BIENNIAL PROGRAM STUDENT LEARNING OUTCOMES ASSESSMENT REPORT FORM – ASSESSMENT COMPLETED IN AY2023-2024 (Due to the dean on November 15)

Submission date: 11/15/2024

Assessment Plan covered in this report: Medical Office Coding OEC

College: College of Health

Campuses where the program(s) is delivered: ☒Anchorage ☐KOD ☐KPC ☐MSC ☐PWSC

Submitted by: Lisa Nash, Program Director, lanash@alaska.edu

1. **Please list and number the Program Student Learning Outcomes your program assessed in the past academic year. For each outcome, indicate one of the following: Exceeded faculty expectations, Met faculty expectations, or Did not meet faculty expectations.**

   1. Demonstrate proficiency in the performance of Current Procedural Terminology (CPT) coding ~ Exceeded faculty expectations

   2. Demonstrate proficiency in the performance of Healthcare Common Procedure Coding System (HCPCS) coding ~ Exceeded faculty expectations

   3. Demonstrate proficiency in the performance of International Classification of Disease, Clinical Modification diagnostic coding ~ Exceeded faculty expectations

2. **Describe what your assessment process was last year for these Program Student Learning Outcomes, including the collection of data, analysis of data, and faculty (and other, e.g., advisory board) conversations around the findings.** *(1000 words or less)*

   Updated assessment process was introduced in AY 2022-2023. Data for all six metrics supporting the Program's Student Learning Outcomes was collected, analyzed, and discussed with the adjunct faculty teaching the Medical Office Coding courses. Faculty and Medical Assisting Program Director continued to discuss course materials, student preference in course delivery, effective online teaching practices, student performance, process improvement and the feasibility to meet all these expectations.

3. **What are the findings and what do they tell the faculty about student learning in your program?** *(1000 words or less)*

   Evaluation of data highlighted a decrease in student critical thinking to address case studies for applying CPT coding principles from 80.5% (Spring 2023) to 74.4% in the Fall 2023 semester.

   Changes to lecture content along with additional topic practice led to a rebound to 84.4% the

following semester, Spring 2024.

All other metrics appear stable.

Although not directly related to this assessment, it is important to note the pre-requisite courses of MA A101: Medical Terminology and MA A104: Essentials of Human Disease.

These courses continue to provide a strong foundational knowledge for success in future healthcare courses with the retention of students cognitive learning. This by-product of assessment provides the Program Director with invaluable insight into the effectiveness of these two courses

4. **Based on the findings, did the faculty make any recommendations for changes to improve student achievement of the Program Student Learning Outcomes?** Yes

    i. **Please describe the recommended action(s), what improvements in student learning the program hopes to see, the proposed timeline, and how the program will know if the change(s) has worked. If no recommendations for changes were made, please explain that decision.** *(1000 words or less)*
        Beginning in the Fall 2024, supportive metric: Commitment to the coding profession by sitting for the AAPC Certified Professional Coder (CPC) Certification Exam is no longer available to faculty or Program Director.

        Therefore, the metric will change to: Demonstrate appropriate cumulative knowledge and skill in the use of CPT, ICD-10, and HCPCS with a measure of 80% of students achieving a score of 80% or higher in the Final Comprehensive Exam for both MA A220 and MA A320.

        Medical Office Coding faculty will continue to report data to the Program Director within two weeks of the end of each semester.

5. **In the past academic year, how did your program use the results of previous assessment cycles to make changes intended to improve student achievement of the Program Student Learning Outcomes? Please check all that apply.**

    ☒ Course curriculum changes
    ☐ Course prerequisite changes
    ☒ Changes in teaching methods
    ☐ Changes in advising
    ☐ Degree requirement changes
    ☐ Degree course sequencing
    ☐ Course enrollment changes (e.g., course capacity, grading structure [pass/fail, A-F])
    ☐ Changes in program policies/procedures
    ☐ Changes to Program Student Learning Outcomes (PSLOs)
    ☐ College-wide initiatives (e.g., High-Impact Practices)
    ☐ Faculty, staff, student development

☐Other

☐No changes were implemented last year. *(If no options above were selected)*

If you checked "Other" above, please describe. *(100 words or less)*
None

6. **Do you have any information about how well these or other past improvements are working? Are they achieving their intended goals? Please include any data or assessment results that help you demonstrate this.** *(1000 words or less)*

   Prior to Fall 2023, the Program Director was made aware of student dissatisfaction of the self-directed, community campus delivery methodology for coding curriculum.

   The Anchorage-based course offerings have migrated through several iterations to meet student delivery preferences while faculty and Program Director focus on achievement of student learning outcomes.

   Course delivery initially was face-to-face, then hybrid and is now 100% online in real-time.

   Based on attendance data, the majority of students choose real-time interaction and are engaged in learning activities. Data analysis supports that PSLOs are also being met with the current course format.

DEAN SECTION (Due to the program on January 15)

1. **Based on the program's responses above, what guidance and support do you have for the program moving forward?** *(200 words or less)*

   The Medical Office Coding OEC offers a valuable certificate option in a high-demand field. The program is encouraged to continue the well-established and comprehensive review of program student learning options and the incorporation of student feedback as a critical component of programmatic changes. The new program student learning outcomes is well defined and should offer another metric for ongoing program assessment. The program is encouraged to continue to coordinate with community campuses to gather metrics and data across campuses and course delivery systems.

2. **Discuss what the program is doing particularly well in terms of its processes for the assessment and improvement of student learning, for example, the use of a common rubric or prompt, a signature assignment, etc.** *(200 words or less)*

   This program continues to benefit from the valuable leadership and assessment strengths of Professor Nash, Program Director. The program is commended for continuing to engage in consistent assessment of learning objectives and to ensure the workforce demand is met.

Additionally, the program offers an additional pathway for students who want to combine the OEC with other associate or bachelor's degrees.

Dean's signature: **Date:** 3/25/2025