

Data and Evidence Analysis Summary – Medical Administrative Professional - 2016

Conducted by Tracy Dryden, Dean, Academic Excellence and Development, 6-28-2016

WTCS Comparative Data:

<https://facultyresources.westerntc.edu/wp-content/uploads/2015/11/2015-10-160-2-Medical-Administrative-Professional-QRP-Evidence-Analysis-Report.pdf>

WTCS Data Definitions

<http://mywtcs.wtcsystem.edu/data-systems-grp/continuous-improvement-indicators>

Course Completion

- Western's C or Better course completion rate for this program has ranged from 45.5% in 2012 to 83.1% in 2014. The average over the five years is 78.5%. When compared to 5 other WTCS institutions with a similar program, Western's program ranks 4th for this metric. Colleges with exceptional course completion rates include Lakeshore with a five year average of 86.8% and Indianhead and Milwaukee with 79.6% and 79.5% respectively.
- Western's enrollment has steadily increased from 11 in 2012 to 85 in 2015. Some comparison colleges have experienced increases, some decreases, and others have fluctuated.

Second Year Retention

- An analysis of second year retention from 2010 to 2015 shows a high of 65.2% in 2015 (these students joined the cohort in 2013-2014) and a low of 41.7% in 2013 (these students joined the cohort in 2010-2011).
- The three year average retention rate for Western is 55.2% placing Western in the 6th out of 6 for comparison colleges. Milwaukee and Madison achieved the highest average with 73.6% and 68.4% respectively.
- It may be beneficial for this program to compare 2nd year retention to other Western programs in the Business Division. For example, the Accounting program has a 2nd year retention rate average of 55% while the Admin Professional program has a 2nd year retention rate average of 62.8%. Business Management averaged 48.1%.

Western's Third Year Graduation

- This is a relatively new program with only 2 years of graduation data.
- Western's 3rd year graduation rate for this program ranged from a low of 16.7% in 2014 to 25.4% in 2015.
- The average for 3rd year graduation for the program is 17.6%. Third year graduation in the Administrative Professional program averaged 36.6%.

Labor Market Analysis October 2015

<https://facultyresources.westernnc.edu/wp-content/uploads/2015/12/2015-OCT-Medical-Administrative-Professional-Program-Trends.pdf>

- Occupations related to Human Resources are expected to grow by 5.2% as compared to a national growth rate of 4.6% and a state growth rate of 4.8%. This results in the addition of 136 jobs to this career pathway from 2016-2020 in the Western District. This does not account for job openings that occur as a result of retirements or attrition.
- Median hourly wages are \$18.71 per hour as compared to \$22.40 per hour nationally.
- Occupations with the greatest addition of jobs by 2020 include First-line supervisors of office and administrative support workers (80) and medical secretaries (41).
- Jobs are projected to be concentrated in La Crosse County in 2020 (1720) with solid representation in Monroe (283) as well.
- Occupations in these fields appear to attract the adult worker with only 5.9% of current jobs filled by individuals 24 or younger. It may be wise to consider an adult-focused schedule and delivery of courses if not already in place. In addition, this field appears to have an aging workforce with 49.2% of current workers ages 45 and older.
- An analysis of the Classification of Instructional Programs (CIP) shows that there are 7 educational programs housed in the district that are tagged to deliver graduates into the Medical Administrative pathway.
- There were 76 completions for 95 openings in 2014. This indicates an opportunity to expand the number of graduates provided by Western to serve these occupations.
- The majority of jobs in 2015 were housed within general medical and surgical hospitals and in offices of physicians.

Student Satisfaction Trends

The Noel Levitz Student Satisfaction Inventory was conducted in the fall of 2015. The instrument asks students to rate the importance AND the satisfaction with 95 items (1-7 with 7 as highest) related to the following “scales”:

- Instructional effectiveness
- Academic advising/counseling
- Concern for the individual
- Registration effectiveness
- Admissions and financial aid
- Student centeredness
- Campus climate
- Academic services
- Service excellence
- Safety and security
- Campus support services and responsiveness to diverse populations

In the program self-study process (data and evidence analysis work), programs are asked to identify gaps between importance and satisfaction. Gaps are calculated as the difference between the

importance of an item and the satisfaction level. Gaps that are close to a “1” should be discussed and explored – particularly if they are tied to items that are rated as high in importance for students.

It appears as if students in this program did not participate in the Noel Levitz Student Satisfaction Survey in 2015. It may be beneficial to review prior years and focus in future years on getting student participation.

Student Learning Outcomes Assessment Trends

It appears as if students in this program did not participate in the Student Learning Outcomes Assessment process in 2016. It may be beneficial to review prior years housed on the Program Excellence web site and focus in future years on getting student participation.

Graduate Follow-Up Trends

Year	2012-13 (no data)
Types of jobs obtained	
Companies hiring Western graduates	

Year	2013-14
Types of jobs obtained	Billing/Payroll Office Assistant Optometric Technician
Companies hiring Western graduates	Morrow Home Community, Sparta, WI NcNally spinal Care, Tomah, WI Family Vision Center, La Crosse, WI

Year	2014-15
Types of jobs obtained	Charge Entry Finance House Information Specialist Patient Services Representative
Companies hiring Western graduates	Cvikota Company Inc.-The Billing Pros, La Crosse, WI Mayo Clinic Health System, La Crosse, WI Ministry Medical Group, Owen, WI

Career Pathways Assessment

Please work with Mike Poellinger to administer this. No results available.