

CENTRAL NEW MEXICO COMMUNITY COLLEGE
ASSESSMENT REPORT
Due to SAAC by October 15

PART 1: CONTACT & PROGRAM IDENTIFICATION

Report Year and Contact Information			
<u>2016-2017</u> Academic Year	<u>Anna Wormald</u> Contact Person	<u>awormald@cnm.edu</u> Email	<u>X50209</u> Phone Number

Subject of this Assessment Report		
Program: <u>Office Technology – Medical Office Receptionist</u> <input checked="" type="checkbox"/> Certificate <input type="checkbox"/> AA <input type="checkbox"/> AS <input type="checkbox"/> AAS	Gen Ed Area: _____ Applicable to: <input type="checkbox"/> AA/AS <input type="checkbox"/> AAS	Non-Award, Non-Gen-Ed Discipline Area: _____

PART 2: THE YEAR IN RETROSPECT

Program/Area Highlights (Including, wherever applicable, course completion, job placement, and licensing examination information)
For the Office Technology medical concentration, 42 certificates and degrees were awarded. Successfully attained SLOs 1-2.

Changes Made in Support of Student Learning
No changes were made.

PART 3: REPORT ON RECENT ASSESSMENT OF STUDENT LEARNING

Student Learning Outcome(s) Assessed <small>To add rows: right-click in cell below and select "Insert," "Insert Rows Above"</small>	Classes/Cohorts Assessed
Utilize medical office software applications.	OTEC 1175
Keyboard at 35 wpm or higher with 5 or fewer errors.	OTEC 1102

Measurement Tool(s) Used <i>To add rows: right-click in cell below and select "Insert," "Insert Rows Above"</i>	Enter X's for type of tool				Initial Achievement Target or Expectation
	Internal	External	Direct	Indirect	
Project: Using Medisoft (simulation software), the project consisted of several start-to-finish assignments taking a patient from the scheduling to the final charging/billing/payment for patients, as well as for insurance.					A grade of "C" or better.
Timed Writings: Average of three 5-minute timings.	X		X		A grade of "C" or better.

Assessment Findings
<ul style="list-style-type: none"> A total of 85 students completed OTEC 1175 during the fall 2016 and spring 2017 terms. A total of 72 students passed with a C or better. A total of 37 students completed OTEC 1102 during the fall 2016 and spring 2017 terms. A total of 27 students passed with a C or better.

Analysis and Interpretation of Assessment Findings
<ul style="list-style-type: none"> For OTEC 1102 the success rate was 73%. For OTEC 1175 the success rate was 85%.

Action Plan in Support of Student Learning
Continue tracking data from OTEC 1102 and OTEC 1175.

Please indicate with an X all of the following that characterize the types of changes described in the above action plan:

- | | | | |
|-------------------------------------------------|-------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------|
| <input type="checkbox"/> Pedagogical change | <input type="checkbox"/> Course revision | <input type="checkbox"/> Process revision | <input type="checkbox"/> Curricular revision |
| <input type="checkbox"/> Budgetary reallocation | <input type="checkbox"/> Faculty training/development | <input type="checkbox"/> Assessment criteria revision | <input type="checkbox"/> Assessment methodology revision |

Recommendations, Proposals, and/or Funding Requests

PART 4: ASSESSMENT CYCLE PLAN UPDATE (Copy and paste from original plan if unchanged)

Cycle Years	Description of Changes Made (if applicable)
Fall 16–Spr 21 Fall 16-Spr 21	1. Keyboard at 35 wpm or higher with 5 or fewer errors. (OTEC 1102—average of three timings) 2. Utilize medical office software applications.

Student Learning Outcomes	When Measured	Where Measured	How Measured
1. Utilize medical office software applications.	Fall 16-Spring 21	OTEC 1175	Project
2. Keyboard at 35 wpm or higher with 5 or fewer errors.	Fall 16-Spring 21	OTEC 1102	Timings