

# Fayetteville Technical Community College

## Detailed Assessment Report 2013-2014 Medical Office Administration *As of: 12/01/2014 04:33 PM EST*

### Mission / Purpose

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The Medical Office Administration curriculum prepares individuals for employment in medical and other health-care related offices.

### Student Learning Outcomes/Objectives, with Any Associations and Related Measures, Targets, Reporting Findings, and Action Plans

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#### SLO 1: Critical Thinking

Students will use information to analyze problems and make logical decisions in the production of error-free correspondence.

#### Relevant Associations:

##### General Education/Core Curriculum Associations

2 Use critical thinking to analyze problems and make logical decisions.

#### Related Measures

##### M 1: Critical Thinking

For A25310, C25310C1, C25310C2, C25310H1:

**What and How:** Students in OST 148 Medical Coding, Billing and Insurance will analyze scenarios and make logical decisions while working within a group.

**Why:** Students must be able to use critical thinking skills to make logical decisions in the medical office.

**Who and When:** Instructors for OST 148 Medical Coding, Billing and Insurance will assign a case study scenario and grade the assignment using a rubric. The results of the graded assignments in the Spring 2014 semester will be compiled.

For C25310C3:

**What and How:** Students in OST 147 Dental Billing and Coding will analyze scenarios and make logical decisions while working within a group.

**Why:** Students must be able to use critical thinking skills to make logical decisions in the medical office.

**Who and When:** Instructors for OST 147 Dental Billing and Coding will assign a case study scenario and grade the assignment using a rubric. The results of the graded assignments in the Spring 2014 semester will be compiled.

For C25310C4:

**What and How:** Students in HIT 215 Reimbursement Methodology will analyze scenarios and make logical decisions while working within a group.

**Why:** Students must be able to use critical thinking skills to make logical decisions in the medical office.

**Who and When:** Instructors for HIT 215 Reimbursement Methodology will assign a case study scenario and grade the assignment using a rubric. The results of the graded assignments in the Spring 2014 semester will be compiled.

Source of Evidence: Written assignment(s), usually scored by a rubric

#### Connected Document

[WEAVE, 2013-2014, Rubric for Critical Thinking, OST 147, OST148](#)

#### Target:

80% of student case studies reviewed will score an acceptable or commendable rating as defined by the rubric for OST 148. 2. 80% of student case studies reviewed will score an acceptable or commendable rating as defined by the rubric for OST 147. 3. 80% of student case studies reviewed will score an acceptable or commendable rating as defined by the rubric for HIT 215.

#### Reporting Finding (2013-2014) - Target: Met

86% of student case studies reviewed scored an acceptable or commendable rating as defined by the rubric for OST 148. 2. 82% of student case studies reviewed scored an acceptable or commendable rating as defined by the rubric for OST 147. 3. 86% of student case studies reviewed scored an acceptable or commendable rating as defined by the rubric for HIT 215.

#### Connected Document

[OST147, OST148, HIT215 2013-14 GRADE DISTRIBUTION](#)

#### Reporting Finding (2012-2013) - Target: Met

80% of students will accurately use the resources available to process the complete billing cycle at 80% or better accuracy in a simulation program set forward by the department.

#### Reporting Finding (2011-2012) - Target: Met

80% of students accurately used the resources available to process the complete billing cycle at 80% or better accuracy in the Medisoft 10-day simulation program in the OST 243 Medical Office Simulation course required for graduation.

#### Reporting Finding (2010-2011) - Target: Met

86% of students accurately used the resources available to process the complete billing cycle at 80% or

better accuracy in the Medisoft 10-day simulation program in the OST 243 Medical Office Simulation course required for graduation.

#### **Connected Document**

[Course Percentage of Students with a 75% or Higher Final Score](#)

### **SLO 2: Computer Literacy**

Students will demonstrate computer literacy.

#### **Relevant Associations:**

##### **General Education/Core Curriculum Associations**

- 2 Use critical thinking to analyze problems and make logical decisions.
- 5 Demonstrate computer literacy.

#### **Related Measures**

##### **M 2: Computer Literacy For A25310**

What and How: Students in OST 137 Office Software Applications (required for all Office Administration students) will be required to complete exercises and projects for Introduction to Windows, Internet Basics, Excel, Access, and PowerPoint. A final course grade of 77 or better will demonstrate at least an 80 percent proficiency in application skills. Why: Students must be able to perform basic computer functions to be successful in the business industry. Who and When: Instructors for OST 137 Office Software Applications will require students to complete weekly assignments and submit it through the Blackboard system. The assignments will be graded using a rubric. The final course grades from Fall 2013 and Spring 2014 semesters will be compiled.

Source of Evidence: Performance (recital, exhibit, science project)

#### **Connected Document**

[OST 137 Computer Skills 2013-2014](#)

#### **Target:**

Eighty percent of student assignments reviewed will score an acceptable or commendable rating as defined by the rubric for OST 137.

Connected Documents:

#### **Reporting Finding (2013-2014) - Target: Not Met**

Seventy-eight percent of students made 77 or higher in OST 137, Computer Software Applications.

#### **Connected Documents**

[OST137 FALL2013 GRADE DISTRIBUTION](#)

[OST137 SPRING2014 GRADE DISTRIBUTION](#)

#### **Reporting Finding (2012-2013) - Target: Not Reported This Cycle**

This data is retrieved from the Office Administration Department who is responsible for the OST 137 course. It was stated in their findings that due to divisional changes and loss of key personnel due to illness, there is no reliable data in which to report. This department will work diligently to formulate new objectives and measures for the 2013-14 assessment cycle.

#### **Reporting Finding (2011-2012) - Target: Met**

Out of a random sampling of approximately 50 percent of the OST 137 sections offered in the Spring and Fall, more than 80 percent of the students in the Medical Office and Office Administration programs scored 80 percent or better on concept and skill assessments associated with various software programs (Windows 7, Internet Explorer 8, , Excel, Access, and PowerPoint).

#### **Reporting Finding (2010-2011) - Target: Met**

Out of a random sampling of approximately 50 percent of the OST 137 sections offered in the Spring and Fall, more than 80 percent of the students in the Medical Office and Office Administration programs scored 80 percent or better on concept and skill assessments associated with various software programs (Windows XP, Internet Explorer 7, Word, Excel, Access, and PowerPoint).

#### **Connected Document**

[OST 137 Performance Measures](#)

#### **Related Action Plans (by Established cycle, then alpha):**

For full information, see the *Details of Action Plans* section of this report.

#### **Computer Literacy**

*Established in Cycle: 2013-2014*

Based on the results from OST 137 final grade point averages, the OST 137 instructors will discuss strategies for teaching the t...

### **SLO 3: Communicate Effectively**

Students will communicate effectively using the conventions of American Standard English and The Gregg Reference Manual in professional and academic environments.

#### **Relevant Associations:**

##### **General Education/Core Curriculum Associations**

- 1 Communicate effectively using the conventions of American Standard English in professional and academic environments.
- 2 Use critical thinking to analyze problems and make logical decisions.
- 5 Demonstrate computer literacy.

## Related Measures

### **M 3: Communicate Effectively**

**For A25310, C25310C1, C25310C2, C25310C4, and C25310H1:**

**What and How:** Students in OST 141 Medical Terminology I will analyze scenarios and make logical decisions in medical office case studies. Students will communicate their responses using the conventions of American Standard English.

**Why:** Students must be able to communicate effectively with customers, employers, and co-workers. By following the conventions of American Standard English, students will display professional communication skills.

**When and Who:** Instructors for OST 141 will require written assignment that will be evaluated by using appropriate rubrics. The results of the graded assignment will be obtained in the Spring 2013 semester.

**For C25310C3:**

**What and How:** Students in OST 143 Dental Terminology will analyze scenarios and make logical decisions in dental office case studies. Students will communicate their responses using the conventions of American Standard English.

**Why:** Students must be able to communicate effectively with customers, employers, and co-workers. By following the conventions of American Standard English, students will display professional communication skills.

**When and Who:** Instructors for OST 143 will require written assignment that will be evaluated by using appropriate rubrics. The results of the graded assignment will be obtained in the Spring 2013 semester.

Source of Evidence: Written assignment(s), usually scored by a rubric

#### **Connected Document**

[WEAVE, 2013-2014 Rubric for Communicate Effectively, OST 141.OST143](#)

#### **Target:**

1. 80% of student assignments will score in the acceptable or commendable rating range as defined by the rubric for OST 141.
2. 80% of student assignments will score in the acceptable or commendable rating range as defined by the rubric for OST 143.

#### **Reporting Finding (2013-2014) - Target: Met**

1. At least 80% of student assignments scored in the acceptable or commendable rating range as defined by the rubric for OST 141.
2. At least 80% of student assignments scored in the acceptable or commendable rating range as defined by the rubric for OST 143.

#### **Connected Document**

[OST141.OST143 2013-14 GRADE DISTRIBUTION](#)

### **SLO 4: Cultural Awareness and Global Awareness**

Students will demonstrate socialization skills that support cultural awareness and a global perspective.

#### Relevant Associations:

##### **General Education/Core Curriculum Associations**

- 3 Demonstrate socialization skills that support cultural awareness and a global perspective.

## Related Measures

### **M 4: Cultural Awareness**

**For A25310, C25310C1, C25310C3, and C25310H1:**

**What and How:** Students in OST 149 Medical Legal Issues will analyze differing cultures comparing and contrasting varying gestures. Students will also be required to articulate the value of cultural awareness.

**Why:** Students must be aware of differing cultures and have a global perspective to be successful in the office environment.

**Who and When:** Instructor(s) for OST 149 Medical Legal Issues will require students to complete an assignment that will be graded using a rubric. OST 149 is offered in the Fall and Spring semesters.

**For C25310C2 and C25310C4:**

**What and How:** Students in OST 141 Medical Terminology II will analyze differing cultures, comparing and contrasting varying gestures.

**Why:** Students must be aware of differing cultures and have a global perspective to be successful in the office environment.

**Who and When:** Instructors for OST 141 will require students to complete an assignment that will be graded using a rubric. OST 141 is offered in the Fall and Spring semesters.

Source of Evidence: Written assignment(s), usually scored by a rubric

#### **Connected Document**

[WEAVE, 2013-2014 Rubric for Cultural and Global Awareness: OST 141 and OST 149](#)

#### **Target:**

1. 80% of student assignments reviewed will score an acceptable or commendable rating as defined by the rubric for OST 149.
2. 80% of student assignments reviewed will score an acceptable or commendable rating as defined by the rubric for OST 141.

**Reporting Finding (2013-2014) - Target: Met**

1. More than 80% of student assignments reviewed scored an acceptable or commendable rating as defined by the rubric for OST 149. 2. More than 80% of student assignments reviewed scored an acceptable or commendable rating as defined by the rubric for OST 141.

**Connected Document**

[OST141.OST149 2013-14 GRADE DISTRIBUTION](#)

**SLO 5: Quantitative Competencies**

Students will demonstrate quantitative competencies.

**Relevant Associations:****General Education/Core Curriculum Associations**

4 Demonstrate quantitative competencies.

**Related Measures****M 5: Quantitative Measurements**

**For A25310, C25310C1, C25310C2, C25310H1**

**What and How:** Students in OST 148 Medical Coding, Billing and Insurance will perform basic mathematical functions. **Who and When:** Instructors for OST 148 Medical Coding, Billing and Insurance will require students to complete an assignment demonstrating basic mathematical functions. The assignments will be graded using a rubric. The results of the graded assignments in the Spring 2014 semester. **Why:** Students pursuing positions in the medical office administration field often must perform tasks requiring calculations. Students need to be able to perform basic mathematical functions.

**For C25310C3:**

**What and How:** Students in OST 147 Dental Billing and Coding will perform basic mathematical functions. **Who and When:** Instructors for OST 147 Dental Billing and Coding will require students to complete an assignment demonstrating basic mathematical functions. The assignments will be graded using a rubric. The results of the graded assignments in the Spring 2014 semester. **Why:** Students pursuing positions in the medical office administration field often must perform tasks requiring calculations. Students need to be able to perform basic mathematical functions.

**For C25310C4:**

**What and How:** Students in HIT 215 Reimbursement Methodology will perform basic mathematical functions. **Who and When:** Instructors for HIT 215 Reimbursement Methodology will require students to complete an assignment demonstrating basic mathematical functions. The assignments will be graded using a rubric. The results of the graded assignments in the Spring 2014 semester. **Why:** Students pursuing positions in the medical office administration field often must perform tasks requiring calculations. Students need to be able to perform basic mathematical functions.

Source of Evidence: Written assignment(s), usually scored by a rubric

**Connected Document**

[2013-2014\\_Rubric for Quantative Competencies, OST 147,OST148,HIT215](#)

**Target:**

1. 80% of student assignments reviewed will score an acceptable or commendable rating as defined by the rubric for OST 148. 2. 80% of student assignments reviewed will score an acceptable or commendable rating as defined by the rubric for OST 147. 3. 80% of student assignments reviewed will score an acceptable or commendable rating as defined by the rubric for HIT 215.

**Reporting Finding (2013-2014) - Target: Met**

1. At least 80% of student assignments reviewed scored an acceptable or commendable rating as defined by the rubric for OST 148. 2. At least 80% of student assignments reviewed scored an acceptable or commendable rating as defined by the rubric for OST 147. 3. At least 80% of student assignments reviewed scored an acceptable or commendable rating as defined by the rubric for HIT 215.

**Connected Document**

[OST147.OST148.HIT215 2013-14 GRADE DISTRIBUTION](#)

**Details of Action Plans for This Cycle (by Established cycle, then alpha)****Computer Literacy**

Based on the results from OST 137 final grade point averages, the OST 137 instructors will discuss strategies for teaching the topic more effectively. Emphasis will also be placed on using textbook resources and supplements, such as SNAP, which is an online training and assessment courseware that gives tools to enhance students' learning, assess their success in understanding the skills being taught, and organize and view their assessment results. The students will be encouraged to use FTCC's Success Center.

**Established in Cycle:** 2013-2014

**Implementation Status:** Planned

**Priority:** High

**Relationships (Measure | Outcome/Objective):**

**Measure:** Computer Literacy | **Outcome/Objective:** Computer Literacy

**Analysis Questions and Analysis Answers**

**What were the strengths of your assessment process?**

- Feedback on daily work reflects increased performance in students' production of error-free documents.
- The rubric was beneficial in helping the student understand the objectives of writing a good resume and cover letter. It was obvious that most students critiqued their work by using the rubric before turning in their assignments. As a result, students produced a quality document and attained a higher score.
- The strength of our assessment is that each instructor is aware of the need for incorporating more written and oral communication skills into course assignments and that evaluating students' work not only includes meeting chapter goals/objectives but to include evaluation based on grammar, style, and usage when appropriate.
- Celebrating and understanding diversity equals synergy within the classroom enabling better teamwork and productivity.

**What were the weaknesses of your assessment process?**

- Adjunct instructors were not trained enough in the use of the Rubrics.
- Rubric was not used to its full potential.
- The lack of adequately incorporating English and communication skills in some courses has prevented some students from producing error-free documents.

**What was learned as a result of your assessment process?**

- Additional training needs to be done for adjunct instructor use of the Rubrics in the grading of specific assignments.
- Integrating English and communication skills in most courses stressed the importance of creating error-free documents.
- A need for more integration of technology on Blackboard to allow for a more in depth learning process. All faculty will have to attend training to use various programs to enhance student learning. The Connect Learning Management system is being integrated in several courses beginning in the fall of 2014.

**How will what was learned impact the direction and emphasis of your academic or support unit?**

- Continue to provide feedback and monitor the students' progress towards production of error-free documents.
- The future direction of the department is to continue the process of using rubrics for grading various assignments. The rubric needs to be incorporated more effectively and additional trained to all instructors on the appropriate use.
- The Medical Office Administration Department takes pride in graduating competent students for careers in the health care field. It is the Department's desire to have all students be proficient in their grammar, style, usage, and formatting skills. The Department will continue to give students the opportunity to practice these skills in most classes, even though it might not seem to be part of their course objectives. Instructors will also give feedback so students so that they can learn from their experiences and weaknesses.

## Annual Report Section Responses

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**Program Review (Academic Units)**

For 2013-14, some programs have posted their updated program reviews as they were completed and the remainder will be posted during the 2014-15 assessment cycle.

**Advisory Comm. Minutes (Academic Units)**

All academic programs have associated Advisory Committees that provide community input on program direction and outcomes.

**Connected Document**

[2013 MOA Advisory Committee Minutes](#)

**End Of Year Reports (VPs, AVPs, Deans)**

End of Year Report (2013-14) and Strategic Plan (2013-2018).

**Connected Documents**

[End of Year Report 2013-2014](#)

[Strategic Plan \(2013-2018\)](#)