Program Outcomes Assessment Follow-Up 2023-2024 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 Ite	Action Items from 2022-23 Program Outcome Year-End Report:					
Item #	Action Items: (Action item identified in the	Results / Use of Results: (Provide results of the action				
	2022-23 program outcome year-end	item identified. Was the action item successful? If not,				
	report.)	did you want to continue this action item going				
		forward? If so, please include this action item in the				
		2024-2025 action items table below.)				
1	Created a new Virtual Medical Office	The Medical Office Administration/Virtual Office				
	Administration certificate which started	Administration certificate (C25310VO) and the Office				
	Fall 2023. (Assessed by: Data will be	Administration/Virtual Office Administration certificate				
	collected to see how many students	(C25370VO) were implemented Fall 2023. These				
	enrolled in this new Virtual Medical Office	certificates were created on recommendations from				
	Administration certificate.)	the Medical and Office Administration's Advisory				
		Committee. Below is the enrollment numbers				
		received from the Office of Institutional Effectiveness				
		since the certificates were implemented:				
		Fall 2023: 1 (C25310VO)); 1 (C25370VO)				
		Spring 2024: 1 (C25310VO)); 1 (C25370VO)				
		Summer 2024: 0 (C25310VO), 1 (C25370VO)				
		However, due to students adding programs of study				
		(stackable credentials), there were actually a total of				
		12 graduates from these two certificate programs.				
		There were 8 C25310VO graduates, and there were 4				
		C25370VO graduates. These two certificate programs				
		are identical but had to have separate names.				
		The standard and target enrollment were not met in				
		these certificates; however, the enrollment number in				
		the Program Enrollment table below for 2022-2023				
		(149) is showing enrollment for the Medical Office				
		Administration program and not just the Medical				
		Office Administration/Virtual Office Administration				
		certificate. We feel that this action item was				
		successful due to the certificates being new and just				
		being implemented Fall 2023.				

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				
2020-2021	162				
2021-2022	172				
2022-2023	149				

All Levels

Enrollment by Ethnicity, Gender, and Age

Ethnicity & Gender Table

	2020-2021		2021-2022		2022-2023	
Ethnicity & Gender	N	%	N	%	N	%
African American, Female	51	31.5%	51	29.7%	53	35.6%
American Indian/Alaskan Native,						
Female	1	0.6%	1	0.6%	3	2.0%
Asian, Female	1	0.6%	2	1.2%	1	0.7%
Caucasian, Female	70	43.2%	76	44.2%	51	34.2%
Hawaiian/Other Pacific Islander,						
Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	33	20.4%	36	20.9%	35	23.5%
Two or More Races, Female	4	2.5%	3	1.7%	2	1.3%
Unknown, Female	1	0.6%	1	0.6%	2	1.3%
Female Total	161	99.4%	170	98.8%	147	98.7%
African American, Male	0	0.0%	0	0.0%	1	0.7%
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%	2	1.2%	1	0.7%
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%
Male Total	1	0.6%	2	1.2%	2	1.3%
Total	162	100.0%	172	100.0%	149	100.0%

Ethnicity & Age Range Table

Ethnicity & Age Range African American, Under the age of 18 African American, Under the age of 18 American indian/Alaskan Native, Under the age of 18 0 0,0% 0 0,0% 0 0,0% 0 0,0% Caucasian, Under the age of 18 0 0,0% 0 0,0% 0 0,0% 0 0,0% Caucasian, Under the age of 18 0 0,0% 0 0,0% 0 0,0% 0 0,0% Caucasian, Under the age of 18 10 0,0% 0 0,0% 0 0,0% 0 0,0% Caucasian, Under the age of 18 11 0,0% 0 0,0% 0 0,0% 0 0,0% Two or More Races, Under the age of 18 11 0,6% 0 0,0% 0 0,0% Caucasian, Under the age of 18 12 0,0% 0 0,0% 0 0,0% 0 0,0% Caucasian, Under the age of 18 13 0,0% 0 0,0% 0 0,0% 0 0,0% Caucasian, Under the age of 18 14 0,6% 0 0,0% 0 0,0% Caucasian, Under the age of 18 Caucasian, Under the age of 18 Total 1 0,6% 0 0,0% 1 0,7% Caucasian, Under the age of 18 Total 1 0,6% 0 0,0% 1 0,7% Caucasian, 18-24 Caucasian, 18-24 11 0,6% 1 0,6% 1 0,6% 1 0,7% Caucasian, 18-24 11 0,6% 1 0,6% 1 0,6% 1 0,7% Caucasian, 18-24 11 0,6% 1 0,6% 1 0,6% 1 0,7% Caucasian, 18-24 Caucasian, 18-24 11 0,6% 1 0,0% 0 0,0% Caucasian, 18-24							
African American, Under the age of 18 American Indian/Alaskan Native, Under the age of 18 O 0,0% 0 0		2020-2021		2021-2022		2022-	-2023
18 American Indian/Alaskan Native, Under the age of 18		N	%	N	%	N	%
Under the age of 18 Asian, Under the age of 18 Caucasian, Under the age of 18 O O O O O O O O O O O O O O O O O O O	18	0	0.0%	0	0.0%	0	0.0%
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Hawalian/Other Pacific Islander, Under the age of 18				· ·			
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Unknown, Under the age of 18	Two or More Races, Under the age	0	0.0%	0	0.0%	0	0.0%
Under the age of 18 Total	of 18	1	0.6%	0	0.0%	0	0.0%
African American, 18-24 American Indian/Alaskan Native, 18-24	Unknown, Under the age of 18						,
American Indian/Alaskan Native, 18-24 1 0.6% 1 0.6% 1 0.7% Asian, 18-24 1 0.6% 1 0.6% 0 0.0% Caucasian, 18-24 20 12.3% 31 18.0% 23 15.4% Hawaiian/Other Pacific Islander, 18-24 17 10.5% 24 14.0% 26 17.4% Two or More Races, 25-44 0 0.0% 0 0.0% 1 0.7% Asian, 25-44 0 0.0% 0 0.0% 1 0.7% 14.8% 19.9% 12 14.1% African American, 25-44 0 0.0% 0 0.0% 1 0.7% 14.8% 19.9% 12 0.0% 0 0.0% 1 0.7% 14.1% Asian, 45-64 Asian, 45-64 Asian, 45-64 Total African American, 65+ Amaeincan Indian/Alaskan Native, 65-64 National Asian, 65+ 100 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.7% 10.7% 11.0%			0.6%	0		•	0.7%
Asian, 18-24	American Indian/Alaskan Native,	14	8.6%	23	13.4%	27	18.1%
Caucasian, 18-24 Hawaiian/Other Pacific Islander, 18-24 Hawaiian/Other Pacific Islander, 18-24 Hispanic/Latino, 18-24 Two or More Races, 18-24 Unknown, 18-24 10,0% 21,12% 11,0% 26,17.4% Two or More Races, 18-24 Unknown, 18-24 11,0.6% 22,1.2% 11,0.7% 18-24 Total 10,6% 0,0.0% 11,0.7% African American, 25-44 American Indian/Alaskan Native, 25-44 Asian, 25-44 Hispanic/Latino, 25-44 10,0.0% 11,0.6% 10,0.0% 11,0.6% 10,0.0% 11,0.6% 10,0.0% 11,0.6% 10,0.0% 11,0.6% 10,0.0% 11,0.6% 10,0.0% 11,0.6% 10,0.0% 11,0.6% 10,0.0% 11,0.6% 10,0.0% 11,0.6% 10,0.0% 11,0.6% 10,0.0% 11,0.6% 10,0.0% 11,0.6% 10,0.0% 11,0.6% 10,0.0% 11,0.6% 11,0.6% 11,0.7% 18-24-10tal 18-24-10tal 18-24-10tal 18-24-10tal 18-24-10tal 18-25-25% 12,0.0% 12,0.0% 13,0.0% 14,0.0% 14,0.0% 15,0.0% 16,0.0% 17,0.0% 18,0.0% 19,0.0% 10,0.0% 11,		-				-	-
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Hispanic/Latino, 18-24 17 10.5% 24 14.0% 26 17.4% Two or More Races, 18-24 0 0.0% 2 1.2% 1 0.7% Unknown, 18-24 1 0.6% 0 0.0% 1 0.7% 1 0.7% 1 0.6% 0 0.0% 1 0.7% 1 0.7% African American, 25-44 0 0.0% 0 0.0% 1 0.7% 25.30% African American, 25-44 0 0.0% 0 0.0% 1 0.7% 25.30% African American Indian/Alaskan Native, 25-44 0 0.0% 0 0.0% 1 0.6% 0 0.0% 1 0.7% Asian, 25-44 0 0.0% 0 0.0% 1 0.6% 0 0.0% 1 0.7% Asian, 25-44 0 0.0% 0 0.0% 1 0.6% 0 0.0% 1 0.0% 1 0.7% 1 0.6% 0 0.0% 1 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.7% 1 0.6% 0 0.0% 1 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.0% 0 0.0% 0 0.0% 1 0.6% 0 0.0% 1 0.0% 0 0.0% 1 0.0% 0 0.0% 1 0.0% 1 0.7% 1 0.6% 0 0.0% 1 0.0% 1 0.6% 0 0.0% 1 0.0% 1 0.6% 0 0.0% 1 0.0% 1 0.6% 0 0.0% 1 0.6% 0 0.0% 1 0.6% 0 0.0% 1 0.6% 0 0.0% 1 0.6% 0 0.0% 1 0.6% 0 0.0% 1 0.6% 0 0.0% 1 0.6% 0 0.0% 1 0.6% 0 0.0% 1 0.6% 0 0.0% 1 0.6% 0 0.0% 1 0.6% 0 0.0% 1 0.6% 1 0.7% 1 0.6% 1 0.6% 1 0.7% 1 0.6% 1 0.6% 1 0.7% 1 0.6% 1 0.6% 1 0.7% 1 0.6% 1 0.6% 1 0.6% 1 0.6% 1 0.7% 1 0.6% 1	· ·	20	12.3%	31	18.0%	23	15.4%
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Unknown, 18-24	Hispanic/Latino, 18-24	17	10.5%	24	14.0%	26	17.4%
18-24 Total 54 33.3% 82 47.7% 79 53.0%	The state of the s	0	0.0%	2	1.2%	1	0.7%
African American, 25-44 American Indian/Alaskan Native, 25-44 0 0.0% 0 0.0% 1 0.6% 0 0.0% Caucasian, 25-44 0 0 0.0% 1 0.6% 0 0.0% Caucasian, 25-44 4 42 25.9% 38 22.1% 21 14.1% Hawaiian/Other Pacific Islander, 25-44 Two or More Races, 25-44 16 9.9% 12 7.0% 8 5.4% Unknown, 25-44 0 0.0% 1 0.6% 0 0.0% Unknown, 45-64 0 0.0% 1 0.6% 0 0.0% 45-64 Total 22 13.6% 18 10.5% 16 10.7% Unknown, 45-64 0 0.0% 0 0.0% 0 0.0% 45-64 Total 22 13.6% 18 10.5% 16 10.7% African American, 65+ American Indian/Alaskan Native, 45-64 African American, 45-64 0 0.0% 0 0.0% 0 0.0% Unknown, 45-64 0 0.0% 0 0.0% 0 0.0% 45-64 Total 22 13.6% 18 10.5% 16 10.7% African American, 65+ American Indian/Alaskan Native, 45-64 0 0.0% 0 0.0% 0 0.0% 45-64 Total 22 13.6% 18 10.5% 16 10.7% African American, 65+ American Indian/Alaskan Native, 65+ American Indian/Alaskan Native, 65+ American Indian/Alaskan Native, 65+ Bispanic/Latino, 65+ D 0.0% 0 0.0% 0 0.0% D 0.0%	Unknown, 18-24	1	0.6%	0	0.0%	1	0.7%
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Asian, 25-44 Asian, 25-44 Asian, 25-44 Asian, 25-44 Auaiian/Other Pacific Islander, 25-44 Algorithms and the pacific Islander, 25-44 Asian, 45-64 Asian, 65+ A	•	24	14.8%	19	11.0%	21	14.1%
Caucasian, 25-44 Hawaiian/Other Pacific Islander, 25- 44 Hispanic/Latino, 25-44 Hispanic/Latino, 25-44 Two or More Races, 25-44 American Indian/Other Pacific Islander, 45- 64 Hispanic/Latino, 45-64 Caucasian, 45-64 Caucasian, 45-64 Caucasian, 45-64 Hispanic/Latino, 45-64 Caucasian, 45-64 Cauca	25-44	0	0.0%	0	0.0%	1	0.7%
Hawaiian/Other Pacific Islander, 25-44 Hispanic/Latino, 25-44 Hispanic/Latino, 25-44 Howaiian/Other Races, 25-44 Howaiian/Other Pacific Islander, 45-64 Hispanic/Latino, 45-64 Hispanic/Latino, 25-45 Hispanic/Latino, 25-44 Double Hispanic/Latino, 25-44 Double Hispanic/Latino, 25-44 Double Hispanic/Latino, 45-64 Arican American, 45-64 Asian, 45-64 Double Hispanic/Latino, 65+	Asian, 25-44	0	0.0%	1	0.6%	0	0.0%
Hispanic/Latino, 25-44		42	25.9%	38	22.1%	21	14.1%
Two or More Races, 25-44	44	0	0.0%	0	0.0%	0	0.0%
Unknown, 25-44	Hispanic/Latino, 25-44	16	9.9%	12	7.0%	8	5.4%
African American, 45-64	Two or More Races, 25-44	3	1.9%	1	0.6%	1	0.7%
African American, 45-64 13 8.0% 9 5.2% 6 4.0% American Indian/Alaskan Native, 45-64 0 0.0% 0 0.0% 1 0.7% Asian, 45-64 0 0.0% 0 0.0% 0 0.0% 0 Caucasian, 45-64 9 5.6% 9 5.2% 8 5.4% Hawaiian/Other Pacific Islander, 45-64 0 0.0% 0 0.0% 0 0.0% 0 0.0% Hispanic/Latino, 45-64 0 0.0%	Unknown, 25-44	0	0.0%	1	0.6%	0	0.0%
American Indian/Alaskan Native, 45-64 Asian, 45-64 O O O O O O O O O O O O O O O O O O O	25-44 Total	85	52.5%	72	41.9%	52	34.9%
Asian, 45-64 Caucasian, 45-64 Hawaiian/Other Pacific Islander, 45-64 Hispanic/Latino, 45-64 Two or More Races, 45-64 O 0.0%		13	8.0%	9	5.2%	6	4.0%
Caucasian, 45-64 9 5.6% 9 5.2% 8 5.4% Hawaiian/Other Pacific Islander, 45-64 0 0.0%	45-64	0	0.0%	0	0.0%	1	0.7%
Hawaiian/Other Pacific Islander, 45-64 Hispanic/Latino, 45-64 Two or More Races, 45-64 O O O O O O O O O O O O O	Asian, 45-64	0	0.0%	0	0.0%	0	0.0%
64 0 0.0% 0 0.0% 0 0.0% Hispanic/Latino, 45-64 0 0.0% 0 0.0% 1 0.7% Two or More Races, 45-64 0 0.0% 0 0.0% 0 0.0% 0 0.0% Unknown, 45-64 0 0.0%	· ·	_	5.6%	9	5.2%	8	5.4%
Hispanic/Latino, 45-64			0.00/		0.00/		0.00/
Two or More Races, 45-64							
Unknown, 45-64 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% African American, 65+ American Indian/Alaskan Native, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% Asian, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.7% Hawaiian/Other Pacific Islander, 65+ 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 0 0.0% 1 0.0%	· '						
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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%	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% 65+ Total 0 0.0% 0 0.0% 1 0.7%							
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65+ Total 0 0.0% 0 0.0% 1 0.7%	· ·						
	·						
						149	

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.)

The standard and target enrollment were not met in these certificates; however, the enrollment number in the Program Enrollment table above for 2022-2023 (149) is showing enrollment for the Medical Office Administration program and not just the Medical Office Administration/Virtual Office Administration certificate. We feel that this action item was successful due to the certificates being new and just being implemented Fall 2023. The Medical and Office Administration department plans to advertise these certificates both on social media and in our classes to help increase enrollment.

2024-2025 Action Items:

Item	Action Items (What actions can be taken	Assessment of Action Items (How will you assess the
	to increase enrollment in your program?)	results of action items?)
1	Created a new Virtual Medical Office	Data will be collected to see how many students
	Administration certificate which started	enrolled in this new Virtual Medical Office
	Fall 2023. We will work to expand	Administration certificate during this time.
	enrollment, retention, completers in this	
	upcoming year.	

Outcome #2: Retention

Action Items from 2022-23 Program Outcome Year-End Report:
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Item#	Action Items: (Action item identified in the	Results / Use of Results: (Provide results of the action
	2022-23 program outcome year-end	item identified. Was the action item successful? If not,
	report.)	did you want to continue this action item going
		forward? If so, please include this action item in the
		2024-2025 action items table below.)
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	Administration certificate which started	Administration certificate (C25310VO) and the Office
	Fall 2023. (Assessed by: Data will be	Administration/Virtual Office Administration certificate
	collected to see how many students	(C25370VO) were implemented Fall 2023. These
	enrolled in this new Virtual Medical Office	certificates were created on recommendations from
	Administration certificate.)	the Medical and Office Administration's Advisory
		Committee. Below is the enrollment numbers
		received from the Office of Institutional Effectiveness
		since the certificates were implemented:
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		Summer 2024: 0 (C25310VO), 1 (C25370VO)
		However, due to students adding programs of study
		(stackable credentials), there were a total of 12
		graduates from these two certificate programs. There
		were 8 C25310VO graduates, and there were 4
		C25370VO graduates. These two certificate programs
		are identical but had to have separate names.
		Having 12 graduates from these certificates, we feel
		the standard and target retention was met in these
		certificates. We feel that this action item was
		successful due to the certificates being new and just
		being implemented Fall 2023.

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 2020 to Fall 2021	62.1%
Fall 2021 to Fall 2022	61.0%
Fall 2022 to Fall 2023	55.7%

All Levels

Retention by Ethnicity, Gender, and Age

Ethnicity & Gender Table

			Fall 202	Fall 2021 to Fall		Fall 2022 to Fall	
	Fall 2020 to Fall 2021		2022		2023		
Ethnicity & Gender	N	%	N	%	N	%	
African American, Female	22	30.6%	15	19.5%	23	35.9%	
American Indian/Alaskan Native,							
Female	1	1.4%	1	1.3%	1	1.6%	
Asian, Female	1	1.4%	1	1.3%	0	0.0%	
Caucasian, Female	32	44.4%	40	51.9%	19	29.7%	
Hawaiian/Other Pacific Islander,							
Female	0	0.0%	0	0.0%	0	0.0%	
Hispanic/Latino, Female	16	22.2%	19	24.7%	18	28.1%	
Two or More Races, Female	0	0.0%	1	1.3%	1	1.6%	
Unknown, Female	0	0.0%	0	0.0%	0	0.0%	
Female Total	72	100.0%	77	100.0%	62	96.9%	
African American, Male	0	0.0%	0	0.0%	1	1.6%	
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%	1	1.6%	
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%	
Male Total	0	0.0%	0	0.0%	2	3.1%	
Total	72	100.0%	77	100.0%	64	100.0%	

Ethnicity & Age Range Table

			Fall 202	1 to Fall	Fall 202	2 to Fall
	Fall 2020 to Fall 2021		Fall 2021 to Fall 2022		2023	
Ethnicity & Age Range	N	%	N	%	N	%
African American, Under the age		0.00/	0	0.00/		0.00/
of 18 American Indian/Alaskan Native.	0	0.0%	0	0.0%	0	0.0%
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	U	0.076	U	0.070	U	0.070
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%
Under the age of 18 Total	0	0.0%	0	0.0%	0	0.0%
African American, 18-24	6	8.3%	7	9.1%	12	18.8%
American Indian/Alaskan Native, 18-24	4	4 40/	4	4.00/	4	4.00/
Asian, 18-24	1 1	1.4% 1.4%	1 1	1.3% 1.3%	1 0	1.6% 0.0%
Caucasian, 18-24	10	13.9%	16	20.8%	10	15.6%
Hawaiian/Other Pacific Islander,	10	13.370	10	20.070	10	13.070
18-24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	8	11.1%	13	16.9%	12	18.8%
Two or More Races, 18-24	0	0.0%	1	1.3%	1	1.6%
Unknown, 18-24	0	0.0%	0	0.0%	0	0.0%
18-24 Total	26	36.1%	39	50.6%	36	56.3%
African American, 25-44	10	13.9%	3	3.9%	8	12.5%
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	20	27.8%	19	24.7%	6	9.4%
Hawaiian/Other Pacific Islander,						
25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	8	11.1%	6	7.8%	5	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%
25-44 Total	38	52.8%	28	36.4%	19	29.7%
African American, 45-64 American Indian/Alaskan Native,	6	8.3%	5	6.5%	4	6.3%
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	2.8%	5	6.5%	4	6.3%
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%	1	1.6%
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%
45-64 Total African American, 65+	8	11.1% 0.0%	10 0	13.0% 0.0%	9	14.1% 0.0%
American Indian/Alaskan Native,	U	0.076	U	0.076	U	0.076
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+ Unknown, 65+	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0% 0.0%
65+ Total	0	0.0%	0	0.0%	0	0.0%
Total	72	100.0%	77	100.0%	64	100.0%
Total	12	100.070		100.070	O-T	100.070

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.)

Having 12 graduates from these certificates, we feel the standard and target retention was met in these certificates. We feel that this action item was successful due to the certificates being new and just being implemented Fall 2023. The Medical and Office Administration department plans to advertise these certificates both on social media and in our classes to help increase enrollment.

2024-2025 Action Items:

Item	Action Items (What actions can be taken	Assessment of Action Items (How will you assess the
	to increase program retention?)	results of action items?)
1	Created a new Virtual Medical Office	Data will be collected to see how many students
	Administration certificate which started	enrolled and were retained in this new Virtual Medical
	Fall 2023. We will work to expand	Office Administration certificate during this time.
	enrollment, retention, completers in this	
	upcoming year.	

Outcome #3: Completers (unduplicated by highest level of attainment)

Action Ite	tion Items from 2022-23 Program Outcome Year-End Report:					
Item#	Action Items: (Action item identified in the	Results / Use of Results: (Provide results of the action				
	2022-23 program outcome year-end	item identified. Was the action item successful? If not,				
	report.)	did you want to continue this action item going				
		forward? If so, please include this action item in the				
		2024-2025 action items table below.)				
1	Created a new Virtual Medical Office	The Medical Office Administration/Virtual Office				
	Administration certificate which started	Administration certificate (C25310VO) and the Office				
	Fall 2023. (Assessed by: Data will be	Administration/Virtual Office Administration certificate				
	collected to see how many students	(C25370VO) were implemented Fall 2023. These				
	enrolled in this new Virtual Medical Office	certificates were created on recommendations from				
	Administration certificate.)	the Medical and Office Administration's Advisory				
		Committee. Below is the enrollment numbers				
		received from the Office of Institutional Effectiveness				
		since the certificates were implemented:				
		Fall 2023: 1 (C25310VO)); 1 (C25370VO)				
		Spring 2024: 1 (C25310VO)); 1 (C25370VO)				
		Summer 2024: 0 (C25310VO), 1 (C25370VO)				
		However, due to students adding programs of study				
		(stackable credentials), there were a total of 12				
		graduates from these two certificate programs. There				
		were 8 C25310VO graduates, and there were 4				
		C25370VO graduates. These two certificate programs				
		are identical but had to have separate names.				
		The standard and target for Completers was not met in				
		these certificates; however, the Total Completers				
		numbers in the Number of Completers table below is				
		showing Total Completers for the Medical Office				
		Administration program and not just the Medical				
		Office Administration/Virtual Office Administration				
		certificate. We feel that this action item was				
		successful due to the certificates being new and just				
		being implemented Fall 2023.				

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

Standard: 61 # Target: 62 #

Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring				
Graduation Year	Total Completers			
2021-2022	69			
2022-2023	50			
2023-2024	51			

All Levels

Completers by Ethnicity, Gender, and Age

Ethnicity & Gender Table

	2021-2022		2022-2023		2023-2024	
Ethnicity & Gender	N	%	N	%	N	%
African American, Female	13	18.8%	12	24.0%	15	29.4%
American Indian/Alaskan Native,						
Female	0	0.0%	0	0.0%	0	0.0%
Asian, Female	1	1.4%	0	0.0%	0	0.0%
Caucasian, Female	42	60.9%	26	52.0%	20	39.2%
Hawaiian/Other Pacific Islander,						
Female	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, Female	13	18.8%	12	24.0%	14	27.5%
Two or More Races, Female	0	0.0%	0	0.0%	1	2.0%
Unknown, Female	0	0.0%	0	0.0%	0	0.0%
Female Total	69	100.0%	50	100.0%	50	98.0%
African American, Male	0	0.0%	0	0.0%	1	2.0%
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%
Male Total	0	0.0%	0	0.0%	1	2.0%
Total	69	100.0%	50	100.0%	51	100.0%

Ethnicity & Age Range Table

	2021	-2022	2022-	-2023	2023-	-2024
Ethnicity & Age Range Table	N	%	N	%	N	%
African American, Under the age of		0.00/		0.00/		0.00/
18 American Indian/Alaskan Native,	0	0.0%	0	0.0%	0	0.0%
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%	1	2.0%	0	0.0%
Two or More Races, Under the age of	U	0.076	'	2.070	U	0.076
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%
Under the age of 18 Total	0	0.0%	1	2.0%	0	0.0%
African American, 18-24	4	5.8%	4	8.0%	9	17.6%
American Indian/Alaskan Native, 18- 24	0	0.00/	0	0.00/	0	0.00/
Asian, 18-24	0 1	0.0% 1.4%	0	0.0% 0.0%	0	0.0% 0.0%
Caucasian, 18-24	14	20.3%	9	18.0%	5	9.8%
Hawaiian/Other Pacific Islander, 18-	17	20.570		10.070	3	3.070
24	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 18-24	5	7.2%	5	10.0%	7	13.7%
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%
18-24 Total	24	34.8%	18	36.0%	21	41.2%
African American, 25-44	5	7.2%	4	8.0%	5	9.8%
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	22	31.9%	12	24.0%	11	21.6%
Hawaiian/Other Pacific Islander, 25-						
44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	8	11.6%	6	12.0%	6	11.8%
Two or More Races, 25-44	0	0.0%	0	0.0%	1	2.0%
Unknown, 25-44	0	0.0%	0	0.0%	0	0.0%
25-44 Total	35	50.7%	22	44.0%	23	45.1%
African American, 45-64 American Indian/Alaskan Native, 45-	4	5.8%	4	8.0%	2	3.9%
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	6	8.7%	5	10.0%	4	7.8%
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%	1	2.0%
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%
45-64 Total	10 0	14.5%	9	18.0%	7	13.7%
African American, 65+	U	0.0%	U	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+ Two or More Races, 65+	0	0.0%	0	0.0%	0	0.0%
Unknown, 65+	0	0.0% 0.0%	0	0.0% 0.0%	0	0.0% 0.0%
65+ Total	0	0.0%	0	0.0%	0	0.0%
Total	69	100.0%	50	100.0%	51	100.0%
Total	00	100.070	00	100.070	Ų.	100.070

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?)

The standard and target for Completers was not met in these certificates; however, the Total Completers numbers in the Number of Completers table above is showing Total Completers for the Medical Office Administration program and not just the Medical Office Administration/Virtual Office Administration certificate. We feel that this action item was successful due to the certificates being new and just being implemented Fall 2023. The Medical and Office Administration department plans to advertise these certificates both on social media and in our classes to help increase enrollment.

2024-2025 Action Items:

Item	Action Items (What actions can be taken to increase student completion in your program?)	Assessment of Action Items (How will you assess the results of action items?)
1	Created a new Virtual Medical Office Administration certificate which started Fall 2023. We will work to expand enrollment, retention, completers in this upcoming year.	Data will be collected to see how many students enrolled and completed this new Virtual Medical Office Administration certificate during this time.

<u>Approvals</u>

- 1. 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.
- 2. 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		11/4/2024	
Department Chair, Dean.	Director. and/or AVP / Date:	Tracy M. Schmeltzer	11/4/2024	