

UNIVERSITY OF ALASKA FAIRBANKS
Student Learning Outcomes Assessment Plan
Medical/Dental Reception Certificate
 UAF Community and Technical College
 Date: May 9, 2018

Expanded Statement of Institutional Purpose	Intended Objectives/Outcomes	Assessment Criteria and Procedures	Implementation (what, when, who)
MISSION STATEMENT: UAF CTC mission is: “Alaska’s quality choice for workforce development, academic preparation, lifelong learning and building community”. The Allied Health Mission is: “To provide academic, clinical, administrative, and professional skills that will prepare graduates for employment in entry level positions in the health care field. This will afford the student the opportunity to obtain the credentials to advance in their field.” GOAL STATEMENT: To provide students with the knowledge and job skills required for entry level employment in reception and administration in a medical or dental office.	1. Knowledge and mastery of competencies	Evaluation of student knowledge will be completed the first day of class and again on the last day of class by a short written examination	Instructor will develop and administer a pretest to all students in the first Administrative class (HLTH F132 and Special topics F193) and the same exam will be given again upon completion of the program. Instructors will analyze data and implement changes as needed.
	Students will be able to demonstrate skills needed to work in the front office of a medical office	Competency checklist identifies skills for evaluation.	On site practicum supervisors will evaluate and document skill competency level at completion of their practicum on a scale of 1 to 5 (high).
	Students will be able to demonstrate an acceptable level of understanding of the didactic knowledge required to work independently in a front office of a medical office	Competency checklist identifies knowledge needed to work independent in medical office Evaluation of competencies and knowledge learned throughout program will be evaluated judged and documented by onsite practicum supervisors	On site practicum supervisors will use their professional judgement in assessing students’ knowledge and skills. Results will be analyzed by instructors and Allied Health Programs Director with curriculum recommendations implemented as needed.
	Computations: HTLH F 116 Math in Healthcare: Students will be able to demonstrate their ability to add, multiply, divide and subtract. Human relations: HTLH F106 Human Behavior in Healthcare Students will be able to:	Final examination HTH F116 Math in Health Care, HTLH F106 Human Behavior in Healthcare or ABUS F154 Human relations.	Instructors (HLTH F116, HLTH F106, and/or ABUS F154) will analyze questions to identify areas of weakness and implement appropriate curriculum changes.

	<ul style="list-style-type: none"> • apply the principles of effective written, verbal and non-verbal communication to patient care settings • interact with patients and health care team in professional manner that is sensitive to cross cultural differences 		
	Employers of graduates of the Medical/Dental Reception Certificate will be satisfied that these graduates possess the skills and knowledge necessary for entry-level positions in the medical or dental office management.	Employers of graduates from the Medical Dental Reception program will express satisfaction with the entry-level skills and knowledge of the graduates either through written and/or oral assessments.	Employers will be sent surveys either electronic or via telephone call once a year (during summer months) by the program director or designee to obtain and document level of employer satisfaction of the students in their facilities. Surveys will be reviewed, area of weakness identified and curriculum changes implemented.
To advise students into the Occupational Endorsements for Medical Billing and/or Coding in addition to the Certificate Program.	<p>1. To clarify options in the healthcare field for entry level job opportunities.</p> <p>2. To provide opportunities for students to pursue National Certification while continuing on with their degree requirements.</p>	<p>Number of students enrolled in the Medical Billing and Occupational Endorsements will increase to > 20 per year by the next program review.</p> <p>Fifty percent of the students enrolled in the Coding Occupational Endorsement will have obtained their National Certification in Coding.</p>	<p>Prior to Fall 2018 semester, Allied Health Programs Director will educate all Advisers in the Allied Health Fields of the options for Occupational Endorsements as well as Certificates in the Allied Health fields.</p> <p>Annually during July/August surveys will be completed of students completing the O/E and to verify number of students obtaining their National Certification. Allied Health Faculty and Staff will conduct surveys via email or phone calls.</p>

Submitted by: Cathy Winfree
Date: May 8, 2018