ALGONQUIN COLLEGE

PRESENTATION TO THE BOARD OF GOVERNORS

Program Title:	Office Administration – Medical
Credential:	Ontario College Diploma
Program Length:	Two Years
School:	Business
Dean:	Dave Donaldson
Proposed Start Date:	Fall 2012

PURPOSE

To offer a two-year Ontario College Diploma program entitled Office Administration – Medical designed to give graduates extensive knowledge and skills to manage a medical office. Graduates may find work in various medical health-care environments, such as medical clinics, hospitals, chiropractic offices, dental offices, physicians' offices and laboratories.

BACKGROUND

As a result of student and employer demand, the Office Administration – Medical program has been resurrected in a new format to meet industry standards; it has been 13 years since the program was offered by the College. Existing facilities will be used to deliver the program on-campus with a field placement opportunity and field placement projects.

All students in the Office Administration program cluster (Woodroffe campus) complete a common first year. Upon successful completion of this first year, they graduate with an Office Administration – General Ontario College Certificate. Students may then choose to continue for a second year and ear an Ontario College Diploma in Office Administration – Legal or Office Administration – Executive. This program will give them a third option.

CONSIDERATIONS

(i) **Evidence of Need**

Office Administration coordinators, on an ongoing basis, receive inquiries for the Office Administration – Medical program from students who wish to stay in Ottawa to study and/or do not wish to study at a private institution. Employment agencies also regularly call to inquire if we have graduates capable of working in the health-care environment. The Office Administration programs' Advisory Committee endorses the addition of this second-year program to fill a niche in the community.

(ii) **Student Interest**

Student interest was gauged in two ways:

1. An in-house survey was conducted of both first- and second-year Office Administration students with 47 of the 56 students surveyed indicating an interest in the program.
2. OCAS demand statistics were reviewed and are indicative that demand at the colleges throughout the province has increased, with the exception of George Brown where the student

numbers dropped by less than 1 percent in 2010 over 2009. The Office Administration – Medical program would not be competing with the other offerings in the province based upon our geographic location. All programs provincially are being delivered successfully.

(iii) **Staffing**

The 11 courses in Levels 01 and 02 are shared with the Office Administration General, Legal and Executive programs, and will be staffed mainly by existing full-time faculty. Of the 12 courses in Levels 03 and 04, four are common courses with the Office Administration – Legal and Executive programs. Additional staffing needs will be filled by part-time experts in the medical office assistant field.

(iv) **Admissions Requirements**

Program Eligibility: English, Grade 12 (ENG4C or equivalent)

(v) **Advisory Committee Support**

The Office Administration Advisory Committee reviewed the curriculum for the Office Administration-Medical Diploma program as presented by email on July 18, 2011 and unanimously endorsed the program by return email.

(vi) **Strategic Alignment**

The implementation of this program reflects the strategic directions of the College including the commitment to digital learning with 32% online, leveraging of our relationships with business and industry with experiential learning opportunities, and meeting the needs of students and the community. This program was not identified at the time of the Strategic Programs and Services Planning Project Report; however, it provides an additional laddering option to Office Administration - General program graduates.

Appendix 1: Program of Study
Appendix 2: Cash Flow Analysis

RECOMMENDATION

That the Board of Governors approve the Office Administration – Medical Ontario College Diploma program effective Fall 2012 and seek validation of the program title and outcomes from the Credentials Validation Service and approval for funding from the Ministry of Training, Colleges and Universities.

APPENDIX 1: Program of Study

LEVEL 1 – 15 Weeks

COURSE NUMBER	COURSE TITLE	Hours					
		Theory		Lab		Field / Clinical	Total Hours
		In class	Online	In class	Online		
ENL1962	English Fundamentals	45					45
GED2013	Interpersonal Relations	30	15				45
OFF2273	Administrative Procedures I	22.5	22.5				45
OFF2275	Document Production I			60	15		75
OFF2377	Computers I			45	15		60
QUA2223	Business Math Foundations	15	15				30
	TOTAL LEVEL HOURS	**112.5**	**52.5**	**105**	**30**		**300**

LEVEL 2 – 15 Weeks

COURSE NUMBER	COURSE TITLE	Hours					
		Theory		Lab		Field / Clinical	Total Hours
		In class	Online	In class	Online		
ENL1813B	Communications I	45					45
OFF2300	Advanced Word Processing			45	15		60
OFF2395	Computers II			45			45
OFF2276	Document Production II			60	15		75
GEDXXXX	General Education Elective		45				45
	TOTAL LEVEL HOURS	**45**	**45**	**150**	**30**		**270**

LEVEL 3 – 15 Weeks

COURSE NUMBER	COURSE TITLE	Hours					
		Theory		Lab		Field / Clinical	Total Hours
		In class	Online	In class	Online		
OFF2301	Medical Transcription I			30	15		45
OFF2400	Medical Document Production I			60	30		90
OFF2279	Computers III			60			60
	English General Education Elective	45					45
OFF2302	Medical Terminology I	15	30				45
OFF2299	Medical Office Procedures			15	30		45
	TOTAL LEVEL HOURS	**60**	**30**	**165**	**75**		**330**

LEVEL 4 – 15 Weeks

COURSE NUMBER	COURSE TITLE	Hours					
		Theory		Lab		Field / Clinical	Total Hours
		In class	Online	In class	Online		
OFF0029	Accounting Practices for Administrative Assistants			30	15		45
OFF2292	Computers IV			45	15		60
OFF2401	Medical Document Production II			60	30		90
OFF2305	Medical Terminology II			15	30		45
OFF2303	Medical Billing			30	15		45
OFF2304	Medical Transcription II			15	15		30
	TOTAL LEVEL HOURS			**195**	**120**		**315**

Diploma Program Total Hours: **1215**

OFFICE ADMINISTRATION - MEDICAL

Ontario College Diploma

Cash Flow Analysis

TOTAL ENROLMENT	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Year 2**	29	31	35	39	39	39
Tuition Fee per Semester	1,260	1,310	1,360	1,410	1,460	1,510
REVENUE						
Fees	36,540	40,610	47,600	54,990	56,940	58,890
Grant*			21,064	43,580	69,002	76,991
Total Revenue	36,540	40,610	68,664	98,570	125,942	135,881
EXPENSES						
FT Academic + Fringe (22.04%)						
Temp Acad + Fringe (9%)	42,971	42,971	42,971	42,971	42,971	42,971
FT Supp + Fringe (26.47%)						
Temp Supp + Fringe (10%)						
Operating	8,600	9,030	9,482	9,956	10,453	10,976
Total Expenses	51,571	52,001	52,453	52,927	53,424	53,947
CONTRIBUTION BEFORE	**-15,031**	**-11,391**	**16,211**	**45,643**	**72,518**	**81,934**
INVESTMENTS						
Equipment						
Course Development	13,200	0	0	0	0	0
Renovations						
Total Capital	13,200	0	0	0	0	0
NET CONTRIBUTION	**-28,231**	**-11,391**	**16,211**	**45,643**	**72,518**	**81,934**
%	**-77.26%**	**-28.05%**	**23.61%**	**46.31%**	**57.58%**	**60.30%**

* Grant Value $ 4,358

Program Weight 1.0, Funding Unit 2.0 (Based on similar programs)

A number of variables are considered when calculating tuition and expenses; these are changed based on government direction as required.

Note:

The purpose of the Cash Flow Analysis for a new program is to capture the direct revenues and expenses associated with the program. The resulting contribution indicates the funds the program will generate to help support the current operations of the Academic Area. Therefore, pre-existing costs such as department overheads and space costs are not included in the cash flow. These costs are captured in the annual Program Costing exercise.

Enrolment Detail**						
Level 3	15	16	18	20	20	20
Level 4	14	15	17	19	19	19
	29	31	35	39	39	39