Program Outcome and Assessment(s)
2019-2020 Program Outcome (PO) Year End Reporting Form
Program Review Cycles - 2017-18

In response to SACSCOC 8.2, *"The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results …"*

Name of Program: | Medical Office Administration

Program Outcome #1: Program Retention, Fall to Fall

Baseline: 49.5 % (*Average of three years – 2012-13; 2013-14; 2014-15; <u>fall-to-fall</u> program retention*)
**Standard:**   50.4 % Fall to Fall *(2% increase from baseline)*
Target: 51.4 % Fall to Fall *(2% increase from standard)*

2019-2020 Action / Strategy Items:

Item #	Action / Strategy Items: *(Actions / strategies identified in the 2018-19 year-end report.)*	Results / Use of Results: *(Provide results of the action / strategy identified. Was the action / strategy successful? If not, did you want to continue this action / strategy going forward? If so, please include this action / strategy in the 2020-21 action / strategies table below.)*
1	Make further use of the Aviso software to connect with students/advisees using the many resources this software offers. This software really became effective Fall 2018, and the MOA department would like to use it more in-depth along with our new achievement coach to connect with students/advisees in order to help them be successful in their courses.	No, the Baseline, Standard, and Target outcomes were not met for the Medical Administration program. However, the Baseline was 49.5%, and the Program Retention was 48.7% which indicates only a 0.8% decrease. The Program Fall Enrollment Cohort did increase, but the Program Completers and Program Returners decreased. There was also an increase in the Program Non-Completers and the Program Transfers. Some of the instructors in the Medical and Office Administration Department feel the use of the Aviso software is working to connect with the students/advisees because when the software is used to send Early Alerts, texts, and other messages to the students, most students will reply and reply quickly. Strategies that have been discussed to help reach the target outcome include utilizing the new achievement coaches that have been assigned to the department. When instructors send an Early Alert to a student, a copy also

		automatically goes to the achievement coach who is assigned to the department. The achievement coach then tries to contact the student to further assist them to help them be successful in the class. The department feels the achievement coaches are a positive resource. This is an additional resource we did not previously have.

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Returners	Program Non-Completers	Program Transfers	Program Retention
Fall 2012-Fall 2013	189	19	73	88	9	48.7%
Fall 2013-Fall 2014	192	23	76	82	11	51.6%
Fall 2014-Fall 2015	168	28	53	78	9	48.2%
Fall 2015-Fall 2016	153	20	69	58	6	58.2%
Fall 2016-Fall2017	144	35	50	53	6	59.0%
Fall 2017-Fall 2018	113	21	55	34	3	67.3%
Fall 2018-Fall 2019	117	15	42	60	10	48.7%

Fall to Fall Program Retention, A25310
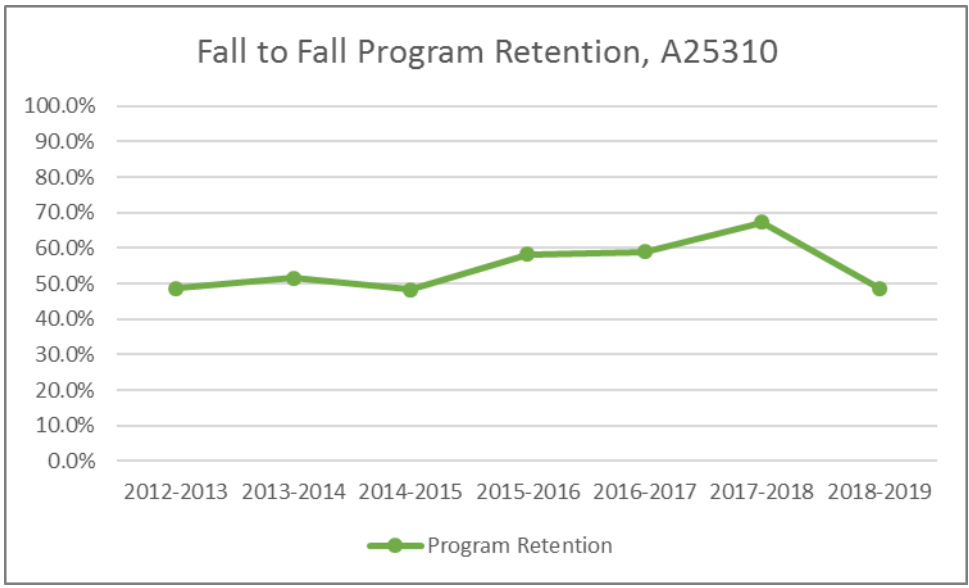
Provide narrative for analysis of program retention data *(Based on the data, provide a narrative of your analysis of fall to fall retention. Indicate factors that may have affected your retention. State any changes you plan to address for next year that may affect retention.)*

No, the Baseline, Standard, and Target outcomes were not met for the Medical Administration program. However, the Baseline was 49.5%, and the Program Retention was 48.7% which indicates only a 0.8% decrease. The Program Fall Enrollment Cohort did increase, but the Program Completers and Program Returners decreased. There was also an increase in the Program Non-Completers and the Program Transfers.

Provide narrative for analysis of program retention standard/target *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target?)*

We recommend to maintain the current baseline, standard, and target. No, the Baseline, Standard, and Target outcomes were not met for the Medical Administration program. However, the Baseline was 49.5%, and the Program Retention was 48.7% which indicates only a 0.8% decrease.

2020-2021 Action / Strategy Items:
(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action / Strategy Items *(Identify action items as a result of your program outcome assessment.)*	Target Date *(Identify your projected target date for completion of action items.)*	Assessment of Action Items *(State the method of assessment; how you plan to evaluate/assess the results of the action items.)*
1	Make further use of the Aviso software to connect with students/advisees using the many resources this software offers. This software really became effective Fall 2018, and the MOA department would like to use it more in-depth along with our new achievement coach to connect with students/advisees in order to help them be successful in their courses.	Annually, each semester (Fall & Spring)	After using the new Aviso software in 2018-2019 and 2019-2020, the MOA faculty plan to use this software to connect with students/advisees using the various features/methods in order to keep students connected which will help continue to improve the program's retention. The department faculty also plan to utilize the achievement coaches that have been assigned to our department in order to help students be more successful in reaching their goals. Assessment will be conducted by providing various reports the Aviso software provides.