

PROGRAM ASSESSMENT PLAN ~ 2014-15 through 2019-20

This document only needs to be updated when changes are made.

| | |
|----------------------|-----------------------------------------|
| UNIT | WASHBURN INSTITUTE OF TECHNOLOGY |
| DIVISION | HUMAN SERVICES |
| Program | Medical Office Specialist |
| Date Prepared | August 2014 |
| Date Revised | |

PROGRAM MISSION

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The mission of the Medical Office Specialist program is to prepare students for entrance into a support staff position as part of a medical team by providing instruction in medical terminology, medical office procedures, preparation of medical documents, professional standards and ethics, and computer software.

PROGRAM STUDENT LEARNING OUTCOMES (PSLO)

If the program has more than 6 PSLO, hit "Tab" in the last cell to add another row. Cells will expand to accommodate text.

Upon completion of the program students will be able to:

| | |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PSLO 1 | Communicate effectively in both oral and written forms. |
| PSLO 2 | Demonstrate advanced word processing functions and apply concepts to business documents. |
| PSLO 3 | Evaluate business transactions by applying U.S. Generally Accepted Accounting Principles to record those transactions in the financial records and <i>generate</i> a complete set of financial reports. |
| PSLO 4 | Evaluate a company's financial reports utilizing appropriate financial statement analysis techniques. |
| PSLO 5 | Demonstrate advanced spreadsheet management functions |
| PSLO 6 | Demonstrate appropriate keyboarding techniques while increasing accuracy and speed. |
| PSLO 7 | Demonstrate human relations management skills and ethics. |
| PSLO 8 | Demonstrate intermediate database management functions. |
| PSLO 9 | Apply knowledge of business law. |
| PSLO 10 | Transcribe a variety of medical documents into word processing software using transcription equipment. |
| PSLO 11 | Use medical terminology created from Greek and Latin prefixes, suffixes, word roots, and combining forms. |
| PSLO 12 | Recognize documents, forms, and common abbreviations used in medical settings. |

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CURRICULUM MAP (Alignment)

List all courses required for program majors and indicate, where applicable, (using the following key) the PSLO with which they are associated.

T = Taught

X = Taught and Assessed

A = Assessed

If the program has more than 6 PSLO, "Copy and Paste" rows from this table below the existing table, beginning with the row numbering the PSLO.

| Required Courses | PSLO 1 | PSLO 2 | PSLO 3 | PSLO 4 | PSLO 5 | PSLO 6 |
|------------------|--------|--------|--------|--------|--------|--------|
| BAT116 | A | | X | X | | |
| BAT122 | X | | | | | |
| BAT126 | A | | X | X | | |
| BAT130 | | X | | | | |
| BAT140 | X | X | | | | X |
| BAT172 | | | | | X | |
| BAT180 | X | X | | | | |
| BAT200 | | A | | | | |
| BAT205 | X | X | | | | |
| BAT215 | | | | | | |
| MOS240 | A | X | | | | |
| MOS250 | X | | | | | |
| MOS260 | X | | | | | |

| Required Courses | PSLO 7 | PSLO 8 | PSLO 9 | PSLO 10 | PSLO 11 | PSLO 12 |
|------------------|--------|--------|--------|---------|---------|---------|
| BAT116 | | | | | | |
| BAT122 | | | | | | |
| BAT126 | | | | | | |
| BAT130 | | | | | | |
| BAT140 | | | | | | |
| BAT172 | | | | | | |
| BAT180 | X | | | | | |
| BAT200 | X | | X | | | |
| BAT205 | | | | | | |
| BAT215 | | X | | | | |
| MOS240 | | | | X | X | X |
| MOS250 | | | | | X | X |
| MOS260 | | | | | X | X |

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ASSESSMENT MEASURES (Method)

Indicate (mark with an X) the type of assessment used to evaluate each PSLO.

Check as many boxes as apply.

Programs should use at least 2 direct measures for each PSLO.

If the program has more than 6 PSLO, "Copy and Paste" rows from this table below the existing table, beginning with the row numbering the PSLO.

| | PSLO 1 | PSLO 2 | PSLO 3 | PSLO 4 | PSLO 5 | PSLO 6 |
|----------------------------------------------------------------------------------------|--------|--------|--------|--------|--------|--------|
| DIRECT | | | | | | |
| Portfolio | X | X | | | | |
| Performance Assessment | X | X | X | X | X | X |
| Performance Assessment (Off campus experience – Clinical, Internship, Practicum, etc.) | X | X | X | X | X | X |
| Professional Credentialing Exam | | | | | | |
| Major Field Test or National Exam | | | | | | |
| Course Embedded Assignment | X | X | X | X | X | X |
| Project Evaluation | X | X | | X | | |
| Course Grades | X | X | X | X | X | X |
| Other (Describe) | | | | | | |
| INDIRECT | | | | | | |
| Surveys | X | X | X | X | X | |
| Exit Interviews/Focus Groups | | | | | | |
| Other (Describe) | | | | | | |

| | PSLO 7 | PSLO 8 | PSLO 9 | PSLO 10 | PSLO 11 | PSLO 12 |
|----------------------------------------------------------------------------------------|--------|--------|--------|---------|---------|---------|
| DIRECT | | | | | | |
| Portfolio | X | | | X | | X |
| Performance Assessment | X | X | X | X | X | X |
| Performance Assessment (Off campus experience – Clinical, Internship, Practicum, etc.) | X | X | X | X | X | X |
| Professional Credentialing Exam | | | | | | |
| Major Field Test or National Exam | | | | | | |
| Course Embedded Assignment | X | X | X | X | X | X |
| Project Evaluation | X | X | | X | | |
| Course Grades | X | X | X | X | X | X |
| Other (Describe) | | | | | | |
| INDIRECT | | | | | | |
| Surveys | X | X | X | X | X | X |
| Exit Interviews/Focus Groups | | | | | | |
| Other (Describe) | | | | | | |

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THRESHOLD OF STUDENT SUCCESS

For each PSLO, list each measure separately and indicate the threshold of student achievement considered acceptable.

(example: 75% of students will receive B or better) - see Assessment Plan Guide for additional instructions.

Hit :Tab" in the last cell to add another row. Cells will expand to accommodate text.

| PSLO | MEASURE | THRESHOLD |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PSLO 1 | Communicate effectively in both oral and written forms. | 75% of students will be able to use correct grammar in 75% of tests and assignments in BAT116, BAT122, BAT126, BAT140, BAT180, BAT205, MOS240, MOS250, and MOS260. |
| PSLO 2 | Demonstrate advanced word processing functions and apply concepts to business documents. | 75% of students will demonstrate advanced word processing functions and apply concepts to business documents in 75% of assignments and assessments in BAT130, BAT140, and BAT180. |
| PSLO 3 | Evaluate business transactions by applying U.S. Generally Accepted Accounting Principles to record those transactions in the financial records and <i>generate</i> a complete set of financial reports. | 75% of students will demonstrate application of U.S. Generally Accepted Accounting Principles to record those transactions in the financial records and <i>generate</i> a complete set of financial reports in 75% of assignments and assessments in BAT116 and BAT126. |
| PSLO 4 | Evaluate a company's financial reports utilizing appropriate financial statement analysis techniques. | 75% of students will demonstrate evaluating a company's financial reports utilizing appropriate financial statement analysis techniques in 75% of assignments and assessments in BAT 116 and BAT126. |
| PSLO 5 | Demonstrate advanced spreadsheet management functions | 75% of students will demonstrate advanced spreadsheet management functions in 75% of assignments and assessments in BAT172. |
| PSLO 6 | Demonstrate appropriate keyboarding techniques while increasing accuracy and speed. | 85% of students will demonstrate proper keyboarding techniques 90% of the time. 90% of students will increase their typing speed by 5 wpm in BAT140. |
| PSLO 7 | Demonstrate human relations management skills and ethics. | 80% of students will demonstrate human relations management skills and ethics 85% of the time in BAT180 and BAT200. |
| PSLO 8 | Demonstrate intermediate database management functions. | 85% of students will demonstrate the ability to create tables, queries, forms, and reports in BAT215. |

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| | | |
|----------------|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| PSLO 9 | Apply knowledge of business law. | 80% of students in BAT200 will score 70% or higher on written tests. |
| PSLO 10 | Transcribe a variety of medical documents into word processing software using transcription equipment. | 80% of students will use appropriate formatting and medical terminology 85% of the time in MOS240. |
| PSLO 11 | Use medical terminology created from Greek and Latin prefixes, suffixes, word roots, and combining forms. | 95% of students will pass medical terminology assessments with 90% or higher. |
| PSLO 12 | Recognize documents, forms, and common abbreviations used in medical settings. | 90% of students will correctly complete medical documents 90% of the time. |

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DATA COLLECTION CALENDAR

Indicate how often assessment data are collected for each PSLO.

S=every semester

Y=every year

2=every other year

3=every 3 years, (etc.)

O-Other (please explain)

If the program has more than 6 PSLO, hit "Tab" in the last cell to add another row.

| | Frequency of Data Collection |
|--------|------------------------------|
| PSLO 1 | |
| PSLO 2 | |
| PSLO 3 | |
| PSLO 4 | |
| PSLO 5 | |
| PSLO 6 | |

ANALYSIS AND REPORTING CALENDAR

Indicate (mark with an X) the years in which each PSLO was/will be analyzed and reported.

Cycle will repeat after Year 6.

If the program has more than 6 PSLO, "Copy and Paste" rows from this table below the existing table, beginning with the row numbering the PSLO.

| | PSLO 1 | PSLO 2 | PSLO 3 | PSLO 4 | PSLO 5 | PSLO 6 |
|----------------|--------|--------|--------|--------|--------|--------|
| Year 1/2014-15 | | | | | | |
| Year 2/2015-16 | | | | | | |
| Year 3/2016-17 | | | | | | |
| Year 4/2017-18 | | | | | | |
| Year 5/2018-19 | | | | | | |
| Year 6/2019-20 | | | | | | |

If field experiences are a significant part of the program, explicitly address how validity and reliability of the evaluation instrument is ensured.

Cell will expand to accommodate text.

STAKEHOLDER INVOLVEMENT

Describe how stakeholders (faculty, students, alumni, advisory boards, community, etc.) are involved in the development, implementation, periodic review and continuous improvement of the Assessment Plan.

Cell will expand to accommodate text.

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PROGRAM ASSESSMENT PLAN REVIEW CYCLE

Indicate (mark with an *X* in column 2) the year(s) in which this Program Assessment Plan will be reviewed and indicate in column 3 (when applicable) when changes are made and addressed in the appropriate year's annual report.

Cycle repeats after Year 6.

| | Program Assessment Plan Review | Were changes made and addressed in the Annual Report? <u>Yes</u> or <u>No</u> (update when applicable) |
|----------------|--------------------------------|--------------------------------------------------------------------------------------------------------|
| Year 1/2014-15 | | |
| Year 2/2015-16 | | |
| Year 3/2016-17 | | |
| Year 4/2017-18 | | |
| Year 5/2018-19 | | |
| Year 6/2019-20 | | |