PCCUA PROGRAM ASSESSMENT PLAN

Division/Department: Business and Information Systems
Degree Program: Medical Office Technology AAS
Semester/Year: 2022-23 Academic Year

Mission Statement or Overview of Program
The Associate of Applied Science Medical Office Technology degree is a two-year program designed to prepare students for clerical positions in a wide range of medical offices or healthcare facilities. Emphasis is placed on document processing, health records management, medical coding, accounting, basic skills, and office procedures. This program is intended for students who are beginning a career in medical office technology as well as for those already employed who wish to upgrade their office skills. A Certificate of Proficiency in Medical Coding is also available.

Program Student Learning Outcomes (PLOs)

PLO #1 (Reporting Year 1)	Perform medical office procedures that include inputting patient information, appointment scheduling, and patient tracking using an electronic health record system.
PLO #2 (Reporting Year 1)	Utilize a working knowledge of medical terminology as related to body systems, billing and coding, and the use of electronic health records.
PLO #3 (Reporting Year 1)	Demonstrate knowledge of diagnostic and procedure codes using current coding systems for medical billing in healthcare facilities.
PLO #4 (Reporting Year 2)	Apply legal and ethical standards defined by federal, state, and local guidelines to provide patient confidentiality in the healthcare facility and community.
PLO #5 (Reporting Year 2)	Demonstrate technology skills to integrate MS Office products to compose, format, and distribute business documents using word processing, spreadsheet, database, and presentation software.
PLO #6 (Reporting Year 3)	Apply Generally Accepted Accounting Principles (GAAP) to record business transactions and prepare financial statements using a manual and computerized accounting system.
PLO #7 (Reporting Year 3)	Interact in a business professional manner with supervisors, co-workers, and customers using written and oral communication skills for the business environment.

PCCUA ASSESSMENT GUIDING QUESTIONS
Please respond based on the departmental discussion of the program assessment and how those outcomes reflect what students are learning and what needs to happen to improve student learning. You may provide this in a narrative or bulleted format. However, you must respond to each question and these responses should be based on your program assessment discussions. Please respond in red font.

Program Student Learning Outcomes
A. Are the intended educational (learning) outcomes for the program appropriate and assessed appropriately?
Yes, faculty submit assessment reports for the classes offered at the end of each semester that measure student learning outcomes. The results from assessment reports show whether or not the students have met. Those course level SLOs feed into the program level outcomes so we are not only assessing at the course level, but also at the program level. Examples of assessment methods are unit exams, capstone case assignments, case studies, internship evaluations, and other grading rubrics.

B. How are the faculty and students accomplishing the program's student learning outcomes?
Faculty provides instruction that is designed to support student learning and to achieve the student learning outcomes. Courses are designed and assignments are provided based on these learning outcomes. Instruction is led through lecture, demonstration, hands-on assignments and simulations all to foster an environment for learning. Students attend class and complete assignments as required and are made aware of their progress in the courses/program throughout the semester. As part of the assessment process, faculty complete an assessment of the student learning outcomes for each course taught in the semester using the identified assessment tools, measurements, and criteria. The results are analyzed and an action plan is identified for areas the need improvement.

C. How is the program meeting market/industry demands and/or preparing students for advanced study?
This program is designed to prepare students to work in a medical office after completing their degree. Students take multiple classes related to the medical office and general technology, they also complete an internship during their final semester in a medical office to put the skills learned in the classroom to use in a medical environment. This ensures that students are meeting those market/industry standards. Our division also meets once per year with our advisory council. Those members have the opportunity to share what they feel is important within each division and we work with those businesses to meet those needs.

D. Do course enrollments and program graduation/completion rates justify the required resources? Yes.

E. Based on the Program SLO's how well are students learning at the course and program level? Based on your assessment outcomes, how do you know this?

For both the course and program level, students are demonstrating what they are learning which is reflected in the assessment outcomes for each SLO. Based on the SLO assessment results, students are scoring at or above benchmarks which indicate student learning. Assessment results below the benchmark establish action plans to improve learning and outcome.

F. What are the changes you need to make to improved student learning?
- Incorporate additional means of instruction through more demonstration videos in Blackboard to offering tutoring sessions
- Provide Zoom office hours so students can check in with instructor at designated times throughout the week

G. What are the weak areas demonstrating a need for improvement?
- Critical thinking is a crucial part in learning, and students within our program do struggle with thinking critically. Students tend to do well following along with the instructor/lectures, but when asked to complete tasks that require critical thinking, students tend to struggle with this.
- Offer additional tutoring and office hours for students

H. What are the strengths identified through assessment?
- Retention rates for the Medical Office Technology Program are high
- Meeting or exceeding student learning benchmarks
- Successfully completing internship in a medical office with high ratings from supervisors

Program Curriculum
A. Is the program curriculum appropriate to meet current and future market/industry needs and/or to prepare students for advanced study? Is that reflected in the assessment outcomes?

Yes, we discuss this program requirements/courses with industry leaders to ensure market/industry needs are being met. These are measured in the assessment result action plans

B. Are program exit requirements appropriate?
Yes

C. Are students introduced to experiences within the workplace and introduced to professionals in the field?
Yes, students are introduced to technology and skills in the program's curriculum, then they are able to put what they have learned into practice in the office where they complete their internship

D. Does the program promote and support interdisciplinary initiatives?
Yes

E. Does the program support the college STACC skill development expected of all PCCUA graduates? Explain how you know this through assessment.
Yes, this program has 7 Program Outcomes that are assessed based on the college core competencies. All STACC skills are embedded within the program curriculum and are assessed as part of the Program Outcomes.

F. Does the program provide respect and understanding for cultural diversity as evidenced in the curriculum, in program activities, in assignment of program responsibly and duties; in honors, awards and scholarship recognition; in recruitment?
This program recognizes cultural awareness through various aspects of attitude, beliefs, values, and experiences. Curriculum incorporates working productively and effectively with other students of varying backgrounds through group projects and presentations.

Budget Requests Forms
Are more resources needed. No resources are needed at this time. If so, has there been an effort to acquire these resources through the college budgeting process?

What program requests did you make for the next year which are tied to needs related to assessment outcomes? Normal budget requests were made for the 2023-24 year.

Faculty submit an Assessment Results Action Plan to the Division Dean each semester the course is taught. Faculty will evaluate assessments and share results to identify strengths and ways of improvement. A plan for improvement will be developed and noted as an Action Plan for each course and the program.

DIVISION OF BUSINESS AND INFORMATION SYSTEMS							
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PLO 1: Perform medical office procedures that include inputting patient information, appointment scheduling, and patient tracking using an electronic health record system.							
Student Learning Outcome	Related Courses	Benchmark: Assessment Criteria	Assessment Tools	Assessment Results			Action Plan
				Result	Number of Students Achieved	Total Number of Students	
Students will demonstrate the ability to input patient information, schedule appointments, and handle billing, reports, and insurance claims using an electronic health records system.	OT 203	70% of the students will score 75% or higher on an Electronic Health Records Simulation.	Electronic Health Records Comprehensive Simulation	100%	3	3	Provide video lectures over the simulation lessons. Will incorporate more "lecture/guidance" throughout the semester to help students prepare for final simulation.
Total for Program Learning Outcome # 1 Average Assessment Results				100%			

Medical Office Technology Assessment Program Outcomes – Fall 2022-Spring 2023

PLO 2: Utilize a working knowledge of medical terminology as related to body systems, billing and coding, and the use of electronic health records.

Student Learning Outcome	Related Courses	Benchmark: Assessment Criteria	Assessment Tools	Assessment Results			Action Plan
				Result	Number of Students Achieved	Total Number of Students	
Students will understand the basic terminology and concepts that apply to the business environment.	OT 123	70% of the students will score 70% or higher on a comprehensive posttest.	Comprehensive Posttest-Body Systems	95%	11	12	Continue to provide reviews to help students understand concepts of each unit.
Students will identify Latin and Greek word elements and meanings.	OT 113	80% of the students will score 80% or higher on Comprehensive Posttest.	Comprehensive Posttest – 14 Modules of Latin and Greek medical word elements	69%	39	57	Incorporate additional reviews in Kahoot, Blackboard, and SoftChalk.
Total for Program Learning Outcome # 2 Average Assessment Results				82%			

Medical Office Technology Assessment Program Outcomes – Fall 2022-Spring 2023

PLO 3: Demonstrate knowledge of diagnostic and procedure codes using current coding systems for medical billing in healthcare facilities.

Student Learning Outcome	Related Courses	Benchmark: Assessment Criteria	Assessment Tools	Assessment Results			Action Plan
				Result	Number of Students Achieved	Total Number of Students	
Students will apply knowledge of ICD-10 codes for medical billing in healthcare facilities.	OT 153	70% of the students will score 70% or higher on Chapter tests and Posttest	Chapter Tests and Comprehensive Posttest	Not Assessed			
Students will apply knowledge of CPT4 codes for medical billing in healthcare facilities.	OT 263	70% of the students will score 70% or higher Chapter Tests and Posttest.	Chapter Tests and Comprehensive Posttest	Not Assessed			
Total for Program Learning Outcome # 3 Average Assessment Results							

PLO 4: Apply legal and ethical standards defined by federal, state, and local guidelines to provide patient confidentiality in the healthcare facility and community.							
Student Learning Outcome	Related Courses	Benchmark: Assessment Criteria	Assessment Tools	**Assessment Results**			Action Plan
				Result	Number of Students Achieved	Total Number of Students	
Students will demonstrate an understanding of major legal and ethical issues including guideline and regulations as related to the business environment or healthcare facilities.	OT 153	70% of the students will score 70% or higher on chapter tests.	Chapter Exams	Not Assessed			
	OT 263	70% of the students will score 70% or higher on chapter tests.	Chapter Exams	Not Assessed			
Students will understand the basic terminology and concepts that apply to the business environment.	ES 213	70% of the students will score 70% or higher on the posttest.	Comprehensive Posttest	100%	11	11	Provide practice test to review. Will require students to take Practice Test before taking the Post Test
	OT 203	70% of the students will score 75% or higher on an Electronic Health Record Simulation.	Electronic Health Records Comprehensive Simulation	69%	2	3	Provide practice applications to help students understand terminology in each unit.
Total for Program Learning Outcome #4 Average Assessment Results				84.5%			

PLO 5: Demonstrate technology skills to integrate MS Office products to compose, format, and distribute business documents using word processing, spreadsheet, database, and presentation software.							
Student Learning Outcome	Related Courses	Benchmark: Assessment Criteria	Assessment Tools	Assessment Results			Action Plan
				Result	Number of Students Achieved	Total Number of Students	
Students will demonstrate skills in creating, formatting, and editing business letters, reports, memos, and tables in Microsoft Word.	CT 113	80% of the students will score 70% or higher on a Word Exam.	Word Application Exam	84.5%	149	175	Develop additional word demonstrations to review modules. Will also develop reviews using Kahoot, SoftChalk, and Blackboard.
	CT 1233	80% of the students will score 70% or higher on a Word Exam.	Word Application Exam	100%	8	8	Continue Reviewing modules before exams
	OT 133	70% of the students will score 70% or higher on a Module Test.	Module Unit Test	88%	12	13	Continue working with students on application modules
Students will demonstrate skills in creating spreadsheets, entering data, editing, formatting, and creating formulas and charts in Microsoft Excel.	CT 113	80% of the students will score 70% or higher on an Excel Exam.	Excel Application Exam	77.6%	132	175	Develop additional Excel demonstrations to review modules. Will also develop reviews using Kahoot, SoftChalk, and Blackboard.
	CT 1233	80% of the students will score 70% or higher on an Excel Exam.	Excel Application Exam	100%	8	8	Continue Reviewing modules before exams

Students will demonstrate skills in creating, editing, formatting, and adding enhancements to a presentation using Microsoft PowerPoint.	CT 113	80% of the students will score 70% or higher on a PowerPoint Exam.	PowerPoint Application Exam	85%	10	12	Develop additional PPT demonstrations to review modules. Will also develop reviews using Kahoot, SoftChalk, and Blackboard.
	CT 1233	80% of the students will score 70% or higher on a PowerPoint Exam.	PowerPoint Application Exam	100%	7	7	Continue Reviewing modules before exams
Students will demonstrate skills in creating, querying, and maintaining a database using Microsoft Access.	CT 273	80% of the students will score 70% or higher on a Case Study Project.	Case Study Project – Rubric	71%	10	14	Develop a review unit to help students' study for the comprehensive project
Students will demonstrate skills integrating Microsoft Office products to prepare multiple business documents.	CT 1283	80% of the students will score 70% or higher on a Capstone Project.	Capstone project – Rubric Comprehensive Application Project	92%	7	8	Continue using practice lessons to help students review
Total for Program Learning Outcome # 5 Average Assessment Results				88.7%			

PLO 6: Apply Generally Accepted Accounting Principles (GAAP) to record business transactions and prepare financial statements using a manual and computerized accounting system.

Student Learning Outcome	Related Courses	Benchmark: Assessment Criteria	Assessment Tools	Assessment Results			Action Plan
				Result	Number of Students Achieved	Total Number of Students	
Students will understand the basic terminology and concepts that apply to the business environment.	BAN 213	80% of the students will score 70% or higher on Chapter Quizzes.	Cengage Chapter Quizzes	65.8%	14	21	Provide practice quizzes to review before taking the graded quiz. Will allow students additional attempts to improve grade.
Students will apply accounting functions for journal entries, ledgers, worksheets, and source documents in a manual accounting system.	BAN 213	80% of the students will score 70% or higher on Comprehensive Application.	Comprehensive Application Problem – Chapter 1-4 the Accounting Cycle.	76%	17	21	Set checkpoint dates to monitor students' progress on the problem. Will offer tutoring sessions to guide students through the steps to complete the problem.
Students will analyze and record accounting transactions to prepare source documents using computerized accounting software.	BAN 283	80% of the students will score 70% or higher on Comprehensive Application.	Comprehensive Application Problem – Unit 1: Chapter 2-4 and Unit 2: Chapter 5-7	85%	10	12	Providing additional time to work on problem with due dates to check week totals before the end of the problem
Total for Program Learning Outcome # 6 Average Assessment Results				75.6%			

Medical Office Technology Assessment Program Outcomes – Fall 2022-Spring 2023

PLO 7: Interact in a business professional manner with supervisors, co-workers, and patients using written and oral communication skills for the healthcare environment.

Student Learning Outcome	Related Courses	Benchmark: Assessment Criteria	Assessment Tools	Assessment Results			Action Plan
				Result	Number of Students Achieved	Total Number of Students	
Students will demonstrate professional business etiquette, dress, and behavior skills at a business etiquette event or Internship worksite.	BAN 263	90% of the students will score 80% or higher on a Company Web Project.	Business Etiquette and Networking Event – Rubric	85%	10	12	Provide networking examples and etiquettes for students to practice before events.
	OT 1213	80% of the students will score between 80 and 100 on the rating scale.	Employer's Evaluation Survey – Rubric	100%	3	3	Faculty plan to review Employer Evaluation Summary and Rubric.
Students will communicate effectively in a written manner by typing and submitting clear and concise business professional documents.	BAN 263	80% of the students will score 70% or higher on a Job Search project.	Resume and Job Search project	75.6%	86	108	Provide additional examples on resumes and cover letters for student to reference.
	ES 213	80% of the students will score 80% or higher on a Current Events Article.	Current Events Article #3 – Rubric	73.9%	14	19	Provide more guidelines on professional documents; allow students to revise assignment after meeting to discuss mistakes.

Students will demonstrate oral communication skills by developing and presenting an individual/group presentation.	BAN 263	80% of the students will score 80% or higher on a Group Presentation.	Business Project PowerPoint Presentation - Rubric	71%	36	51	Have students turn in draft then have a review session to review PPT before presenting.
Students will demonstrate oral skills with office supervisors, co-workers, and the public while working at the Internship work site.	OT 1213	80% of the students will score between 80 and 100 rating scale.	Employer's Evaluation Survey – Rubric	100%	3	3	Faculty plan to review Employer Evaluation Summary and Rubric.
Students will interact in a professional manner with area businesses, co-workers, supervisors, and patient/customers at the Internship work site.	OT 1213	80% of the students will score between 80 and 100 rating scale.	Employer's Evaluation Survey – Rubric	100%	3	3	Faculty plan to review Employer Evaluation Summary and Rubric.
Total for Program Learning Outcome # 7 Average Assessment Results				86.5%			
Total Program Outcomes for Medical Office Technology AAS				86.2%			