

**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 Items from 2022-23 Program Outcome Year-End Report:

Item #	Action Items: <i>(Action item identified in the 2022-23 program outcome year-end report.)</i>	Results / Use of Results: <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 2024-2025 action items table below.)</i>
1	Created a new Virtual Medical Office Administration certificate which started Fall 2023. (Assessed by: Data will be collected to see how many students enrolled in this new Virtual Medical Office Administration certificate.)	<p>The Medical Office Administration/Virtual Office Administration certificate (C25310VO) and the Office Administration/Virtual Office Administration certificate (C25370VO) were implemented Fall 2023. These certificates were created on recommendations from 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:</p> <p>Fall 2023: 1 (C25310VO); 1 (C25370VO) Spring 2024: 1 (C25310VO); 1 (C25370VO) Summer 2024: 0 (C25310VO), 1 (C25370VO)</p> <p>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.</p> <p>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.</p>

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

Ethnicity & Gender	2020-2021		2021-2022		2022-2023	
	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	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%	0	0.0%
Two or More Races, Under the age of 18	1	0.6%	0	0.0%	0	0.0%
Unknown, Under the age of 18	0	0.0%	0	0.0%	1	0.7%
Under the age of 18 Total	1	0.6%	0	0.0%	1	0.7%
African American, 18-24	14	8.6%	23	13.4%	27	18.1%
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	0	0.0%	0	0.0%	0	0.0%
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%
18-24 Total	54	33.3%	82	47.7%	79	53.0%
African American, 25-44	24	14.8%	19	11.0%	21	14.1%
American Indian/Alaskan Native, 25-44	0	0.0%	0	0.0%	1	0.7%
Asian, 25-44	0	0.0%	1	0.6%	0	0.0%
Caucasian, 25-44	42	25.9%	38	22.1%	21	14.1%
Hawaiian/Other Pacific Islander, 25-44	0	0.0%	0	0.0%	0	0.0%
Hispanic/Latino, 25-44	16	9.9%	12	7.0%	8	5.4%
Two or More Races, 25-44	3	1.9%	1	0.6%	1	0.7%
Unknown, 25-44	0	0.0%	1	0.6%	0	0.0%
25-44 Total	85	52.5%	72	41.9%	52	34.9%
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%
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%
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%
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+	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%	1	0.7%
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%
65+ Total	0	0.0%	0	0.0%	1	0.7%
Total	162	100.0%	172	100.0%	149	100.0%

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 <i>(What actions can be taken to increase enrollment 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. We will work to expand enrollment, retention, completers in this upcoming year.	Data will be collected to see how many students enrolled in this new Virtual Medical Office Administration certificate during this time.

Outcome #2: Retention

Action Items from 2022-23 Program Outcome Year-End Report:

Item #	Action Items: <i>(Action item identified in the 2022-23 program outcome year-end report.)</i>	Results / Use of Results: <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 2024-2025 action items table below.)</i>
1	Created a new Virtual Medical Office Administration certificate which started Fall 2023. (Assessed by: Data will be collected to see how many students enrolled in this new Virtual Medical Office Administration certificate.)	<p>The Medical Office Administration/Virtual Office Administration certificate (C25310VO) and the Office Administration/Virtual Office Administration certificate (C25370VO) were implemented Fall 2023. These certificates were created on recommendations from 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:</p> <p>Fall 2023: 1 (C25310VO); 1 (C25370VO) Spring 2024: 1 (C25310VO); 1 (C25370VO) Summer 2024: 0 (C25310VO), 1 (C25370VO)</p> <p>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.</p> <p>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.</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 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

Ethnicity & Gender	Fall 2020 to Fall 2021		Fall 2021 to Fall 2022		Fall 2022 to Fall 2023	
	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

Ethnicity & Age Range	Fall 2020 to Fall 2021		Fall 2021 to Fall 2022		Fall 2022 to Fall 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%	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%
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	1	1.4%	1	1.3%	1	1.6%
Asian, 18-24	1	1.4%	1	1.3%	0	0.0%
Caucasian, 18-24	10	13.9%	16	20.8%	10	15.6%
Hawaiian/Other Pacific Islander, 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	6	8.3%	5	6.5%	4	6.3%
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	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	8	11.1%	10	13.0%	9	14.1%
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%
65+ Total	0	0.0%	0	0.0%	0	0.0%
Total	72	100.0%	77	100.0%	64	100.0%

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 <i>(What actions can be taken to increase program retention?)</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. We will work to expand enrollment, retention, completers in this upcoming year.	Data will be collected to see how many students enrolled and were retained in this new Virtual Medical Office Administration certificate during this time.

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

Action Items from 2022-23 Program Outcome Year-End Report:

Item #	Action Items: (Action item identified in the 2022-23 program outcome year-end report.)	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 2024-2025 action items table below.)
1	Created a new Virtual Medical Office Administration certificate which started Fall 2023. (Assessed by: Data will be collected to see how many students enrolled in this new Virtual Medical Office Administration certificate.)	<p>The Medical Office Administration/Virtual Office Administration certificate (C25310VO) and the Office Administration/Virtual Office Administration certificate (C25370VO) were implemented Fall 2023. These certificates were created on recommendations from 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:</p> <p>Fall 2023: 1 (C25310VO); 1 (C25370VO) Spring 2024: 1 (C25310VO); 1 (C25370VO) Summer 2024: 0 (C25310VO), 1 (C25370VO)</p> <p>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.</p> <p>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.</p>

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

Ethnicity & Gender	2021-2022		2022-2023		2023-2024	
	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

Ethnicity & Age Range Table	2021-2022		2022-2023		2023-2024	
	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%	1	2.0%	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%
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	0.0%	0	0.0%	0	0.0%
Asian, 18-24	1	1.4%	0	0.0%	0	0.0%
Caucasian, 18-24	14	20.3%	9	18.0%	5	9.8%
Hawaiian/Other Pacific Islander, 18-24	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	4	5.8%	4	8.0%	2	3.9%
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	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	14.5%	9	18.0%	7	13.7%
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%
65+ Total	0	0.0%	0	0.0%	0	0.0%
Total	69	100.0%	50	100.0%	51	100.0%

