the Major code table)	Banner form: STVMAJR
Minor Code [4 char/space limit]:	Minor Description [30 char/space limit]:

Please briefly describe your request and explain why you are requesting the code(s):

Request to create a banner code for the Certificate of Competence in Virtual Office Assistant (VOA) of 23 credits. The CO in VOA is not yet financial aid eligible as it has not been submitted to USDOE for approval.

SUPPORTING DOCUMENTATION

Please see the **Code Request Guide** for the required supporting documents to be submitted. Documents submitted with this form:

- ☐ Board of Regents meeting minutes and supporting documents provided to the BOR
- ☐ Memo from UH President
- ■ Memo from Chancellor
- ■ Curriculum (required for requests for new programs/majors/minors/certificates)
- ☐ Gainful Employment Program notification to the US Department of Education
- ☐ Other: _____

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CAMPUS VERIFICATION

Requestor Signature _____ Date May 9, 2014

Registrar (If different from Requestor)

Grant Helgeson _____ May 9, 2014

Print name   Signature   Date

Email/memo in lieu of Registrar's signature may be attached

Financial Aid Officer (Financial Aid Officer consultation required for all new program codes)

Aileen Lum-Akana _____ May 9, 2014

Print name   Signature   Date

Email/memo in lieu of Financial Aid Officer's signature may be attached

For Community Colleges, verification of consultation with OVPCC Academic Affairs:

Suzette Robinson _____ May 9, 2014

Print name   Signature   Date

Email/memo in lieu of signature may be attached

Send completed form and supporting documentation to:
Institutional Research and Analysis Office (IRAO)
    1633 Bachman Place   Email: iro-mail@lists.hawaii.edu
    Sinclair Annex 2, Room 4   Fax: 808-956-9870
    Honolulu, HI 96822   Phone: 808-956-7532

After **all** required forms and supporting documents have been submitted, please allow at least two weeks for processing by IRAO and Banner Central.

FOR INTERNAL USE ONLY	Date form/docs received: 5/23/2014
Program code [12]: CO-BTEC-VOA	Program Description [30]: CO-Bus Tech-Virtual Ofc Asst
CIP code [6]:	CIP description [30]:

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UNIVERSITY of HAWAI'I'
LEEWARD
COMMUNITY COLLEGE

March 25, 2014

MEMORANDUM

TO: Joanne Itano
           Office of the Executive Vice President for Academic Affairs/Provost

VIA: Michael Pecsok
           Vice Chancellor for Academic Affairs

FROM: Manuel J. Cabral
           Chancellor

SUBJECT: Curriculum Approval

I have approved the following new certificates on 3/16/14 effective Fall 2014. The approvals can be found at: http://curriculumcentral.its.hawaii.edu:8080/central/core.cas.jsp

New
Certificate of Competence (CO) – Alternative Certification in Teaching Certificate
Certificate of Competence (CO) – Virtual Office Assistant

c Division Chairs
   James Goodman
   Ron Umehira
   Della Anderson
   Alicia Brown
   Candy Hochstein
   Blake Hunrick
   Michael Lane
   Pearl Imada-Iboshi

Leeward Community College

Degree:	Certificate of Competence
Division:	Business
Title:	Virtual Office Assistant
Description:	Virtual Office Assistant is a program for individuals who are interested in becoming Virtual Assistants. A Virtual Assistant is an entrepreneur who works from his or her home office offering administrative and business support services to companies and/or professionals over the Internet.
Effective Date:	Fall 2014

1. **Are the program outcomes appropriate functions of the college and University? (Relationship to University and campus mission and development plans, evidence of continuing need for the program, projections of career opportunities for graduates, etc.)**

   Yes. Leeward CC Mission as printed in the 2013-2014 Leeward CC Course Catalog.

   Access: To broaden access to postsecondary education in Hawai'i, regionally, and internationally by providing open-door opportunities for students to enter quality educational programs within their own communities.

   Work Force Development: To provide the trained workforce needed in the State, the Asia-Pacific region, and internationally by offering occupational, technical, and professional courses and programs, which prepare students for immediate and future employment and career advancement.

   Personal Development: To provide opportunities for personal enrichment, occupational upgrading, and career mobility.

   This new certificate is a system-wide effort within the Business Technology Programs at Hawaii CC, Kauai CC, UH Maui, and Leeward CC; and is funded by a Perkin's Grant (AY 2013-2014). This new certificate will create employment opportunities for our students regardless of where they reside.

2. **What are the outcomes of the program? (outcomes should be stated in terms of meeting student, community or State needs. Also includes Program Learning Outcomes.)**

   This certificate will be delivered online to reach students who are unable to travel to campus. It will provide an online (distance education) experience aligned with the Virtual Assistant industry standards in supporting businesses in Hawaii and elsewhere over the Internet. Students completing the Virtual Office Assistant Certificate of Competence will have the required skills and knowledge necessary to support clients in an administrative capacity in a virtual setting.

   Upon completion of the Certificate of Competence, the student will be able to:

   - Use computer and technology tools effectively to support the business needs of the Virtual Assistant's (VA) clientele by using current and emerging technologies to create and manage documents, spreadsheets, databases, and presentations.
   - Use basic accounting methods to support recordkeeping needs.
   - Demonstrate proficiency using and maintaining social media tools, creating business and marketing plans, and sustaining a competitive advantage in the Virtual Assistant industry.
   - Demonstrate professionalism in work quality, appearance, attitude, and workplace behavior as required in a diverse business environment by completing an administrative or Virtual Assistant internship.

3.

How is the program organized to meet its outcomes? (Description of curriculum organization, requirements, admission policies, advising and counseling, and other aspects of the program, with reference to its outcomes.)

This certificate is designed to meet the (1) office support needs of a small business and (2) needs of students who wish to participate in an educational program that will lead to self-employment.

The Leeward CC students will receive academic counseling from the Business Division Counselor, Joy Lane.

Virtual Office Assistant (VOA) Certificate of Competence (COC) - 23 credits

First Semester - 12 credits
BUSN 121, Introduction to Word Processing (3 credits) or BUSN 123, Word Processing for Business (3 credits)
BUSN 158, Social Media and Collaboration Tools for Business (3 credits)
BUSN 164, Career Success (3 credits)
BUS 101, Business Computer Systems (3 credits)

Second Semester - 11 credits
ACC 124, Accounting I (3 credits) or ACC 201, Introduction to Financial Accounting (3 credits)
BUSN 159, Creating and Managing the Virtual Office (3 credits)
BUSN 193V, Cooperative Education (2 credits)
BUS 201, Advanced Microsoft Office (3 credits)

4. **Who will enroll in the program? (Special target groups, if any; number of majors expected by year for first five years; expected service to non-majors; evidence of student interest.)**

The program is designed to meet the needs of Leeward CC students who choose to pursue a certificate in Virtual Office Assistant with a desire to enter the job market, upgrade their office skills, and/or pursue starting his/her own Virtual Office Assistant business.

Proposed Fall 2013 – The Business Technology Program will submit program modifications (Certificate of Competence, Certificate of Achievement, and Associate in Science) to include BUSN 158 and BUSN 159 as electives.

ENROLLMENT PROJECTIONS ALIGNED WITH UHCC PROGRAM INITIATIVES

1. The Program is basing its enrollment projections on data assembled from the Perkins Analysis IV 2012 completed on March 8, 2013 (see table below). Based on this data, the enrollment expected at the end of AY 2014-2015 as proposed for all Business Technology (BTEC) campuses, there will be an increase of 54 students into the UHCC BTEC Program based on 1P1 of the 90% skill attainment projection. (See table below.)
2. Special Target Groups: The BTEC Programs plan on aligning the VOA COC with Achieving the Dream (AtD) Goal 3; increase the number of students, especially Native Hawaiian, low-income, and other under-served students, who complete all Program courses and earn a grade of "C" or higher.
3. In addition, the Program will align with UHCC Strategic Plan Goals 2008-2015. Hawaii's Educational Capital - Increase the educational capital of the state by increasing the participation and completion of students, particularly low-income students and those from underserved regions. The VOA Certificate of Competence Program that is being proposed will address those from underserved regions by giving them an opportunity to find a job that will not require them to move. They will be able to earn a salary and provide services from their home.
4. Align with UHCC Strategic Plan Goals 2008-2015-B4. Increase by 3 percent per year the number of students who successfully progress and graduate. By adding this new certificate, it provides another opportunity for students to enroll at their local college and

complete a certificate. This will help the college market itself as an institution that is up-to-date and addresses current needs in the community.

Program	1P1 Tech Skills Attain 90.00			2P1 Degrees/Certificates 50.00			4P1 Student Placement 60.00		
	Num	Denom	Actual	Num	Denom	Actual	Num	Denom	Actual
HawCC	31	40	77.50	11	40	27.50	24	35	68.57
KauCC	16	20	80.00	8	20	40.00	15	22	68.18
LeeCC	37	41	90.24	16	41	39.02	29	43	67.44
MauC	32	35	91.43	17	35	48.57	14	21	66.67

UHCC enrollment projections are based on the aligned UHCC Strategic Plan Goals of 3 percent per year:

2014-2015: 54 students

2015-2016: 56 students

2016-2017: 58 students

2017-2018: 60 students

2018-2019: 62 students

5. **What resources are required for program implementation and first five-year cycle operation? (Number, source, and cost of faculty; library requirements; support personnel; estimated cost of supplies, equipment and CIP; facilities to be utilized; total funds required for program implementation and operation; expected source of funds, including sources of reallocated funds.)**

The development of BUSN 158, *Social Media and Collaboration Tools for Business*, and BUSN 159, *Creating and Managing the Virtual Office*, has been funded by a Perkins Grant that also funded the development of this proposed certificate. In addition, the Perkins Grant AY 2013-2014 will also be funding the system-wide marketing of this new certificate.

The new Virtual Office Assistant (VOA) Certificate of Competence (CO) includes three (3) approved business courses within the Business Technology Program; and three additional courses within the Business Division that are offered every semester. There will be no additional costs since the two (2) new proposed courses will be placed on the elective list for the Business Technology Program; one (1) course within the Business Technology Program will be deleted (BUSN 200) in Fall 2013. The Business Division has the necessary equipment, supplies, and personnel to offer this new certificate which is under the Business Technology Program of Study.

6. **How efficient will the program be? (Compare anticipated cost per SSH, cost per major, SSH/faculty, average class size or other quantitative measures with other programs in the college and similar programs on other UH campuses.)**

This certificate will be delivered online to reach students who are unable to travel to campus. This method will provide students with the opportunity to work in a virtual setting. This is aligned with the Virtual Assistant industry in supporting businesses over the Internet. This program may utilize shared resources among the consortium campuses to allow for maximum student retention and satisfaction.

7. **How will effectiveness of the program be demonstrated? (Projected number of graduates yearly; placement of graduates; special accreditation; student satisfaction; career and employer satisfaction, etc.)**

The Program Learning Outcomes and effectiveness will be assessed annually by the Business Technology (BTEC) program faculty and as part of the program review process. In addition, the BTEC Business and Industry Advisory Board from each of the BTEC campuses will review

the Program annually at its meeting to be sure that the Program is aligned with the current trends in business and industry.

The expected number of graduates is ten per year for the first three years with an increase to 20 each year. Requiring BUSN 193V, Cooperative Education, will ensure that students are exposed to potential clientele during the term in which the student is enrolled in the program. Students will also be encouraged to join the International Virtual Assistants Association (IVAA) as many members are regularly referred to clients who contact the association in search of Virtual Assistants. The Leeward CC Job Prep Services is also available to assist our graduates with finding jobs in an administration capacity to continue in building the skills sets necessary in obtaining experience to eventually run his or her own Virtual Assistant Office.

Note: The development of the Virtual Assistant Certificate Program is being funded by a UHCC System Consortium Perkins Grant (AY 2013-2014). The BTEC Program Coordinating Council meets bi-annually to share methods of improving course/program delivery and retention. BUSN 158 and BUSN 159 will be articulated formally through a Memorandum of Agreement with Hawaii CC, Kauai CC, and UH Maui C in the future.

VOTE

Business Technology Program: 4 In Favor   0 Against   0 Abstain - Voted October 15, 2013

Business Division: 12 In Favor   0 Against   1 Abstain - Voted November 19, 2013

Campus:	LEE
Updated By:	WALBRITT
Updated Date:	01/09/2014 2:42 PM