

# Course Assessment– Part B: Your Results & Analysis

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MA 117 Medical Office Admin Procedures – Lee–Greene

## Results

1a. Report the outcome achievement data gathered via the assignments, test, etc. you identified in question 3 of your Part A. \*

Outcome achievement data gathered were the following:

Outcome 1: Data gathered to assess appointments, insurance verification and payment processing were homework assignments in Chapter 40 (appointments) to assess understanding of appointment matrix building and using that matrix to make appointments for patients; and understand referrals. Also, homework assignments in Chapter 47 on processing payments.

Outcome 2: Data gathered for determining the students' ability to correctly and succinctly screen incoming telephone calls and take messages were in homework assignments in Chapter 39 (Telephone Techniques).

Outcome 3: Data gathered for determining the students' ability to perform all aspects of the billing of charges and insurance processes were homework assignments in Chapter 44 through 47 on all the financial processes performed in the medical office.

1b. Report the percentage of students who mastered each outcome that you identified in question 3 of your Part A.

Perform computerized procedures that are necessary to quickly check patients into the medical office emphasizing appointments, insurance verification and payment processing.

Outcome #1 \*

% of students who successfully achieved the outcome: \*

100

Outcome #2 \*

Perform procedures for screening incoming telephone calls and taking messages.

% of students who successfully achieved the outcome: \*

100

Outcome #3 \*

Understand and perform procedures to maintain accounts receivable in the medical office including post charges, payments and adjustments to the patient account.

% of students who successfully achieved the outcome: \*

100

Reflect on you assessment results and provide analysis, considering what contributes to student success and/or lack of success. Include feedback from student course evaluations as appropriate. \*

The assessments methods for all three outcomes were homework assignments asking the students to answer specific questions about the intended material and to create or analyze documents demonstrating their understanding of the material being presented.

Outcome #1: Student grade achievement scores for chapter 40 assignments was 83% and 86% for the two assignments.

The student perception of their understanding of the selected outcomes was 37% at the beginning of the course and 84% at the end of the course.

Outcome #2: Student grade achievement scores for chapter 39 assignments was 84%, 81% and 84% for three assignments.

The student perception of their understanding of the selected outcomes was 47% at the beginning of the course and 80% at the end of the course.

Outcome #3: Student grade achievement scores for chapter 44, 46 and 47 were 87% and 93% for Chapter 44, 89% and 85% for Chapter 46 and 91% and 89% for Chapter 47.

The student perception of their understanding of the selected outcomes was 40% at the beginning of the course and 80% at the end of the course.

Based on your analysis in the questions above, what course adjustments are warranted (curricular, pedagogical, etc.)? \*

The data represented the variation in student ability and interest in really learning the material. There was clearly a divide between students who grasped the material well and those that struggled; and this was evident throughout the material. I believe it is first term jitters, a lack of proven and useful study skills and a sense from students that it would be easy. It was also clear to me in the detail of the work turned in that some students did not spend the time they should have and that, I have no control over. This was also the first year where I had students in the Administrative Assistant track in this class and they were part of the group that struggled because I think they were not prepared for the depth of the coverage we go into in this class.

Even though I revised many of the assignments over the last 2 years with a new textbook, I still think that students did not clearly understand some of the assignments even though I went over them in class.

I will once again be moving to a new textbook so I will carefully look at assignments to be sure they are as clear as possible and continue to go over them in class. I am also considering having a study hall type option available for the more difficult assignments.

What resources would be required to implement your recommended course adjustments (materials, training, equipment, etc.)? What Budget implications result? \*

No resources would be needed that I am aware of.

Were your assessment methods accurate indicators of student learning? Why or why not? Any additional comments?

Yes, I think they were. Some of the assignments that the students are given are quite realistic to what they will encounter in the real world. There were a large number of comments in this assessment which were all positive with a couple of comments about the homework still being less clear.

I have some ancillary material in another text that I use Winter term

in a class and I think I will have the student purchase this in Fall so they can use some of that material in MA 117.

(OPTIONAL) Reflect on any adjustments you made from the last assessment of this course and their effectiveness in student achievement of outcomes?

I last assessed this course in Fall, 2012 and have made significant changes to the detail of the homework and the directions. At that time, I used just the homework out of the study guide and my clarification of the directions since then, I believe, has helped a lot.

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