

**Eastern West Virginia Community and Technical College
COURSE ASSESSMENT REPORT (Blackboard Data)**

Course Title and Number: Medical Administrative Procedures - BOS 142	Academic Term and Year of Assessment Activity (Ex: Fall, 2014) Spring 2020
Report Submitted By Davida Wolfe – Seyed Mirkhani	Number of Students Assessed: 3
Date Report Submitted: 12/07/2020	Number of Sections Included: 1
Course Delivery Format (list all modalities used in sections assessed. Ex: web based, VDL, traditional section, hybrid course, etc.): Web	

Course Role in the Curriculum
Provide a description of the role the course serves in the curriculum (i.e. general education requirement, program technical core, restricted elective, etc.). Note all as appropriate.
Medical Office Procedures serves as a restricted elective for Administrative Support Technology majors / Medical Option

Previous Assessment Reports and Results
Date of Previous Assessment: No previous assessments
<u>Describe the successful elements of the previous report’s action plan below.</u>
Refer to any unmet Learning Outcomes in the Action Plan section, following. If appending pages, include notation in box to “See attached”.
No previous assessments

Assessment Methods
Provide a description of the assessment process used. Include description of instrument and performance standards in description. Note all methods.
<ul style="list-style-type: none"> • Minimum of 12 review questions from each chapter • Minimum of seven multiple choice and true/false questions for each chapter • Comprehensive exams covering multiple chapters – Multiple choice and true/false questions

Assessment Results: Course Overview
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Course Performance

Course Name	Medical Admin Procedures
Number of Students	4
Goal/Goal Set	BOS 142
Included Categories	Goals
Report Description	This report displays information showing how a single Blackboard Learn Course performs against a selected set of goals. Performance targets and a range of acceptable performance for the course can be determined when running the report. Data includes averages for the entire course as well as break downs for individual students and goals.

Course Overview

Performance Target	Performance Range	Course Average	Median	Mode	Standard Deviation
75.0%	+/- 5% (or 70% - 80%)	80.4%	86.7%	100.0%	27.0%

Average Score (in %)

Assignments: 88.2%
Tests: 67.4%

Students Over/Under Avg

- No Submissions: 1
- Over Performing (or > 80.0%): 1
- Under Performing (or < 70.0%): 0
- Within Range (or 70.0% - 80.0%): 1

Performance Average Below 70.0%	Average Score (in %)	Performance Offset	Count of Items
Assignments	88.2%	11.2%	21
Tests	67.4%	-7.6%	8

Insert 'Course Overview' charts from Black Board performance report here

Assessment Results: Detail by Goal

Detail by Goal			
	Overall Average	Assignments	Tests
	Average by Type (Count)		
BOS 142 Goals			
1. Describe the professional career and responsibilities of Administrative Medical Assistant	78.8%	<u>85.0%</u> (8)	<u>84.0%</u> (3)
2. Demonstrate interpersonal communications skills	79.8%	<u>85.9%</u> (8)	<u>88.3%</u> (2)
3. Discuss patients' medical records	77.9%	<u>84.5%</u> (5)	<u>65.3%</u> (2)
4. Demonstrate familiarity with written communications	83.9%	<u>93.7%</u> (2)	<u>77.3%</u> (3)
5. Discuss financial administration	79.3%	<u>94.2%</u> (3)	<u>84.4%</u> (3)
6. Discuss medical office management	81.4%	<u>88.3%</u> (8)	<u>71.0%</u> (4)
7. Discuss employment opportunities in health care system	75.2%	<u>81.1%</u> (3)	<u>57.3%</u> (1)

Final Grades	B	C	Pass Rate
Number of students	2	1	100%

* Please note if using a different minimum performance standard.

Conclusions
<p>Provide a brief summary of conclusions derived based on analysis of data. Append additional pages if necessary. If appending, include notation in box to "See attached".</p> <p>All three students scored greater than 75% while scoring higher than 80 percent in assignments and scoring less than 75% in almost all tests and quizzes.</p> <p>While the overall conclusion of the course outcomes analysis indicated successful achievement of the average performance levels (above 75%) for the seven outcomes, there are specific outcomes regarding multiple choice questions that require improvement.</p> <p>One contributing factor that allowed students to do better in assignments is that they received partial credit if their answers were not 100% correct.</p> <p>Students can perform better in multiple-choice questions if the subjects covered in these questions are discussed in more detail and students are provided a more in-depth analysis of medical procedures.</p>

Action Plan and Date for Reassessment
<p>Identify action plan for improvement or maintaining current performance levels including outcomes identified for re-assessment, curriculum revision, LOT proposal, new or revised course activities to reinforce learning outcomes, etc. Append additional pages if necessary. If appending, include notation in box to "See attached".</p> <p>The action plan for this course is a continuation of the emphasis on course material in more detail. Medical Administrative Procedures is a low enrollment course with an average class size of three. Such a low enrollment class requires additional supporting materials to engage students and to foster greater student understanding of the subject. It is highly recommended that the next time this course is</p>

offered students purchase MindTap as an additional resource. MindTap provides additional hands-on practices that would enhance students' learning.

This course only required a traditional book that doesn't come with supporting materials. Utilizing MindTap would provide additional supporting materials. Additionally, students will benefit from the activities that are provided through MindTap. These activities include multiple choice/true false questions, flashcards and other assessment tools.

Students are required to purchase MindTap for spring 2021.

Date for reassessment: Spring 2022

**Assessment Committee Recommendation/Approval
(To be posted by Assessment Committee Chair)**

- Approved as presented
- Approved with recommendations for future reports (Explanation Required)
- Resubmission Required. Reason for Resubmission:

Date: 12/15/20