

PROGRAM INFORMATION	Program	Medical Office Professional
	Submitted by:	Paula Schmidt
	Year	2023-2024
	Date of Review	2024-01-05
	Form Key	792d1388-41c3-475b-8203-cf6a1985f5a3
PROGRAM OUTCOMES	Explain how program outcomes were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:	All program outcomes were reviewed with Vice President of Academic Affairs and the following changes were made: Formulate digitalized reports into accurate documentation-The Final Evaluation is not an accurate representation since it is not being completed during internship. Starting Fall 2023, I will use the Cases 1-6 that are completed at the end of the semester. Will use an average of the 6 cases since each case is graded individually. Follow legal and ethical guidelines in medical practice-Will start to use Cengage Final Exam in Law and Ethics class as a benchmark along with the HIPAA assignment. This was the change from last year's assessment to help us close the loop: Taken from the Advisory Board meetings Internship Final Evaluation was discussed. It was suggested that instead of having a grading scale of 1-5, we could use Mets Expectation, Does Not Meet Expectation and NA. Letter K (Overall Performance) will also be taken off the evaluation as it is not needed. Comments will be encouraged. Will follow up at the next Advisory Board meeting.
	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.	Pathophysiology syllabus for Summer 2023 was reviewed. The class is switching to Cengage product and it includes more activities for meeting the objectives.	
PROGRAM COMPETENCIES	Explain how competencies were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:	Medical Law and Ethics and Pathophysiology competencies were reviewed due to change to Cengage and the use of new books. Updates were made to syllabi and in WIDS.
	WIDS Up to Date	Yes
	Capstone	No

COURSE ASSESSMENTS USED IN PROGRAM CHECKLIST	Class Participation	Yes
	Clinical/internship observations	Yes
	Examinations	Yes
	Comprehensive Final Exams	Yes
	Journals	Yes
	Lab Demonstrations	No
	Oral Examinations/Presentations	No
	Other Projects	Yes
	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
	Explain changes in the assessments used in your program since your last review (include input received and rationale).	Assessments for Transcription were reviewed with Carol in a program assessment meeting and it was determined that The Final Evaluation is not an accurate representation since it is not being completed during internship. Starting Fall 2023, I used the Cases 1-6 that are completed at the end of the semester. Will use an average of the 6 cases since each case is graded individually.
	Give examples of how assessments used in the program reflect higher-level thinking skills, such as applications, analysis, synthesis, and evaluation.	The change made in assessment reflects real world applications. Due to changes in transcription usage, editing and scribing are becoming more widely used.
INDUSTRY CERTIFICATIONS	Explain any changes made or planned in the program based on assessment of industry certifications used in the program.	No changes made. HIPAA continues to be required.
INTERNSHIPS/ CLINICALS	How do you evaluate program competencies or learning objectives during internship/externship experiences?	Midterm and final evaluations are completed by the supervisors.

	<p>As you reviewed results of internship/externship evaluations, what curriculum changes were made or are planned in your program?</p>	<p>After addressing the internship evaluations at the advisory board meeting, the following changes were made to how they are assessed: Internship Final Evaluation was discussed. It was suggested that instead of having a grading scale of 1-5, we could use Meets Expectation, Does Not Meet Expectation and NA. Letter K. (Overall Evaluation) will also be taken off the evaluation as it is not needed. Comments will be encouraged. Will follow up at the next Advisory Board meeting.</p>
<p>ENROLLMENT</p>	<p>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.</p>	<p>55.8% is the 5 year average. Enrollment has gradually been decreasing. Plans have been made to attend more career fairs. The program has also been designated as a Build Dakota program. There has been more social media presence for the program due to the hiring of a Public Media and Social Relations Specialist.</p>
<p>RETENTION</p>	<p>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.</p>	<p>67.4%. Five year data has shown that retention is increasing. We did meet with CSS and the following</p> <ol style="list-style-type: none"> 1. Current and Historical Retention Rates: <ol style="list-style-type: none"> a. 2023 – 69% b. 2022 – 61% c. 2021 – 61% d. 2020 – 73% e. 2019 – 73% 2. Review of 2022 notes <p>Online Orientation is helpful, but attendance is low. Full time work and unrealistic expectation of time needed to be successful in online learning contributes to attrition. Automated weekly email from admissions to program director was created, providing the opportunity to visit with potential students who either inquire or apply. Communication is a struggle as students are often non-responsive. After the 2022 meeting, Paula discussed issues with Accounting class with Carol and is now teaching Accounting for her students. Paula is currently offering a CSS lesson in her online Student Success Seminar class. We discussed having students reach out to Kellie with questions as part of an assignment.</p> 3. 2022-2023 Discussion <ol style="list-style-type: none"> a. Online orientation attendance continues to be low, however, many students have been in other programs. A recording is offered. Accounting – Paula is now teaching accounting and it has been a good change for the program. Automated emails – have been helpful. Paula reaches out to students who inquire and apply. b. Reviewed class list. Personal issues with several of the students who left. c. How do we get more numbers? Discussion about attending career fairs. Paula estimates that 90% of the kids she talks to are going to the 4-year schools. Paula thinks she gets a few students due to Dual Credit courses. Brainstormed ideas on how to get in front of more students. Talked about HOSA clubs, promoting Build Dakota eligibility. d. Have had more job opportunities for graduates open up this year than in years past. e. In online plan, first semester courses can be a turn off, since they don't deal directly with Medical Office Professional work. Looked at curriculum to see if anything could be added to the first semester, and there were no obvious solutions. f. How have retention/completion rates compared between traditional and nontraditional age students? Discussed whether it makes sense to heavily recruit traditional age students. Danita – look at last seven years and see about this. National average of retention of online students is around 50%.

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.	60.6% We are seeing an increase, as last year was 75%.
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.	70.6% average There is an increase in salary across the board and being Build Dakota program, we are hoping to see an increase in job placement in our area.
STUDENT SATISFACTION	If this benchmark is not met, what strategy or strategies will be implemented to address this measure?	Noel Levitz is completed on a three year cycle and was not completed this year.
ALUMNI SATISFACTION	If this benchmark is not met, what strategy or strategies will be implemented to address this measure?	Not done this cycle.
EMPLOYER SATISFACTION	If this benchmark is not met, what strategy or strategies will be implemented to address this measure?	Not done this cycle.
PROFESSIONAL DEVELOPMENT	What professional development activities have instructors in this program completed in the last year?	Continuing education is always being done by the instructors.
	How were these activities used to improve this program?	Changes are always being made in the medical field and we need to stay up to date to reflect those changes on 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

ADVISORY BOARD RECOMMENDATIONS	What changes were or will be made to this program based on feedback provided at the past year's advisory board meeting(s)?	The only change was made to the internship evaluations and this was discussed in previous topics in this assessment.
	Implementation Date	2023-05-15
	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