

# Fayetteville Technical Community College

## Detailed Assessment Report 2014-2015 Medical Office Administration As of: 1/21/2016 08:34 AM 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.
- 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 spring semester.

Source of Evidence: Standardized test of subject matter knowledge

#### Connected Document

[OST 164 Sample 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

[2014-15 OST 164 Communication Findings](#)

#### 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**

- 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 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 in composing their threads to one designated Blackboard discussion forum being used by all Fall instructors teaching OST 164. Emphasis is placed on accuracy of information, content clarity, original thought, and sentence structure. Who and When? OST 164 instructors will assess the content of the message being conveyed in posts to random discussion forums as well as the correct usage of business English as defined by a rubric. The result of the graded assignment will be collected in the Fall semester and recorded in the Spring.

Source of Evidence: Comprehensive/end-of-program subject matter exam

#### **Connected Document**

[OST 164 Discussion Board Rubric](#)

#### **Target:**

Eighty percent of the students will score 77 percent or higher based on the rubric for the critical thinking discussion board assignment.

#### **Reporting Finding (2014-2015) - Target: Met**

One hundred percent of the Fall 2014 OST 164 students met at least some expectations or all expectations based on the rubric for the critical thinking discussion board assignment.

#### **Connected Document**

[2014-15 OST 164 Critical Thinking Findings](#)

#### **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**

- 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 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 take the Final Exam that evaluates cultural and social values as well as the legal ramifications 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 2015.

Source of Evidence: Standardized test of subject matter knowledge

#### **Connected Document**

[OST 149 Sample 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.

#### **All Sections of OST 149 will Revise Final Exam**

*Established in Cycle:* 2014-2015

Action Plan: A revised and consistent Final Exam will be given in all sections of OST 149 Medical Legal Issues.

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

Students will demonstrate quantitative competencies using mathematical functions.

#### **Relevant Associations:**

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

- 4 Demonstrate quantitative competencies.

#### **Institutional Goals Associations**

- 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 4: Quantitative Competencies**

What and How: Students in OST 153-Office Finance Solutions will complete an assignment in the QuickBooks software. Students will complete an assignment that requires them to enter payroll information and produce a report. The assignment will be graded using a rubric. Why: Students may be required to handle payroll at their place of employment after graduation. When: The results of the graded assignment in the Spring 2015 semester will be compiled. Who: Instructors for OST 153-Office Finance Solutions.

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

#### **Connected Documents**

[2014-15 Rubric for OST 153 Quantitative Competencies](#)  
[Sample Payroll Journal](#)

#### **Target:**

Eighty percent of the students will score 77 percent or higher based on the payroll journal.

#### **Reporting Finding (2014-2015) - Target: Met**

In OST 153-0901 for the Spring 2015 semester, 100 percent of the students completed the assignment/report with a grade of 100.

#### **Connected Document**

[2014-15 OST 153 Statistics](#)

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

Students will demonstrate computer literacy.

#### **Relevant Associations:**

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

- 5 Demonstrate computer literacy.

#### **Institutional Goals Associations**

- 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 5: Computer Literacy**

Demonstrate computer literacy.

Why? To work effectively in a computerized word processing environment. What and How? Students in OST 136, Word Processing, required by Office Administration and Medical Office Administration students. Weekly performance skills assessments will be scored using a rubric. Cumulative and fundamental word processing concepts will be assessed using a final exam. Who and When? OST 136 instructors will determine scores of performance skills assessments using a rubric and concept comprehension using tests. Data will be collected in Fall 2014 and Spring 2015.

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

#### **Connected Document**

[OST 136 Sample Exam](#)

#### **Target:**

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

#### **Reporting Finding (2014-2015) - Target: Met**

Eighty percent of the students scored 77 percent or higher on the final exam.

#### **Connected Document**

[2014-15 Computer Literacy Results](#)

#### **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**

- 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.

#### **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 2015.

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.

#### **Reporting Finding (2014-2015) - Target: Met**

95% of the students at the end of the semester scored 23 points or above on their individual measurable learning objective (MLO) section of the Work-Based Learning internship final grade.

#### **Connected Document**

[2014-15 MOA Work-Based Learning MLO Results](#)

### 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

#### **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.

#### **All Sections of OST 149 will Revise Final Exam**

Action Plan: A revised and consistent Final Exam will be given in all sections of OST 149 Medical Legal Issues.

**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.

## Analysis Questions and Analysis Answers

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

This year's assessment outcomes provided evidence that the Medical Office Administration students are above average in four of the six objective areas:

- Critical Thinking
- Quantitative Competencies
- Computer Literacy
- Workplace Preparedness

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

Not all of the rubrics that were identified as the source of evidence were used to their full potential by all faculty, to include adjunct. All Administrative Office instructors teaching these courses to MOA students need to know how to utilize a rubric. Any assignment that is identified to be graded using a rubric also needs to be noted to the students; and the rubric should be made available to the students either in Assignment Module, the syllabus, or in the Resources section of Blackboard.

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

The Communication objective outcome was only 54 percent which is one of the most critical areas needed by our students. Students in OST 164 (Text Editing) classes were assessed and the text materials for this course have been altered by removing the *Rowe* text and replacing it with the Cengage *Business Communications* text in hopes of making the course more online friendly for our students. The *Gregg Reference Manual* was maintained as a requirement; however, some instructors did not utilize it in their course. Adopting the Cengage text accomplished our "online friendly" goal; but utilizing the materials in the Cengage text alone did not improve our students' communication skills. Going forward, assignments from the *Gregg Reference Manual* will be required and incorporated into all OST 164 classes. These assignments will focus on specific rules for grammar and punctuation.

Also, the Final Exam in OST 149 was determined to be inconsistent and in some cases, not used by instructors. The exam was re-evaluated and revised in the OST 149 Medical Legal Issues course to provide a more consistent across-the-board assessment in all sections of OST 149.

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

The common goal in both the Medical Office Administration and Office Administration Departments is to make our students as employable as possible. The lack of adequately incorporating English and communication skills in not only the OST 164 (Text Editing) course, but several of the O.A. courses taken by MOA students has prevented some students from producing error-free documents which is critical to the skill base of our students. In evaluating the method of how other Office Administration courses are being taught, it has been determined that communication skills are not being implemented as they should. It has been determined that communication skills must be addressed and taught in every Office Administration and Medical Office Administration course taken by students. From the time that students are introduced to the *Gregg Reference Manual*, they should be held accountable for applying those grammar rules in every Medical Office Administration course in which they enroll.

## Annual Report Section Responses

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### Advisory Comm. Minutes (Academic Units)

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

#### Connected Document

[MOA Advisory Committee Meeting Minutes 2014](#)

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

End of Year Report (2014-15) and Strategic Plan (2015-2020)

#### Connected Documents

[End of Year Report 2014\\_15](#)

[Strategic Plan 2015-2020](#)