



Date: March 9, 2020

To: Cathy Sandeen, Director

From: John Stalvey, Interim Director *John Stalvey*

Cc: Jeff Jesse, Dean  
Lisa Nash, Committee Chair & Term Instructor of Medical Assisting  
Cheryl Lipman, Term Assistant Professor of Medical Laboratory Science  
Susan Kelise, Vice Provost of Academic Affairs  
Claudia Lampman, Vice Provost for Student Success

Re: **AY20 Expedited Program Review - Medical Office Coding OEC & Medical Assisting AAS**

I have reviewed the dean's findings and the completed expedited program review. The Medical Office Coding OEC and Medical Assisting AAS. The Provost's Office did not receive an Optional Program Response Form from the program.

**Recommendations**

My recommendation is to accept the commentary that the program should investigate with the OEC how to recruit students from the school districts. Many of the courses are offered online and the program should explore the collaboration across the three universities. The dean should report to the provost by March 1, 2021. The dean should report to the provost by April 1, 2021. The program should be included in the regular ongoing program review schedule.

**Decision**

Recommend Continuation

**Office of the Dean**

3211 Providence Drive, PSB 205

Anchorage, Alaska 99508-4614

majors (72% of the student credit hour production came from non-majors). This generated significant tuition revenue. On average, the full tuition revenue exceeded the instructional costs for the programs by 10%.

**Program Quality, Improvement and Student Success:**  
The Medical Off

Submission date: February 11, 2020

Program/s in this review: Medical Assisting, AAS, Medical Office Coding OEC

Specialized accrediting agency (if applicable): Medical Assisting Education Review Board (MAERB)

Campuses where the program is delivered: Anchorage

Members of the program review committee:

- Lisa Ann Nash, Interim Program Director, Assistant Professor, MA (Chair), Anchorage
- Cheryl Lippert, Assistant Professor, MLS, Program Review Committee Member, UAA

1. **Centrality of Program Mission and Supporting Role (700 words or less)**

*Relevancy*

The mission of the UAA Medical Assisting (MA) program is to “provide quality training to individuals desiring to work in the fast-paced, highly technical, ever-

The Medical Office Coding OEC is a stand-a

Tuition revenue from the Medical Assisting courses continue to wholly support the Program expenses including full-time faculty, Program Director, and (Clinical) Practicum Coordinator, and any adjunct faculty.

Program assessment for the OEC in Medical Office Coding was not completed during 2019. The associated Program Student Learning Outcomes have not been reviewed recently and need to be updated.

*Student Success and Accomplishments*

Student success does not just happen. Over the years, program faculty have been intimately involved in academic advising in order to ensure students have the knowledge, skills and confidence to be successful in the field. With the establishment of the new College of Health Student Success Center, pre-majors will receive a letter encouraging them to meet with a College of Health advisor to ensure students create a formal academic plan so they are taking the correct pre-requisites and completing courses in the correct order, thus allowing them to graduate in a timely manner. The program is structured so that students are able to move through the program without the expense and time of taking unnecessary classes, thus allowing them to enter the workforce in a timely manner. The new advising system should reduce student credits and time to completion.

MAERB accredited programs annually submit an Annual Report Form (ARF). This may be a good way to compare Medical Assisting programs across the state. Based on this report, the UAA Program for the past five years has graduated at least 92% of its admitted cohorts and graduates have passed the CMA (AAMA) internationally certifying exam at 100%.

ARF reports from the other MAU are currently not available for review.

**4. Program Duplication / Distinctiveness (300 words or less)**

All three Major Academic Units offer medical assisting programs. All three campus programs are separately accredited through CAAHEP and MAERB.

In Fall 2019, the Program Director initiated conversations with Medical Assisting program directors at both the University of Alaska Fairbanks (UAF) and the University of Alaska Southeast (UAS) to explore opportunities to collaborate in course offerings to maximize limited faculty resources. Preliminary discussions reveal the three campus' serve distinct student populations. Course sharing currently occurs on a limited basis. Recently UAA automated the transfer of credits for students taking UAF's Essentials of Human Disease.

**5. Summary Analysis (500 words or less)**

The Expedited Program Review Committee recommends *revision* of the UAA Medical Assisting Program to merge the UAA Medical Assisting program into one statewide AAS Medical Assisting program with the OEC-in Medical Office Coding Program housed within it.

Thoughtful, careful, and respectful consideration should be used to complete the following steps:

1. Use the existing academic pathway to graduation (AAS, OEC) that is consistent across all the MAUs.
  - Some academic courses are dictated by MAERB/CAAHEP accreditation and competencies and will be straight forward.
    - i. For example, there is a series of core curriculum (MA A120 Administrative Office Procedures; MA A250 Clinical Procedures I; MA A255 Clinical Procedures II; MA A295

