

# Fayetteville Technical Community College

## Detailed Assessment Report 2015-2016 Medical Office Administration *As of: 3/16/2016 01:07 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: Communication

Students will adhere to the conventions of American Standard English in professional and academic environments so that they will be able to communicate professionally with patients, co-workers, and employers.

#### Relevant Associations:

##### General Education/Core Curriculum Associations

- 1 Communicate effectively using the conventions of American Standard English in professional and academic environments.

##### Institutional Goals Associations

- 2 Establish a culture of quality customer service.
- 3 Ensure fiscal responsibility, accountability and financial stability.
- 4 Focus on workforce preparedness to support economic development.

##### Strategic Objectives Associations

FTCC

- 10 Improve assessment plans with documented evidence of outcomes.

#### Related Measures

##### M 1: Communication

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

What and How: Students in OST 164 will complete a comprehensive final exam. The score for the final exam will determine if the students meet the course objectives related to effective communication skills by recognizing complete sentences, avoiding fragments, comma splices, and run-ons; identifying nouns, pronouns, verbs, adjectives, adverbs, conjunctions, prepositions, and interjections correctly in oral and written communication; and demonstrating proficiency in punctuation, capitalization, and number style skill.

Who and When: OST 164 instructors will measure the learning objectives of this course. Data will be collected in the fall and reported in the 2016 spring semester.

Source of Evidence: Standardized test of subject matter knowledge

##### Connected Document

[OST 164 Final Exam](#)

##### Target:

Eighty percent of students' will score a 77 or higher on the final comprehensive exam.

##### Reporting Finding (2014-2015) - Target: Not Met

Only 54 percent of the Fall 2014 OST 164 students who completed the OST 164 final comprehensive exam scored a 77 or higher. Action Plan: In addition to the Cengage text and materials that were implemented in the Fall 2014 semester, assignments from the Gregg Reference Manual will be incorporated into OST 164. These assignments will focus on specific rules for grammar and punctuation.

##### Connected Document

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

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

##### All OST 164 Classes will Incorporate GRM Rules and Assignments

*Established in Cycle: 2014-2015*

Action Plan: In addition to the Cengage text and materials that were implemented in the Fall 2014 semester, assignments from the...

#### SLO 2: Critical Thinking

Students will use critical thinking to analyze problems and make logical decisions.

#### Relevant Associations:

##### General Education/Core Curriculum Associations

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

##### Institutional Goals Associations

- 1 Respond to student and community needs through measurable goals.

- 3 Ensure fiscal responsibility, accountability and financial stability.
- 4 Focus on workforce preparedness to support economic development.

#### **Strategic Objectives Associations**

FTCC

- 10 Improve assessment plans with documented evidence of outcomes.

#### **Related Measures**

##### **M 2: Critical Thinking**

Why: Students will use critical thinking skills to make logical decisions and appropriate choices in composing technical business documents by applying the rules of business English.

What and How: Students in OST 164, Text Editing, (required for Office Administration and Medical Office Administration), will use their critical thinking skills while taking a comprehensive final exam. Questions will place emphasis on accuracy of information, content clarity, original thought, and sentence structure. The score for the final exam will determine if the students meet the course objectives related to effective critical thinking skills by recognizing complete sentences, avoiding fragments, comma splices, and run-ons; identifying nouns, pronouns, verbs, adjectives, adverbs, conjunctions, prepositions, and interjections correctly in oral and written communication; and demonstrating proficiency in punctuation, capitalization, and number style skill.

Who and When: OST 164 instructors will measure the learning objectives of this course. Data will be collected in the fall and reported in the 2016 spring semester.

Source of Evidence: Standardized test of subject matter knowledge

#### **Connected Document**

[OST 164 Final Exam](#)

#### **Target:**

Eighty percent of students' will score a 77 or higher on the final comprehensive exam.

##### **SLO 3: Cultural Awareness and Global Perspective**

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

#### **Relevant Associations:**

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

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

##### **Institutional Goals Associations**

- 1 Respond to student and community needs through measurable goals.
- 2 Establish a culture of quality customer service.
- 3 Ensure fiscal responsibility, accountability and financial stability.
- 4 Focus on workforce preparedness to support economic development.

#### **Strategic Objectives Associations**

FTCC

- 10 Improve assessment plans with documented evidence of outcomes.

#### **Related Measures**

##### **M 3: Cultural Awareness and Global Perspective**

Why: Our graduates must be prepared to serve within our community as well as across the globe as administrative support and office professionals for entry-level, supervisory, and middle management positions in business, government, and industry. What and How: Students in OST 149 Medical Legal Issues (required for all Medical Office Administration students) will be prepared on how to handle a variety of legal and ethical issues involved in the medical facility. They will be assessed on this knowledge in the Final Exam that evaluates cultural and social values as well as the legal ramification relevant in healthcare practice. Who and When: OST 149 instructors will report the final scores for the exam and data will be collected in Spring 2016.

Source of Evidence: Standardized test of subject matter knowledge

#### **Connected Document**

[OST 149 Final Exam Question Pool](#)

#### **Target:**

80% of the students will score at least an 77% or above on their Final Exam.

#### **Reporting Finding (2014-2015) - Target: Not Met**

Only 77 percent of the OST 149 students who completed the OST 149 final exam scored a 77 or higher.

#### **Connected Document**

[OST 149 2014-15 Grade Distribution Final Results](#)

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

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

#### **Cultural Awareness and Global Perspective | Cultural Awareness and Global Perspective**

*Established in Cycle:* 2014-2015

Beginning Fall 2015, a revised and consistent Midterm and a Final Exam will be given in all sections of OST 149 Medical Legal Is...

##### **SLO 4: Quantitative Competencies**

Students will exemplify quantitative competencies by increasing the measurable number of words per minute that they keyboard from from the beginning to the end of the semester.

#### **Relevant Associations:**

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

4 Demonstrate quantitative competencies.

#### **Institutional Goals Associations**

- 1 Respond to student and community needs through measurable goals.
- 4 Focus on workforce preparedness to support economic development.

#### **Strategic Objectives Associations**

FTCC

- 10 Improve assessment plans with documented evidence of outcomes.

#### Related Measures

##### **M 4: Quantitative Competencies**

Why? Students must be able to effectively demonstrate quantitative competencies in the number of words they can measurably type in words per minute.

What and How? At the beginning of the semester, students will learn the keyboard along with good keyboarding habits that will allow them to type more efficiently such as typing without looking at their hands and using the correct fingers on the correct keys. Student will continue to build their accuracy and speed skills in the higher level keyboarding classes which will inevitably make them more marketable in the job market. To pass OST 131 (the foundation class for Office Administration), students must be able to type a 3-minute timed writing with at least 30 words per minute and five errors or less.

When and Who? The OST 131 instructors will collect this data throughout the 2015-16 academic year.

Source of Evidence: Faculty pre-test / post-test of knowledge mastery

#### **Connected Document**

[OST 131 Timed Writing Averages Grading Scale](#)

#### **Target:**

Eighty percent of students' will be able to type a 3-minute timed writing with at least 30 words per minute and five errors or less.

#### **SLO 5: Computer Literacy**

Students will demonstrate computer literacy.

#### Relevant Associations:

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

- 5 Demonstrate computer literacy.

#### **Institutional Goals Associations**

- 1 Respond to student and community needs through measurable goals.
- 4 Focus on workforce preparedness to support economic development.

#### **Strategic Objectives Associations**

FTCC

- 10 Improve assessment plans with documented evidence of outcomes.

#### Related Measures

##### **M 5: Computer Literacy**

Why? To work effectively in a computerized word processing environment.

What and How? At the beginning of the semester, students will learn the basic functions of the computer along with good keyboarding habits that will allow them to type more efficiently such as typing without looking at their hands and using the correct fingers on the correct keys. Student will continue to build their accuracy and speed skills in the higher level keyboarding classes which will inevitably make them more marketable in the job market. To pass OST 131 (the foundation class for Office Administration), students must be able to type a 3-minute timed writing with at least 30 words per minute and five errors or less.

When and Who? The OST 131 instructors will collect this data throughout the 2015-16 academic year.

Source of Evidence: Faculty pre-test / post-test of knowledge mastery

#### **Connected Document**

[OST 131 Timed Writing Averages Grading Scale](#)

#### **Target:**

Eighty percent of all students will be able to type a 3-minute timed writing with at least 30 words per minute and five errors or less.

#### **SLO 6: Workplace Preparedness**

Students will perform a non-clinical internship demonstrating the ability to perform successfully and professionally in a medical office environment while displaying positive interpersonal skills.

#### Relevant Associations:

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

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

#### **Institutional Goals Associations**

- 2 Establish a culture of quality customer service.

4 Focus on workforce preparedness to support economic development.

### Strategic Objectives Associations

FTCC

10 Improve assessment plans with documented evidence of outcomes.

### Related Measures

#### M 6: Workplace Preparedness

Why? Upon successful completion of the medical office administration program, students must have the skills, knowledge and abilities needed to work in various medical facilities in non clinical settings.

What and How? The program will be assessed by student performance at the medical facilities during WBL 111. After completing 160 hours of an internship, students will be evaluated by the medical facility supervisor on various non clinical skills and abilities.

When and Who? Analysis of the results for the non clinical internship will be performed using the three individual measurable learning objective (MLO) scores that account for 30% of the final grade for the Work-Based Learning internship. Data will be collected by the WBL faculty coordinator at the end of Spring 2016.

Source of Evidence: Field work, internship, or teaching evaluation

#### Connected Document

[WBL 111 GRADE REPORT RUBRICS](#)

#### Target:

80% of the students at the end of the semester will score 23 points or above on their individual measurable learning objective (MLO) section of the Work-Based Learning internship final grade.

### 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:** Finished

**Priority:** High

#### Cultural Awareness and Global Perspective | Cultural Awareness and Global Perspective

Beginning Fall 2015, a revised and consistent Midterm and a Final Exam will be given in all sections of OST 149 Medical Legal Issues class so a more accurate interpretation of the results can be determined.

**Established in Cycle:** 2014-2015

**Implementation Status:** Planned

**Priority:** High

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

**Measure:** Cultural Awareness and Global Perspective | **Outcome/Objective:** Cultural Awareness and Global Perspective

**Implementation Description:** Beginning Fall 2015, a revised and consistent Midterm and a Final Exam will be given in all sections of OST 149 Medical Legal Issues class so a more accurate interpretation of the results can be determined.

**Projected Completion Date:** 08/2015

**Responsible Person/Group:** Denise DeDeaux will re-evaluate the current Final Exam and make appropriate changes as well as add a Midterm Exam to be used in all sections of OST 149.

**Additional Resources:** None.

#### All OST 164 Classes will Incorporate GRM Rules and Assignments

Action Plan: In addition to the Cengage text and materials that were implemented in the Fall 2014 semester, assignments from the Gregg Reference Manual will be incorporated into OST 164. These assignments will focus on specific rules for grammar and punctuation.

**Established in Cycle:** 2014-2015

**Implementation Status:** Planned

**Priority:** High

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

**Measure:** Communication | **Outcome/Objective:** Communication

**Implementation Description:** Beginning Fall 2015, assignments from the Gregg Reference Manual will be incorporated into all OST 164 classes.

**Projected Completion Date:** 08/2015

**Responsible Person/Group:** Lisa Bailey will build the GRM assignments into the master OST 164 course. All full- and part-time instructors assigned to teach OST 164 will use these assignments.

**Additional Resources:** None--The OST 164 syllabus has always listed the Gregg Reference Manual as a required resource text.