

Annual Program Review – Online – Medical Office Professional (2025–2026)

Form: Annual Program Review

Field	Value
Submitted by	Paula Schmidt (41594)
Submitted on	Jan 7, 2026
Form ID	f47b9257-1c8d-4f97-a492-9e590d682c2a
Year	2025–2026
Program	Online – Medical Office Professional
Begin Date	Jan 7, 2026

A. Program Learning Outcomes

Date of review: Jan 7, 2026

Reviewed at Advisory Board meeting; no outcome changes.

Considering transition from Associate's Degree to Diploma to improve enrollment.

Outcomes status: Up-to-date in Coursedog and on the program web page.

B. Course Syllabi

All required syllabus components are included; up-to-date in Coursedog.

Class review: Adoption of Cengage working well (communication skills, telephone etiquette, professional correspondence, management roles/responsibilities, office emergencies); no changes made.

C. Program Competencies

Date of review: Jan 7, 2026

Competencies are reviewed routinely across coding classes due to annual coding updates; changes made for evaluation/management coding updates; competencies current in Coursedog.

D1. Course Assessments

Varied assessments used (essays, reports, exams, comprehensive finals, journals, other projects, quizzes, clinical/internship observations).

Assessments used:

- Written essays
- Written reports
- Examinations
- Comprehensive final exams

- Journals
- Other projects
- Quizzes
- Clinical/internship observations

D2. Course Assessments – Continued

Assessments matched to outcomes/competencies.

Changes since last review: Limited enrollment hindered evaluation of changes; program is considering switch to a diploma to attract more students.

Higher-level thinking: Assessments require application to real-world contexts, analysis of complex healthcare scenarios, synthesis across disciplines, and evaluation using professional standards.

E. Certifications

No changes; HIPAA continues to be required.

F. Program Internships/Externships

Competency evaluation during internships includes supervisor assessments, student performance evaluation, and reflective learning activities to verify technical and professional behaviors in authentic settings.

If program transitions to diploma, internships would not be part of diploma option.

H–N. Program Metrics and Satisfaction

Measure	Status
H. Enrollment	33% (below benchmark); diploma option under consideration to attract more students.
I. Retention	Recent rates: 56% (2024–25), 58% (2023–24), 69% (2022–23), 61% (2021–22), 61% (2020–21), 73% (2019–20), 73% (2018–19); ongoing actions include online orientation, video outreach, CSS coaching, and alumni engagement.
J. Graduation	No graduates this year; aiming to boost enrollment and completion via diploma option.
K. In-field Job Placement	Improved to 75% (from 50% last year); plans include increased employer engagement and enhanced job-search preparation.
L. Student Satisfaction	Not assessed this year.
M. Alumni Satisfaction	Not assessed this year.
N. Employer Satisfaction	Not assessed this year.

O. Professional Development

Monthly AAPC meetings (coding updates); AAMA meetings to maintain MA certification; assessment committee service; HLC attendance.

P. Professional Organizations

Faculty belong to professional organizations and encourage student membership.

Q. Advisory Board Recommendations

Advisory Board supports moving to a one-year diploma due to enrollment declines.

Responsible: Paula Schmidt and Scott Fossum. Implementation target: Mar 31, 2026.

R. Program Improvement Plans

No additional budget needs; primary tool is a computer; anticipated costs \$0.

Contact

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