

**Program Outcomes Assessment Follow-Up  
2022-2023 Program Outcome (PO) Year End Reporting Form**

**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

**Outcome #1: Enrollment (unduplicated)**

**Action Items from Program Review:**

<b>Item #</b>	<b>Action Items:</b> (Action item identified in the 2021-22 program review.)	<b>Results / Use of Results:</b> (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)
1	Revamp and provide updated media and video resources in OST 247 and OST 248 that coincides with the updated 2021 Coding Manuals. (Assessed by: Will use the end-of-the-semester Retention spreadsheets provided to us by the department’s administrative assistant to assess the number of successful students retained in OST 247 and OST248.)	<p>Using the end-of-the-semester Retention spreadsheets provided to us by the department’s administrative assistant, the following data shows the Enrollment for Fall 2021, Spring 2022, and Fall 2022.</p> <p>Enrollment for the OST 247 Procedure Coding course was as follows:            Fall 2021: 17            Spring 2022: 16            Fall 2022: 18            Total: 51</p> <p>This course is not offered during the summer semesters.</p> <p>Enrollment for the OST 248 Diagnostic Coding course was as follows:            Fall 2021: 22            Spring 2022: 10            Fall 2022: 12            Total: 44</p> <p>This course is not offered during the summer semesters.</p> <p>The overall total of Enrollment for OST 247 and OST 248 for these three semesters was 95.</p> <p>Using the data from these Retention spreadsheets does show that the Standard and Target were not met; additionally, the data in the Program Enrollment table below also shows that for 2021-2022 that Enrollment was at 172; however, this table is showing Total</p>

	Enrollment in the program, and the data from the Retention spreadsheets show the Enrollment in OST 247 and OST 248 for the three semesters mentioned above. Based on the data that Enrollment in these two classes remained stable from Fall 2021 through Fall 2022, we feel that revamping and providing updated media and video resources in OST 247 and OST 248 that coincided with the updated 2021 Coding Manuals was successful.
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**Baseline:** 168 # (Average of total enrollment for the last three years – 2018-19; 2019-20; 2020-21)  
**Standard:** 169 #  
**Target:** 170 #

### Program Enrollment

Program Enrollment (unduplicated)	
Academic Year (Fall, Spring, Summer)	Enrollment
2019-2020	162
2020-2021	162
2021-2022	172

### All Levels

### Enrollment by Ethnicity, Gender, and Age

Ethnicity & Gender	2019-2020		2020-2021		2021-2022	
	N	%	N	%	N	%
African American, Female	62	38.3%	51	31.5%	51	29.7%
American Indian/Alaskan Native, Female	2	1.2%	1	0.6%	1	0.6%
Asian, Female	1	0.6%	1	0.6%	2	1.2%
Caucasian, Female	62	38.3%	70	43.2%	76	44.2%
Hawaiian/Other Pacific Islander, Female	1	0.6%	0	0.0%	0	0.0%
Hispanic/Latino, Female	27	16.7%	33	20.4%	36	20.9%
Two or More Races, Female	3	1.9%	4	2.5%	3	1.7%
Unknown, Female	2	1.2%	1	0.6%	1	0.6%
<b>Female Total</b>	<b>160</b>	<b>98.8%</b>	<b>161</b>	<b>99.4%</b>	<b>170</b>	<b>98.8%</b>
African American, Male	1	0.6%	0	0.0%	0	0.0%
American Indian/Alaskan Native, Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male	1	0.6%	1	0.6%	2	1.2%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Male	0	0.0%	0	0.0%	0	0.0%
Unknown, Male	0	0.0%	0	0.0%	0	0.0%
<b>Male Total</b>	<b>2</b>	<b>1.2%</b>	<b>1</b>	<b>0.6%</b>	<b>2</b>	<b>1.2%</b>
<b>Total</b>	<b>162</b>	<b>100.0%</b>	<b>162</b>	<b>100.0%</b>	<b>172</b>	<b>100.0%</b>

Ethnicity & Age Range	2019-2020		2020-2021		2021-2022	
	N	%	N	%	N	%
African American, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Caucasian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Under the age of 18	0	0.0%	1	0.6%	0	0.0%
Unknown, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
<b>Under the age of 18 Total</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>0.6%</b>	<b>0</b>	<b>0.0%</b>
African American, 18-24	23	14.2%	14	8.6%	23	13.4%
American Indian/Alaskan Native, 18-24	1	0.6%	1	0.6%	1	0.6%
Asian, 18-24	1	0.6%	1	0.6%	1	0.6%
Caucasian, 18-24	19	11.7%	20	12.3%	31	18.0%
Hawaiian/Other Pacific Islander, 18-24	1	0.6%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	15	9.3%	17	10.5%	24	14.0%
Two or More Races, 18-24	2	1.2%	0	0.0%	2	1.2%
Unknown, 18-24	1	0.6%	1	0.6%	0	0.0%
<b>18-24 Total</b>	<b>63</b>	<b>38.9%</b>	<b>54</b>	<b>33.3%</b>	<b>82</b>	<b>47.7%</b>
African American, 25-44	29	17.9%	24	14.8%	19	11.0%
American Indian/Alaskan Native, 25-44	1	0.6%	0	0.0%	0	0.0%
Asian, 25-44	0	0.0%	0	0.0%	1	0.6%
Caucasian, 25-44	37	22.8%	42	25.9%	38	22.1%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	11	6.8%	16	9.9%	12	7.0%
Two or More Races, 25-44	0	0.0%	3	1.9%	1	0.6%
Unknown, 25-44	1	0.6%	0	0.0%	1	0.6%
<b>25-44 Total</b>	<b>79</b>	<b>48.8%</b>	<b>85</b>	<b>52.5%</b>	<b>72</b>	<b>41.9%</b>
African American, 45-64	11	6.8%	13	8.0%	9	5.2%
American Indian/Alaskan Native, 45-64	0	0.0%	0	0.0%	0	0.0%
Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
Caucasian, 45-64	7	4.3%	9	5.6%	9	5.2%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	1	0.6%	0	0.0%	0	0.0%
Two or More Races, 45-64	1	0.6%	0	0.0%	0	0.0%
Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
<b>45-64 Total</b>	<b>20</b>	<b>12.3%</b>	<b>22</b>	<b>13.6%</b>	<b>18</b>	<b>10.5%</b>
African American, 65+	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, 65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	0	0.0%	0	0.0%
Caucasian, 65+	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0%	0	0.0%	0	0.0%
<b>65+ Total</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>
<b>Total</b>	<b>162</b>	<b>100.0%</b>	<b>162</b>	<b>100.0%</b>	<b>172</b>	<b>100.0%</b>

**Provide narrative for analysis of program enrollment.** *(Is enrollment increasing or decreasing? What are possible reasons for increase/decrease? Describe any action plans to improve or increase program enrollment.)*

Using the data from these Retention spreadsheets does show that the Standard and Target were not met; additionally, the data in the Program Enrollment table above also shows that for 2021-2022 that Enrollment was at 172; however, this table is showing Total Enrollment in the program, and the data from the Retention spreadsheets show the Enrollment in OST 247 and OST 248 for the three semesters mentioned above. Based on the data that Enrollment in these two classes remained stable from Fall 2021 through Fall 2022, we feel that revamping and providing updated media and video resources in OST 247 and OST 248 that coincided with the updated 2021 Coding Manuals was successful.

**2023-2025 Action Items:**

<b>Item</b>	<b>Action Items</b> <i>(What actions can be taken to increase enrollment in your program?)</i>	<b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>
1	Created a new Virtual Medical Office Administration certificate which started Fall 2023.	Data will be collected to see how many students enrolled in this new Virtual Medical Office Administration certificate.

**Outcome #2: Retention****Action Items from Program Review:**

<b>Item #</b>	<b>Action Items:</b> <i>(Action item identified in the 2021-22 program review.)</i>	<b>Results / Use of Results:</b> <i>(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)</i>
1	Revamp and provide updated media and video resources in OST 247 and OST 248 that coincides with the updated 2021 Coding Manuals. (Assessed by: Will use the end-of-the-semester Retention spreadsheets provided to us by the department's administrative assistant to assess the number of successful students retained in OST 247 and OST248.)	<p>Using the end-of-the-semester Retention spreadsheets provided to us by the department's administrative assistant, the following data shows the Retention for Fall 2021, Spring 2022, and Fall 2022.</p> <p>Retention for the OST 247 Procedure Coding course was as follows:            Fall 2021: 16 (94%)            Spring 2022: 14 (88%)            Fall 2022: 13 (72%)            Total: 43</p> <p>This course is not offered during the summer semesters.</p> <p>Retention for the OST 248 Diagnostic Coding course was as follows:            Fall 2021: 21 (95%)            Spring 2022: 10 (100%)            Fall 2022: 10 (83%)            Total: 41</p> <p>This course is not offered during the summer semesters.</p> <p>The overall total of Retention for OST 247 and OST 248 for these three semesters was 84.</p> <p>Using the data percentages from these Retention spreadsheets does show that the Standard and Target were met; additionally, the data in the Retention Rate table below does show that from Fall 2021 to Fall 2022 that the Retention Rate was at 61.0% so we feel that revamping and providing updated media and video resources in OST 247 and OST 248 that coincided with the updated 2021 Coding Manuals was successful.</p>

**Baseline:** 57.5 % (Average of last three years – 2018-19; 2019-20; 2020-21; program retention)**Standard:** 58.5 %**Target:** 59.5 %

Fall to Fall	Retention Rate
Fall 2019 to Fall 2020	57.5%
Fall 2020 to Fall 2021	62.1%
Fall 2021 to Fall 2022	61.0%

**All Levels****Retention by Ethnicity, Gender, and Age**

Ethnicity & Gender	Fall 2019 to Fall 2020		Fall 2020 to Fall 2021		Fall 2021 to Fall 2022	
	N	%	N	%	N	%
African American, Female	21	34.4%	22	30.6%	15	19.5%
American Indian/Alaskan Native, Female	2	3.3%	1	1.4%	1	1.3%
Asian, Female	1	1.6%	1	1.4%	1	1.3%
Caucasian, Female	22	36.1%	32	44.4%	40	51.9%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	13	21.3%	16	22.2%	19	24.7%
Two or More Races, Female	1	1.6%	0	0.0%	1	1.3%
Unknown, Female	0	0.0%	0	0.0%	0	0.0%
<b>Female Total</b>	<b>60</b>	<b>98.4%</b>	<b>72</b>	<b>100.0%</b>	<b>77</b>	<b>100.0%</b>
African American, Male	1	1.6%	0	0.0%	0	0.0%
American Indian/Alaskan Native, Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Male	0	0.0%	0	0.0%	0	0.0%
Unknown, Male	0	0.0%	0	0.0%	0	0.0%
<b>Male Total</b>	<b>1</b>	<b>1.6%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>
<b>Total</b>	<b>61</b>	<b>100.0%</b>	<b>72</b>	<b>100.0%</b>	<b>77</b>	<b>100.0%</b>

Ethnicity & Age Range	Fall 2019 to Fall 2020		Fall 2020 to Fall 2021		Fall 2021 to Fall 2022	
	N	%	N	%	N	%
African American, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Caucasian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Unknown, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
<b>Under the age of 18 Total</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>
African American, 18-24	4	6.6%	6	8.3%	7	9.1%
American Indian/Alaskan Native, 18-24	1	1.6%	1	1.4%	1	1.3%
Asian, 18-24	1	1.6%	1	1.4%	1	1.3%
Caucasian, 18-24	3	4.9%	10	13.9%	16	20.8%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	5	8.2%	8	11.1%	13	16.9%
Two or More Races, 18-24	1	1.6%	0	0.0%	1	1.3%
Unknown, 18-24	0	0.0%	0	0.0%	0	0.0%
<b>18-24 Total</b>	<b>15</b>	<b>24.6%</b>	<b>26</b>	<b>36.1%</b>	<b>39</b>	<b>50.6%</b>
African American, 25-44	12	19.7%	10	13.9%	3	3.9%
American Indian/Alaskan Native, 25-44	1	1.6%	0	0.0%	0	0.0%
Asian, 25-44	0	0.0%	0	0.0%	0	0.0%
Caucasian, 25-44	17	27.9%	20	27.8%	19	24.7%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	8	13.1%	8	11.1%	6	7.8%
Two or More Races, 25-44	0	0.0%	0	0.0%	0	0.0%
Unknown, 25-44	0	0.0%	0	0.0%	0	0.0%
<b>25-44 Total</b>	<b>38</b>	<b>62.3%</b>	<b>38</b>	<b>52.8%</b>	<b>28</b>	<b>36.4%</b>
African American, 45-64	6	9.8%	6	8.3%	5	6.5%
American Indian/Alaskan Native, 45-64	0	0.0%	0	0.0%	0	0.0%
Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
Caucasian, 45-64	2	3.3%	2	2.8%	5	6.5%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 45-64	0	0.0%	0	0.0%	0	0.0%
Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
<b>45-64 Total</b>	<b>8</b>	<b>13.1%</b>	<b>8</b>	<b>11.1%</b>	<b>10</b>	<b>13.0%</b>
African American, 65+	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, 65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	0	0.0%	0	0.0%
Caucasian, 65+	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0%	0	0.0%	0	0.0%
<b>65+ Total</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>
<b>Total</b>	<b>61</b>	<b>100.0%</b>	<b>72</b>	<b>100.0%</b>	<b>77</b>	<b>100.0%</b>

**Provide narrative for analysis of program retention data.** *(Based on the data, provide a narrative of your analysis of retention. Indicate factors that may have affected your retention. State any changes you plan to make to improve retention.)*

Using the data percentages from these Retention spreadsheets does show that the Standard and Target were met; additionally, the data in the Retention Rate table above does show that from Fall 2021 to Fall 2022 that the Retention Rate was at 61.0% so we feel that revamping and providing updated media and video resources in OST 247 and OST 248 that coincided with the updated 2021 Coding Manuals was successful.

**2023-2025 Action Items:**

<b>Item</b>	<b>Action Items</b> <i>(What actions can be taken to increase program retention?)</i>	<b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>
1	Created a new Virtual Medical Office Administration certificate which started Fall 2023.	Data will be collected to see how many students enrolled in this new Virtual Medical Office Administration certificate.



**Outcome #3: Completers (unduplicated by highest level of attainment)****Action Items from Program Review:**

Item #	Action Items: (Action item identified in the 2021-22 program review.)	Results / Use of Results: (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)
1	Revamp and provide updated media and video resources in OST 247 and OST 248 that coincides with the updated 2021 Coding Manuals. (Assessed by: Will use the end-of-the-semester Retention spreadsheets provided to us by the department's administrative assistant to assess the number of successful completers in OST 247 and OST 248.)	<p>Using the end-of-the-semester Retention spreadsheets provided to us by the department's administrative assistant, the following data shows the Completers for Fall 2021, Spring 2022, and Fall 2022.</p> <p>Completers for the OST 247 Procedure Coding course were as follows:            Fall 2021: 16 (94%)            Spring 2022: 14 (88%)            Fall 2022: 13 (72%)            Total: 43</p> <p>This course is not offered during the summer semesters.</p> <p>Completers for the OST 248 Diagnostic Coding course were as follows:            Fall 2021: 21 (95%)            Spring 2022: 10 (100%)            Fall 2022: 10 (83%)            Total: 41</p> <p>This course is not offered during the summer semesters.</p> <p>The overall total of Completers for OST 247 and OST 248 for these three semesters was 84.</p> <p>Using the data from these Retention spreadsheets does show that the Standard and Target were met; additionally, the data in the Number of Completers table below does show that from 2021-2022 that the Total Completers was at 69 and 2022-2023 was at 50 so we feel so we feel that revamping and providing updated media and video resources in OST 247 and OST 248 that coincided with the updated 2021 Coding Manuals was successful.</p>

**Baseline:** 60 # (Average of total completers for the last three years – 2019-20; 2020-21; 2021-22)**Standard:** 61 #**Target:** 62 #

<b>Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring</b>	
<b>Graduation Year</b>	<b>Total Completers</b>
2020-2021	58
2021-2022	69
2022-2023	50

**All Levels****Completers by Ethnicity, Gender, and Age**

Ethnicity & Gender	2020-2021		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Female	20	34.5%	13	18.8%	12	24.0%
American Indian/Alaskan Native, Female	0	0.0%	0	0.0%	0	0.0%
Asian, Female	1	1.7%	1	1.4%	0	0.0%
Caucasian, Female	25	43.1%	42	60.9%	26	52.0%
Hawaiian/Other Pacific Islander, Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	12	20.7%	13	18.8%	12	24.0%
Two or More Races, Female	0	0.0%	0	0.0%	0	0.0%
Unknown, Female	0	0.0%	0	0.0%	0	0.0%
<b>Female Total</b>	<b>58</b>	<b>100.0%</b>	<b>69</b>	<b>100.0%</b>	<b>50</b>	<b>100.0%</b>
African American, Male	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, Male	0	0.0%	0	0.0%	0	0.0%
Asian, Male	0	0.0%	0	0.0%	0	0.0%
Caucasian, Male	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, Male	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Male	0	0.0%	0	0.0%	0	0.0%
Two or More Races, Male	0	0.0%	0	0.0%	0	0.0%
Unknown, Male	0	0.0%	0	0.0%	0	0.0%
<b>Male Total</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>
<b>Total</b>	<b>58</b>	<b>100.0%</b>	<b>69</b>	<b>100.0%</b>	<b>50</b>	<b>100.0%</b>

Ethnicity & Age Range Table	2020-2021		2021-2022		2022-2023	
	N	%	N	%	N	%
African American, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Asian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Caucasian, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Under the age of 18	0	0.0%	0	0.0%	1	2.0%
Two or More Races, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
Unknown, Under the age of 18	0	0.0%	0	0.0%	0	0.0%
<b>Under the age of 18 Total</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>2.0%</b>
African American, 18-24	4	6.9%	4	5.8%	4	8.0%
American Indian/Alaskan Native, 18-24	0	0.0%	0	0.0%	0	0.0%
Asian, 18-24	1	1.7%	1	1.4%	0	0.0%
Caucasian, 18-24	7	12.1%	14	20.3%	9	18.0%
Hawaiian/Other Pacific Islander, 18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	5	8.6%	5	7.2%	5	10.0%
Two or More Races, 18-24	0	0.0%	0	0.0%	0	0.0%
Unknown, 18-24	0	0.0%	0	0.0%	0	0.0%
<b>18-24 Total</b>	<b>17</b>	<b>29.3%</b>	<b>24</b>	<b>34.8%</b>	<b>18</b>	<b>36.0%</b>
African American, 25-44	8	13.8%	5	7.2%	4	8.0%
American Indian/Alaskan Native, 25-44	0	0.0%	0	0.0%	0	0.0%
Asian, 25-44	0	0.0%	0	0.0%	0	0.0%
Caucasian, 25-44	16	27.6%	22	31.9%	12	24.0%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	7	12.1%	8	11.6%	6	12.0%
Two or More Races, 25-44	0	0.0%	0	0.0%	0	0.0%
Unknown, 25-44	0	0.0%	0	0.0%	0	0.0%
<b>25-44 Total</b>	<b>31</b>	<b>53.4%</b>	<b>35</b>	<b>50.7%</b>	<b>22</b>	<b>44.0%</b>
African American, 45-64	8	13.8%	4	5.8%	4	8.0%
American Indian/Alaskan Native, 45-64	0	0.0%	0	0.0%	0	0.0%
Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
Caucasian, 45-64	2	3.4%	6	8.7%	5	10.0%
Hawaiian/Other Pacific Islander, 45-64	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 45-64	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 45-64	0	0.0%	0	0.0%	0	0.0%
Unknown, 45-64	0	0.0%	0	0.0%	0	0.0%
<b>45-64 Total</b>	<b>10</b>	<b>17.2%</b>	<b>10</b>	<b>14.5%</b>	<b>9</b>	<b>18.0%</b>
African American, 65+	0	0.0%	0	0.0%	0	0.0%
American Indian/Alaskan Native, 65+	0	0.0%	0	0.0%	0	0.0%
Asian, 65+	0	0.0%	0	0.0%	0	0.0%
Caucasian, 65+	0	0.0%	0	0.0%	0	0.0%
Hawaiian/Other Pacific Islander, 65+	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 65+	0	0.0%	0	0.0%	0	0.0%
Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0%	0	0.0%	0	0.0%
<b>65+ Total</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>
<b>Total</b>	<b>58</b>	<b>100.0%</b>	<b>69</b>	<b>100.0%</b>	<b>50</b>	<b>100.0%</b>

**Provide narrative for analysis of completers.** *(Based on the data, provide a narrative of your analysis of completions. Indicate factors that may have affected your completions. How might you increase the number of completers in your program?)*

Using the data from these Retention spreadsheets does show that the Standard and Target were met; additionally, the data in the Number of Completers table above does show that from 2021-2022 that the Total Completers was at 69 and 2022-2023 was at 50 so we feel so we feel that revamping and providing updated media and video resources in OST 247 and OST 248 that coincided with the updated 2021 Coding Manuals was successful.

#### 2023-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase student completion in your program?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Created a new Virtual Medical Office Administration certificate which started Fall 2023.	Data will be collected to see how many students enrolled in this new Virtual Medical Office Administration certificate.

#### Approvals

- Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
- Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date: Dorothy Moore 9/25/2023

Department Chair, Dean, Director, and/or AVP / Date: Tracy M. Schmeltzer 9/25/2023