

PCCUA PROGRAM ASSESSMENT PLAN

Division/Department: Business and Information Systems

Degree Program: Medical Office Technology AAS

Semester/Year: 2024-25 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. The Program Learning Outcomes (PLOs) align with industry needs in healthcare offices and are measured using exams, simulations, projects, and employer evaluations. For example, PLO #1 (Electronic Health Records) had an 83% success rate, above benchmark, showing that assessments are appropriately measuring skills. However, some PLOs (e.g., PLOs 2, 3, and parts of 4) were not assessed due to missing adjunct data, which weakens consistency. Improvements in faculty reporting are necessary.
- B. How are the faculty and students accomplishing the program's student learning outcomes?
Faculty deliver outcomes through lecture, demonstrations, simulations, case studies, and internship experiences. Students demonstrate achievement through measurable assessments such as EHR simulations (83%), Word/Excel/PowerPoint exams (78–93%), and internship evaluations (100% in professionalism and oral skills). These show strong accomplishment where data is collected. Gaps occur when adjunct reporting is incomplete.
- C. How is the program meeting market/industry demands and/or preparing students for advanced study?
The program directly aligns with medical office roles through coursework in medical terminology, coding, accounting, and MS Office applications. The internship provides authentic workplace experience, with supervisors rating students highly (100% in professional interaction for PLO 7). This indicates students are career-ready. Advisory board input also ensures curriculum relevance.
- D. Do course enrollments and program graduation/completion rates justify the required resources? **Yes. Enrollment across courses such as CPSI 10103 (175 students) and ACCT 20003 (25 students) demonstrates strong participation, while high retention and completion support resource allocation.**
- 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 program outcomes average **78.2%**, above most benchmarks. Strong results include PLO #5 (81.4%) and PLO #7 (84%). Weaknesses appear in PLO #6 (Accounting, 67.3%), where students struggled with comprehensive problems, and in unassessed outcomes (PLO 2 and 3). This mixed picture shows effective learning overall but highlights gaps that need follow-up.

F. What are the changes you need to make to improved student learning?

- Ensure adjunct faculty consistently report assessment data.
- Incorporate more demonstration videos and review resources in Blackboard.
- Offer structured tutoring sessions and Zoom office hours.
- Set checkpoint dates in accounting courses to improve progression on multi-step problems.

G. What are the weak areas demonstrating a need for improvement?

- **Critical thinking:** Students struggle with independent application (seen in accounting and group projects).
- **Accounting skills:** Scores averaged 62–73% in some assessments, below benchmark.
- **Oral communication/group presentations:** Students scored 65% on one major project.
- **Adjunct reporting:** Missing data undermines full evaluation of PLO 2 and 3.

H. What are the strengths identified through assessment?

- Strong results in **technology skills** (Word, Excel, PowerPoint, Access, Capstone).
- **Professional interaction and internships:** 100% ratings from supervisors in communication and professionalism.
- **Retention:** Program retention remains high.
- **Benchmarks exceeded** in multiple areas (e.g., Word Exam 93%, Capstone 92%).

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. Courses and internships prepare students for immediate employment in healthcare offices. High supervisor evaluations confirm curriculum effectiveness. Advisory board feedback ensures alignment with current needs.

- B. Are program exit requirements appropriate?
Yes. Exit requirements include both coursework and successful internship completion, which ensures readiness for employment.
- C. Are students introduced to experiences within the workplace and introduced to professionals in the field?
Yes. Students complete an internship where supervisors rate them on professionalism, communication, and interaction with patients/customers, with multiple categories receiving **100% ratings.**
- D. Does the program promote and support interdisciplinary initiatives?
Yes. Students use business, technology, and healthcare knowledge across courses (e.g., combining accounting principles with healthcare coding systems).
- E. Does the program support the college STACC skill development expected of all PCCUA graduates? Explain how you know this through assessment.
Yes. STACC skills are embedded in communication (PLO 7), technology (PLO 5), and critical thinking/problem-solving (PLO 6). Assessment data such as internship evaluations and MS Office capstone projects demonstrate integration.
- 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. Group projects, presentations, and workplace interactions require students to collaborate with diverse peers and patients, supporting awareness of cultural values and beliefs.

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 2025-2026 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.	HIMT 20303 (OT 203)	70% of the students will score 75% or higher on an Electronic Health Records Simulation.	Electronic Health Records Comprehensive Simulation	83%	2	2	By completing each of the chapter case studies completely and correctly, students will then score higher on the billing simulation. Continue to encourage students to take their time to complete the simulation before the due date.
Total for Program Learning Outcome # 1 Average Assessment Results				83%			

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.	HIMT 12303 (OT 123)	70% of the students will score 70% or higher on a comprehensive posttest.	Comprehensive Posttest-Body Systems	Not Assessed			Adjunct taught for us this year and did not report assessment results. We, as a division, must do better at making sure adjuncts are reporting their assessment data just as full-time faculty are expected to do.
Students will identify Latin and Greek word elements and meanings.	HIMT 11303 (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	Not Assessed			
Total for Program Learning Outcome # 2				--			
Average Assessment Results							

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.	HIMT 15303 (OT 153)	70% of the students will score 70% or higher on Chapter tests and Posttest	Chapter Tests and Comprehensive Posttest	Not Assessed			Adjunct taught for us this year and did not report assessment results. We, as a division, must do better at making sure adjuncts are reporting their assessment data just as full-time faculty are expected to do.
Students will apply knowledge of CPT4 codes for medical billing in healthcare facilities.	HIMT 26303 (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.	HIMT 15303 (OT 153)	70% of the students will score 70% or higher on chapter tests.	Chapter Exams	Not Assessed			
	HIMT 26303 (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.	ECON 21003 (ES 213)	70% of the students will score 70% or higher on the posttest.	Comprehensive Posttest	68%	25	41	Offer online office hours and more videos to explain the material. Create more vocabulary assignments to familiarize students with terminology.
	HIMT 20303 (OT 203)	70% of the students will score 75% or higher on an Electronic Health Record Simulation.	Electronic Health Records Comprehensive Simulation	83%	2	2	By completing each of the chapter case studies completely and correctly, students will then score higher on the billing simulation. Continue to encourage students to take their time to complete the simulation before the due date.
Total for Program Learning Outcome #4 Average Assessment Results				75.5%			

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.	CPSI 10103 (CT 113)	80% of the students will score 70% or higher on a Word Exam.	Word Application Exam	85%	158	175	Develop additional word demonstrations to review modules. Will also develop reviews using Kahoot, SoftChalk, and Blackboard.
	BUSI 12353 (CT 1233)	80% of the students will score 70% or higher on a Word Exam.	Word Application Exam	78%	8	8	Continue Reviewing modules before exams
	BUSI 11003 (OT 133)	70% of the students will score 70% or higher on a Module Test.	Module Unit Test	93%	7	7	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.	CPSI 10103 (CT 113)	80% of the students will score 70% or higher on an Excel Exam.	Excel Application Exam	78%	145	175	Develop additional Excel demonstrations to review modules. Will also develop reviews using Kahoot, SoftChalk, and Blackboard.
	BUSI 12353 (CT 1233)	80% of the students will score 70% or higher on an Excel Exam.	Excel Application Exam	79%	8	8	Provide regular, actionable feedback to students on their progress and areas for improvement.

Students will demonstrate skills in creating, editing, formatting, and adding enhancements to a presentation using Microsoft PowerPoint.	CPSI 10103 (CT 113)	80% of the students will score 70% or higher on a PowerPoint Exam.	PowerPoint Application Exam	82%	144	175	Develop additional PPT demonstrations to review modules. Will also develop reviews using Kahoot, SoftChalk, and Blackboard.
	BUSI 12853 (CT 1233)	80% of the students will score 70% or higher on a PowerPoint Exam.	PowerPoint Application Exam	75%	8	8	Continue Reviewing modules before exams
Students will demonstrate skills in creating, querying, and maintaining a database using Microsoft Access.	CPSI 27343 (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.	BUSI 12853 (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				81.4%			

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.	ACCT 20003 (BAN 213)	80% of the students will score 70% or higher on Chapter Quizzes.	Cengage Chapter Quizzes	73%	17	25	Additional videos and short assignments to help students have a better understanding of accounting principles, terminology, and concepts. Encourage student to take full advantage of study questions provided to them.
Students will apply accounting functions for journal entries, ledgers, worksheets, and source documents in a manual accounting system.	ACCT 20003 (BAN 213)	80% of the students will score 70% or higher on Comprehensive Application.	Comprehensive Application Problem – Chapter 1-4 the Accounting Cycle.	62%	14	25	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.	ACCT 28333 (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	67%	5	6	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				67.3%			

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.	BUSI 20103 (BAN 263)	90% of the students will score 80% or higher on a Company Web Project.	Business Etiquette and Networking Event – Rubric	76%	20	29	Provide networking examples and etiquettes for students to practice before events.
	HIMT 12103 (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.	BUSI 20103 (BAN 263)	80% of the students will score 70% or higher on a Job Search project.	Resume and Job Search project	72%	21	29	Provide additional examples on resumes and cover letters for students to reference.
	ECON 21003 (ES 213)	80% of the students will score 80% or higher on a Current Events Article.	Current Events Article #3 – Rubric	75%	26	41	Provide more guidelines on professional documents; allow students to revise assignments after meeting to discuss mistakes.

Students will demonstrate oral communication skills by developing and presenting an individual/group presentation.	BUSI 20103 (BAN 263)	80% of the students will score 80% or higher on a Group Presentation.	Business Project PowerPoint Presentation - Rubric	65%	17	19	Provide additional resources/assistance to students while completing this project.
Students will demonstrate oral skills with office supervisors, co-workers, and the public while working at the Internship work site.	HIMT 12103 (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.	HIMT 12103 (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				84%			
Total Program Outcomes for Medical Office Technology AAS				78.2%			