

PROGRAM ASSESSMENT PLANNING FORM

Program to be assessed: **MEDICAL OFFICE ASSISTANT**

Title: Medical Office Assistant

Division: BCT

Department: BOS

Code: ~~CTMAS~~ **CTMOS**

Type of Award: ☐ A.A. ☐ A.S. ☐ A.A.S.
☒ Cert. ☐ Adv. Cert. ☐ Post-Assoc. Cert. ☐ Cert. of Completion

Assessment plan:

| Learning outcomes to be assessed | Assessment tool | When assessment will take place | Describe population to be assessed | Number of students to be assessed |
|---|-----------------|---|---|--|
| Perform basic medical office administrative skills including: 1)document formatting 2) coding and billing 3)scheduling and 4)transcribing | Portfolio | Fall 2009 and every three years thereafter. | All students enrolled in the CTMAS program. | All students completing the CTMAS program. |

Scoring and analysis of assessment:

1. Indicate how the above assessment(s) will be scored and evaluated (e.g. departmentally developed rubric, external evaluation, other). Attach the rubric/scoring guide.
Portfolios will be collected from students in BOS 223 who are enrolled in the CTMAS program. Content of the portfolios will include artifacts that indicate performance in basic medical office skills, document formatting (business letter), coding and billing (complete CMS 1500 claim form) scheduling (complete appointment calendar), and transcription (transcribe a medical report). These items will be evaluated and scored for achievement of each outcome on the attached rubric.
2. Indicate the standard of success to be used for this assessment.
Eighty percent of the students enrolled in the CTMAS program must achieve a proficiency level of 3 (no less than 70%) in each category: basic medical office skill, document formatting, coding and billing, scheduling, and transcription. .
3. Indicate who will score and analyze the data (data must be blind-scored).
Data will be blind-scored by BOS faculty including persons other than the person who teaches the course.
4. Explain the process for using assessment data to improve the program.

Review the data collected for students who fall below the 70% achievement rate and plan course improvements accordingly.

Submitted by:

Name: Lynn M. Allison Date: September 18, 2008
 Print/Signature Lynn M. Allison
 Dept. Chair: Lynn M. Allison Date: September 28, 2008
 Print/Signature Lynn M. Allison
 Dean: Rosemary Wilson Date: 9/29/08
 Print/Signature Rosemary Wilson

Please return completed form to the Office of Curriculum & Assessment, SC 247.

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