

**Course Assessment Report**  
**Washtenaw Community College**

Discipline	Course Number	Title
Medical Billing and Coding	223	MBC 223 04/16/2019- Medical Office Procedures
Division	Department	Faculty Preparer
Health Sciences	Health Science	Theresa Bucy
Date of Last Filed Assessment Report		

**I. Review previous assessment reports submitted for this course and provide the following information.**

1. Was this course previously assessed and if so, when?

No

2. Briefly describe the results of previous assessment report(s).

3.

4. Briefly describe the Action Plan/Intended Changes from the previous report(s), when and how changes were implemented.

5.

**II. Assessment Results per Student Learning Outcome**

Outcome 1: Recognize the role of the administrative medical assistant in the medical office.

- Assessment Plan
  - Assessment Tool: Exam
  - Assessment Date: Winter 2017
  - Course section(s)/other population: All sections
  - Number students to be assessed: All students
  - How the assessment will be scored: Exam 1 Answer Key
  - Standard of success to be used for this assessment: 75% of students will score 75% or higher.
  - Who will score and analyze the data: Departmental Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2018, 2017	2018, 2017	

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
47	38

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

Withdrawal

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

Four semesters, four sections, all students.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Exam 1 is the assessment tool and it was administered to all students present.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes  
90% of students achieved 75% or higher on Exam 1

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students have a clear understanding of the role of the administrative medical assistant and are able to differentiate their role from other members of the team.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Course faculty will continue to tweak the course content to reflect current industry and accreditation standards. Assessments will reflect the updates.

Outcome 2: Identify key elements of a complete patient record, including chart notes.

- Assessment Plan
  - Assessment Tool: Exam
  - Assessment Date: Winter 2017
  - Course section(s)/other population: All sections
  - Number students to be assessed: All students
  - How the assessment will be scored: Exam 2 Answer Key
  - Standard of success to be used for this assessment: 75% of students will score 75% or higher.
  - Who will score and analyze the data: Departmental Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2018, 2017	2018, 2017	

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
47	38

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

Withdrawal

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

Four semesters, four sections, all students.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Exam 2 was taken by all students and scored by Blackboard.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: <u>Yes</u>
86% of students achieved 75% or higher on Exam 2

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students are comfortable with the technology and the electronic medical record.
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8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Students met outcome standards. Continued emphasis on HIPAA and HITHECH will be included within this outcome.
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Outcome 3: Recognize and apply insurance terminology and reimbursement methods/policies to medical office problems.

- Assessment Plan
  - Assessment Tool: Exam
  - Assessment Date: Winter 2017
  - Course section(s)/other population: All sections
  - Number students to be assessed: All students
  - How the assessment will be scored: Exam 3 Answer Key
  - Standard of success to be used for this assessment: 75% of students will score 75% or higher.
  - Who will score and analyze the data: Departmental Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2018, 2017	2017, 2018	

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
47	38

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

Withdrawal

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

Four semesters, four sections, all students.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Exam 3, the final exam, was administered to all students. Blackboard scored the exam.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

92.5% of students achieved 75% or higher on this exam.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students have solid understanding of terminology and reimbursement methods.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Students met standards of success. Continued immersion in terminology and technology will be emphasized.

### III. Course Summary and Intended Changes Based on Assessment Results

1. Based on the previous report's Intended Change(s) identified in Section I above, please discuss how effective the changes were in improving student learning.

No previous report was available for reference.

2. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

This course is meeting the needs of students interested in seeking work in the field of Medical Billing and Coding.

3. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

The next available department meeting.

4. Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Outcome Language	Course faculty will continue to tweak the course content to reflect current industry and accreditation standards. Assessments will reflect the updates.	Continuous improvement	2019
Course Assignments	Continued emphasis on HIPAA and HITHECH will be included.	Continuous improvement	2019
Course Materials (e.g. textbooks, handouts, on-line ancillaries)	Continued immersion in terminology and technology will be emphasized.	Continous improvement	2019

5. Is there anything that you would like to mention that was not already captured?

6.

### III. Attached Files

[MBC 223](#)

**Faculty/Preparer:** Theresa Bucy **Date:** 04/16/2019  
**Department Chair:** Rene Stark **Date:** 04/22/2019  
**Dean:** Valerie Greaves **Date:** 04/23/2019  
**Assessment Committee Chair:** Shawn Deron **Date:** 06/11/2019