

PROGRAM INFORMATION	Program	Medical Office Professional
	Submitted by:	Paula Schmidt
	Year	2021-2022
	Date of Review	2022-01-06
	Form Key	9a11d957-dc4e-48ad-b82b-2994841075cf
PROGRAM OUTCOMES	Explain how program outcomes were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:	Computers in Medical Office has been using a new EHR program called EHR Go. Shirleyce is using EHR Go and students can complete an entire billing cycle. Competencies are attached to each assignment. This class was the pilot class and now other instructors are going to see how they can incorporate their classes into this program as long as the students have access to it. Insurance and Billing, Coding, Transcription and Law are only a few of the classes that will utilize the program. Outcomes were reviewed by student evaluations and only 3 students completed the evaluation. Will continue to evaluate.
	Outcomes are up to date in WIDS and on the program's web page	Yes
SYLLABI	ADA Statement	Yes
	Competencies	Yes
	Course Description	Yes
	Course Title and Number	Yes
	Credit Hours	Yes
	Freedom of Expression Statement	Yes
	Grading Criteria	Yes
	Instructor	Yes
	Academic Integrity Policy	Yes
	Nondiscrimination Statement	Yes
	Office Hours/Contact Information	Yes
	Prerequisites	Yes
	Required Text(s)	Yes
	Syllabi Up to Date in WIDS	Yes
Explain which syllabi were reviewed this year; input received from advisory board, instructors, students, etc. regarding course objectives and textbooks used; and changes made, if any.	Computers in Medical Office was reviewed by members of the Advisory Board during the spring meeting. No changes were made at this time, but because revisions were made to the platform, will continue to monitor amongst instructors and advisory board.	
PROGRAM COMPETENCIES	Explain how competencies were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:	Competencies were pulled from EHRGo assignments and were updated in Computers in Medical Office.
	WIDS Up to Date	Yes
COURSE ASSESSMENTS USED IN PROGRAM CHECKLIST	Capstone	Yes
	Class Participation	Yes
	Clinical/internship observations	Yes
	Examinations	Yes
	Comprehensive Final Exams	Yes
	Journals	Yes
	Lab Demonstrations	No
	Oral Examinations/Presentations	Yes
	Other Projects	No
	Peer Evaluations	No
	Portfolio Projects	No
	Quizzes	Yes
	Self Evaluations	Yes
	Simulations	Yes
Videos of Student Mastery	No	
Written Essays	Yes	
Written Reports	Yes	
ALIGNED AND APPROPRIATE ASSESSMENTS	Assessments used in the program are matched to the outcomes/competencies for the program.	Yes
	Give examples of how assessments used in the program reflect higher-level thinking skills, such as applications, analysis, synthesis, and evaluation.	EHRGo is more simulation that uses Case Studies and real world applications.

	Explain changes in the assessments used in your program since your last review (include input received and rationale)	Midterm assessment was added in Computers in Medical Office because we changed the platform in EHRGo and instructors wanted to see the retention of the information and if any changes needed to be made. All students did very well the first time around so nothing else was reviewed at this time.
INDUSTRY CERTIFICATIONS	Explain any changes made or planned in the program based on assessment of industry certifications used in the program.	CPR and HIPAA still required by industry. Students are having a hard time getting CPR certified and we even had a student that did not graduate because she did not get CPR certification. After checking with her supervisor from Avera, it was brought to our attention that CPR certification is not required for office personnel. This will be addressed at our next advisory board meeting.
INTERNSHIPS/ CLINICALS	How do you evaluate program competencies or learning objectives during internship/externship experiences?	A midterm and final evaluation is completed by the supervisor.
	As you reviewed results of internship/externship evaluations, what curriculum changes were made or are planned in your program?	There were no areas of concern and no changes were made.
ENROLLMENT	Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.	54% does not meet the benchmark. This is an anomaly and our benchmark has been met previously, we feel that because of COVID many people were unsure of whether they wanted to be in a healthcare field.
RETENTION	Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.	61% was not met. Concerned that students are being put into this program as a second choice because their first choice of programs was full. This is going to be addressed in a retention meeting in the future. Students also do not realize the time commitment required for online and have too many other responsibilities so they withdraw and many do return.
GRADUATION	Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.	56% does not meet the benchmark. Some potential graduates failed to complete just one class that dropped our numbers. Commitment to an online program makes it hard when we don't see them face to face.
PLACEMENT	Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.	2020 is at 40%. Students were uneasy about entering the medical field due to COVID.
STUDENT SATISFACTION	If this benchmark is not met, what strategy or strategies will be implemented to address this measure?	Benchmark is met, no gap greater than 1. The gaps that were greater than 1 in 2018 showed improvement in 2021!!!!
ALUMNI SATISFACTION	If this benchmark is not met, what strategy or strategies will be implemented to address this measure?	100% alumni satisfaction. No responses to this survey about concerns.
EMPLOYER SATISFACTION	If this benchmark is not met, what strategy or strategies will be implemented to address this measure?	100% benchmark is met.

PROFESSIONAL DEVELOPMENT	What professional development activities have instructors in this program completed in the last year?	Continued education is being completed by all instructors.
	How were these activities used to improve this program?	Medical field is always changing and instructors need to stay updated on the changes to pass along to the students.
PROFESSIONAL ORGANIZATIONS	Do faculty members belong to professional organizations associated with this program?	Yes
	If no, explain why.	
	Are students made aware of the professional organizations for their career field?	Yes
All	What changes were or will be made to this program based on feedback provided at the past year's advisory board meeting(s)?	Once again seeing an increase in face-to-face students so will continue to offer program both face to face and online. F2F students will take online classes when F2F classes are not available or offered. Has been working well with the only change being in Accounting. Face to face students can take Principles of Accounting face to face instead of Accounting for Business that online students take. This was taken from the Advisory Board minutes.
	Implementation Date	2021-08-23
	Indicate the personnel responsible for implementing the change(s):	Paula Schmidt
PROGRAM IMPROVEMENT PLANS AND BUDGET	As you review this past year, what changes do you propose for the next school year that will affect the program's budget?	None
	Cost	0