

PCCUA PROGRAM ASSESSMENT PLAN

Division/Department: Business and Information Systems

Degree Program: Medical Office Technology AAS

Semester/Year: 2023-24 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 each semester that evaluate student learning outcomes (SLOs). Course-level outcomes are directly linked to program-level outcomes, allowing assessment to occur at both levels. Assessment methods include unit exams, post-tests, capstone projects, case studies, internship evaluations, and rubrics, which provide a comprehensive measure of student performance.
- B. How are the faculty and students accomplishing the program's student learning outcomes?
Faculty design instruction around clearly defined student learning outcomes and use a variety of strategies such as lectures, demonstrations, hands-on activities, and simulations. Students engage by attending class, completing assignments, and receiving regular feedback on their progress. Faculty also analyze assessment data each semester and create action plans for areas that fall below benchmarks, ensuring continuous improvement.
- C. How is the program meeting market/industry demands and/or preparing students for advanced study?
The program prepares students for clerical and administrative positions in healthcare by providing a foundation in medical terminology, records management, billing, coding, and office technology. Students also complete an internship in a medical office, applying classroom learning to real-world settings. Additionally, the program maintains alignment with industry standards through annual advisory council meetings, where professionals provide input on emerging workforce needs.
- D. Do course enrollments and program graduation/completion rates justify the required resources? **Yes. Enrollment levels and program completion rates are sufficient to justify the resources allocated to the program.**
- 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?
Overall, students are demonstrating strong learning outcomes. Program-level results averaged 81.5%, with many courses meeting or exceeding benchmarks. For example, medical terminology (OT 113, OT 123) and accounting applications (BAN 213) showed particularly high success rates. Areas falling below benchmarks, such as Microsoft Excel (65%) and some professional communication assignments, have action plans in place to strengthen learning.

- F. What are the changes you need to make to improved student learning?
- Expanding the use of demonstration videos in Blackboard and review activities in Kahoot and SoftChalk.
 - Offering targeted tutoring sessions and review units for applications such as Excel, Access, and PowerPoint.
 - Providing additional Zoom office hours for students to check in with instructors at set times throughout the week.
- G. What are the weak areas demonstrating a need for improvement?
- Technology Applications
 - Professional Communication
 - Critical Thinking – Students tend to perform well with guided instruction but struggle when applying concepts independently.
 - Action plans emphasize tutoring, practice opportunities, and review resources to improve performance in these areas.
- H. What are the strengths identified through assessment?
- Strong retention and completion rates in the program.
 - High achievement in medical terminology (79–82%) and accounting applications (95%).
 - Internship evaluations consistently scored at 100%, with supervisors rating students highly for professionalism and workplace readiness.
 - Overall program outcomes averaged 81.5%, demonstrating that students are meeting or exceeding expectations across most areas.

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. The curriculum is reviewed with healthcare and industry leaders to ensure it aligns with current and emerging workforce needs. Assessment results confirm that students are building the knowledge and skills necessary for employment in medical office environments.
- B. Are program exit requirements appropriate?
- Yes. Students complete a capstone project and internship, both of which validate their readiness to enter the medical office workforce.

- C. Are students introduced to experiences within the workplace and introduced to professionals in the field?
Yes. Students apply classroom learning in medical office internships, which provide workplace experience and opportunities to interact with healthcare professionals.
- D. Does the program promote and support interdisciplinary initiatives?
Yes. Coursework integrates business, healthcare, and technology, fostering interdisciplinary learning that prepares students for diverse responsibilities in the medical office setting.
- E. Does the program support the college STACC skill development expected of all PCCUA graduates? Explain how you know this through assessment.
Yes. All STACC skills are embedded in the curriculum and assessed through program outcomes, ensuring students graduate with strong communication, technology, analytical, cultural, and critical thinking skills.
- 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?
Yes. Curriculum and group projects emphasize working productively with peers from diverse backgrounds. Students also engage in campus cultural activities, helping them build respect and awareness for cultural differences

Budget Requests Forms

Are more resources needed.. **No additional resources are required 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 have been submitted for the next academic 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.

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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	Not Assessed			
Total for Program Learning Outcome # 1 Average Assessment Results				Not Assessed			

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	79%	21	24	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	82%	42	61	Incorporate additional reviews in Kahoot, Blackboard, and SoftChalk.
Total for Program Learning Outcome # 2 Average Assessment Results				80.5%			

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	78%	19	29	Offer online offers hours and more videos to explain the material.
	OT 203	70% of the students will score 75% or higher on an Electronic Health Record Simulation.	Electronic Health Records Comprehensive Simulation	Not Assessed			
Total for Program Learning Outcome #4 Average Assessment Results				78%			

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	86%	136	159	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	89%	4	4	Continue Reviewing modules before exams
	OT 133	70% of the students will score 70% or higher on a Module Test.	Module Unit Test	61%	11	17	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	65%	123	159	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	86%	3	4	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	84%	132	159	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	60%	2	4	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	67%	1	2	Continue using practice lessons to help students review
Total for Program Learning Outcome # 5 Average Assessment Results				74.3%			

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	82%	11	13	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.	95%	11	13	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	Not Assessed			
Total for Program Learning Outcome # 6 Average Assessment Results				88.5%			

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	78%	21	30	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%	1	1	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	64%	19	30	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	88%	26	29	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	74%	21	30	Students will have the opportunity to submit drafts with a review session.
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%	1	1	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%	1	1	Faculty plan to review Employer Evaluation Summary and Rubric.
Total for Program Learning Outcome # 7 Average Assessment Results				86.3%			
Total Program Outcomes for Medical Office Technology AAS				81.5%			