



Assessment Report

PART 1: CONTACT & PROGRAM IDENTIFICATION

Report Year and Contact Information:		
<u>2019-2020</u>	<u>Anna Wormald</u>	<u>awormald@cnm.edu</u>
Academic Year	Contact Person	Email

Name of Program:	Courses:
Medical Office Receptionist Certificate	OTEC 1101 OTEC 1175

PART 2: PROGRAM SUMMARY

Provide a high-level review of the program to include highlights, successes, challenges, significant changes, and significant resources needed to support the program.
For the Medical Office Receptionist Certificate, 7 certificates were awarded, which decreased from 14 certificates awarded in 2018/219. Courses were offered online for the first time due to COVID-19.

Part 3: DATA REVIEW

Program Data (Each Review Year is defined as Summer, Fall, and Spring terms)	Review Year 19-20	Review Year 18-19	Review Year 17-18
Annual number of graduate awards is greater than 10	7	14	10
Number of declared majors	34	25	32
Average class size	16	15	16
Annual Average class retention rate is 70% or above (SAGE 65%)	78%	88%	86%
Annual C-Pass rate for coursework is 60% or above	60%	68%	62%
Average class fill rate at 60% or above capacity within a term or over a year	62%	61%	65%
Transfer numbers/percent	NA	0 (0%)	1 (10%)
Full-time to part-time faculty ratio	11: 5	8: 7	8: 6

Summarize how your program met or did not meet the target measures based on the data above.

Targets met with the exception of the number of graduate awards. Awards decreased from 2018/2019. Our team believes this was due to COVID-19. Courses were offered online for the first time.

Part 4: PROGRAM LEARNING OUTCOME ANALYSIS.

Learning Outcome	Population or Course(s) Assessed	Assessment Methods	Summary of Assessment Results
Keyboard at 25 wpm or higher with 5 or fewer errors.	OTEC 1101		A total of 23 out of 45 students passed OTEC 1101 with a C or better.
Utilize medical office software applications.	OTEC 1175		A total of 45 out of 50 students passed OTEC 1175 with a C or better.

Interpretation of Assessment findings
<p>For OTEC 1101 the success rate was 51%. The team believes the decrease in the pass rate was due to COVID-19. This course was offered online for the first time. The team will meet to determine additional resources to increase the pass rate to 75 percent for OTEC 1101. For OTEC 1175 the success rate was 90%.</p>

Part 6: ADDITIONAL ACTION PLAN IN SUPPORT OF STUDENT LEARNING (IF APPROPRIATE)

Upcoming year	Changes planned for the upcoming year	Data motivating this change
2020-2021	No changes planned for the upcoming year.	
2020-2021		
2020-2021		

Please Select all the following that characterize the types of changes described in the above action plan:

- Assessment criteria revision
- Assessment methodology revision
- Assignment revision
- Budgetary reallocation
- Change in teaching approach
- Course content revision
- Curricular Revision
- Faculty training/development
- Process revision

Part 6: COMMENTS

Use this section to record any comments, notes, or questions from individuals who reviewed this report.
School Dean:
SAAC Representative: