PROGRAM INFORMATION	Program	Medical Office Professional
	Submitted by:	Paula Schmidt
	Year	2024-2025
	Date of Review	2025-01-10
	Form Key	5c4269ab-8bde-4ff2-917c-73c8e1d0df7b
PROGRAM OUTCOMES	Explain how program outcomes were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:	The analysis of the documentation regarding billing and coding outcomes was discussed during the Advisory Board meeting. At the conclusion of the semester, students will complete Mock Coding certification tests to evaluate their performance. Each exam comprises various modules, and we will closely examine the students' grades for each module to identify areas where they may be experiencing difficulties. From last year - formulize digitalized reports into accurate documentation was assessed and now using Cases 1-6 and students met the expectations this last semester.
	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.	CPC Exam Prep is the 3rd coding class the MOP students take. It is divided into Modules for each section of the test, including the Case Study section. At the end there are 3 Mock CPC Exams the students can take that are timed. Paula will keep track of which modules the students struggle with and use that data in the future classes.
PROGRAM COMPETENCIES	Explain how competencies were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:	I consistently assess the competencies across all Coding classes due to the annual updates in coding standards. This past year, modifications were implemented in evaluation and management coding, prompting adjustments to the competencies to ensure they remain current.
	WIDS Up to Date	Yes
COURSE ASSESSMENTS USED IN PROGRAM CHECKLIST	Capstone	No
	Class Participation	No
	Clinical/internship observations	Yes
	Examinations	Yes
	Comprehensive Final Exams	Yes

	Journals	No
	Lab Demonstrations	No
	Oral Examinations/Presentations	No
	Other Projects	Yes
	Peer Evaluations	No
	Portfolio Projects	No
	Quizzes	Yes
	Self-Evaluations	No
	Simulations	No
	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).	Due to the limited number of students, evaluating the assessments implemented from the previous review has proven challenging. We will maintain our observation of the Case Studies in Transcription. No new modifications have been introduced.
	Give examples of how assessments used in the program reflect higher-level thinking skills, such as applications, analysis, synthesis, and evaluation.	Assessments are designed to reflect real-world applications, and we strive to ensure that each assessment closely resembles actual scenarios. This approach facilitates a smoother transition for participants as they embark on their internships.
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.
	As you reviewed results of internship/externship evaluations, what curriculum changes were made or are planned in your program?	The rating scale has been revised to include categories: Meet Expectations, Does Not Meet Expectations, and N/A. Both students and supervisors have provided positive feedback regarding this change. Additionally, there has been a noticeable increase in constructive comments that serve as valuable resources.

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.	Enrollment has risen by 8%, yet we have not achieved the benchmark of 75%. We will persist in our participation at career fairs, and the program remains Build Dakota. During the enrollment retention meeting, discussions with Clayton emphasized the importance of targeting diverse populations, including non-traditional students.
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.	Current and Historical Retention Rates: a. 2024 – 58% b. 2023 – 69% c. 2022 – 61% d. 2021 – 61% e. 2020 – 73% f. 2019 – 73% 2. Old Business: Review 2023-2024 Discussion 3. Review Retention List a. Students that left were not here very long. Wondered if we could improve orientation. Discussion noted below. 4. Review Current Student List a. Reviewed. Pointed out some concerns. Paula will follow up with a student who may need to drop courses and have a modified plan of study. 5. 2024-2025 Discussion a. Discussed study on online retention and discussed best practices identified. (https://myacpa.org/recommendations-to-increase-online-student-retention-a-delphi-study-by-dr-danielle-kish/) i. The best practice of "onboarding to ensure students have knowledge needed to be successful" inspired conversation: b. Discussed online orientation – is not well attended. i. Discussed making the online meetings seem less optional – change ii. Shirlyce suggested adding chunks of orientation into each class during the first week. iii. Discussed adding a short video to send out to students when they apply (Paula gets emailed automatically when students apply/accept) c. Other strategies: i. CSS will proactively reach out to students with Cs in the medical programs on weekly grade list. ii. Paula will continue to work with admissions to find ways to recruit non-traditional students.
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.	The graduation rate currently stands at 50%, falling short of the established benchmark. We face ongoing challenges in retaining students in the program until graduation, largely due to personal circumstances and life events that are outside of our influence. Lower enrollment contributes to maintaining the benchmark.
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.	In that year, we had only two students, and the second one has recently secured employment. Therefore, we consider this to be an inaccurate representation of the situation. We have numerous job opportunities in the field and will maintain our oversight on this matter.

STUDENT SATISFACTION	**If this benchmark is not met, what strategy or strategies will be implemented to address this measure?**	100% of respondents agreed so benchmark was met. Received this comment on the survey. I loved MTC. I again, strongly belive that anyone can be successful taking online classes and I truly thank my advisor and instructor Paula Schmidt for always being encouraging and providing exceptional support for our courses and goals.
ALUMNI SATISFACTION	**If this benchmark is not met, what strategy or strategies will be implemented to address this measure?**	100% indicated an 80% or greater satisfaction which met the benchmark. Comments received were that it was a great program and all skills expected of me were included in the program.
EMPLOYER SATISFACTION	**If this benchmark is not met, what strategy or strategies will be implemented to address this measure?**	100% of employers expressed satisfaction with the graduates' preparation. There was a very small sample size.
PROFESSIONAL DEVELOPMENT	**What professional development activities have instructors in this program completed in the last year?**	Shirlyce attended a Five Whys class, which focused on strategies for analyzing problems, developing effective solutions, and implementing these solutions within the classroom setting. Paula attends monthly AAPC meetings to stay up to date on the changing medical codes. Also attends the state AAMA meetings to keep medical assistnat certification up to date.
	How were these activities used to improve this program?	The medical field is constantly evolving, and it is essential for us to remain informed in order to effectively convey these updates to our 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 RECOMMEN-DATIONS	**What changes were or will be made to this program based on feedback provided at the past year's advisory board meeting(s)?**	CPC Exam Prep is the 3rd coding class the MOP students take. It is divided into Modules for each section of the test, including the Case Study section. At the end there are 3 Mock CPC Exams the students can take that are timed. Paula will keep track of which modules the students struggle with and use that data in the future classes.
	Implementation Date	2025-05-09
	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?**	To fulfill our job responsibilities, a computer is all that is required; therefore, no adjustments to the budget are necessary at this time.

	Cost	$0