

## Program Assessment Report

Program: Medical Office Professions - Medical Administrative Assistant - Associate in Business Studies

Year: 24/25

Division: Business and technology

Contact: Barb Syed

## Delta College



### Actions Taken in Response to Last Year's Report

This outcome was last assessed in 2018-2019. At that time, OAT faculty agreed that this outcome should continue to be monitored and assessed.

### Rationale for Current Assessments

#### Assessment 1 of 1

### Goal / Project

### Outcome(s)

Use a variety of resources to accomplish work-related tasks.

### Standard / Objective

*At least 75 percent of the nine students in the medical office practice class (OAT266) will achieve a passing grade of "C" or higher from the ICD-10-CM, CPT, and HCPCS coding manuals.*

### Method of assessment

Course or CC Program Embedded Project

### Comment/Details about the method of assessment

Students take a variety of quizzes during OAT266 utilizing the ICD-10-CM, CPT, and HCPCS medical coding manuals to complete clean and payable CMS claims which meet industry standards.

### Courses Affected

OAT 266

### Time Frame

Winter 2025

### Submitted By

### Result

### Result

How many students

11

Average Score

0

Percent that met standard

91.0%

For GenEd Only

Level 0:

Level 1:

Level 2:

Level 3:

Data Collection (general or specific stats regarding results)

The assessment included all 11 students in OAT266. 10 of the 11 Medical Office Professions students passed this OAT266 assessment measure with the required "C" grade or better. The one (1) outlying student did not complete the quizzes required for this assessment.

What We Learned (areas for improvements, strengths, etc.)

From the data collected, it can be concluded that MOP students are able to use a variety of medical coding manuals to accomplish work-related tasks as they move through the Medical Administrative Assistant program.

Use of Data to Improve Student Success

Continue to monitor and assess.

Institutional Student Learning Outcome	Action plan items of what is planned based on the data and results
<input checked="" type="checkbox"/> Apply Knowledge and Skills	<input type="checkbox"/> Change assignments/activities <input type="checkbox"/> Update course or CC prog conte
<input checked="" type="checkbox"/> Think Critically	<input type="checkbox"/> Change materials provided <input type="checkbox"/> Update course or CC prog outcc
<input checked="" type="checkbox"/> Communicate Effectively	<input type="checkbox"/> Adjust grading rubric <input type="checkbox"/> Change course sequence or prerequisites
<input checked="" type="checkbox"/> Act Responsibly	<input checked="" type="checkbox"/> Continue to monitor and assess next outcome <input type="checkbox"/> Other
	<input type="checkbox"/> Review or update assessment process

**Comments and Action Plan**

**Discipline/Program Comments**

OAT Faculty met with SLAC on January 13, 2023. SLAC gave the MOP assessment efforts an "okay" review. SLAC Committee recommends that program associate and certificates outcomes need to be aligned. This was started for the Fall 2023 Semester.

**Advisory Board Comments**

**Assessment Committee Comments**

**Curriculum Council Comments**

Update certificate and degree outcomes to align for next program review.

**Action Plan**

- Review program outcomes and revise as needed.
- Review program map and revise as needed.
- Review program plan and revise as needed.
- Complete program assessment(s) scheduled for 2024/25

**Actions Taken in Response to Older Reports**