

***HAWAI`I COMMUNITY COLLEGE***  
**ANNUAL**  
**PROGRAM REVIEW REPORT**

**Medical Office Receptionist**  
**Nursing & Allied Health Division**

**December 1, 2009**

**(Assessment Period: 2008-2009)**

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**UHCC December 2009 Coversheet –  
Annual Report Program Data**

**College:** Hawai'i Community College

**Program:** Medical Office Receptionist

Check All Credentials Offered	AA	AS	ATS	AAS	CA	CC	COM	ASC	APC
						X			

**Introduction:** Brief description of the program and program mission.

The Certificate of Completion (CC) for Medical Office Receptionists (MOR) provides with the administrative and clinical skills necessary for an entry-level front office position in the medical services field. Working environment include hospitals, private medical offices, clinics and other health care facilities. The CC in MOR is a 23 credit certificate comprised of ACC, BUSN, HLTH, NURS, SCI, and IS course alphas.

The mission of the CC in MOR is to provide students with the administrative and clinical skills that are necessary for entry-level front office position in the medical services field.

**Part I.**

**Quantitative Indicators (Reported on 2009 Summary Report Program Data excel sheet --includes health calls based on system scoring rubric).**

<b>Overall Program Health</b>					<b>Unhealthy</b>
<b>Demand Indicators</b>		<b>Academic Year</b>			<b>Demand Health</b>
			<b>08-09</b>		
1	New & Replacement Positions (State)		35		
2	New & Replacement Positions (County Prorated)		7		
3	Number of Majors		1		
4	SSH Program Majors in Program Classes		0		
5	SSH Non-Majors in Program Classes		0		
6	SSH in All Program Classes		0		
7	FTE Enrollment in Program Classes		0		
8	Total Number of Classes Taught		0		
<b>Efficiency Indicators</b>		<b>Academic Year</b>			<b>Efficiency Health</b>
			<b>08-09</b>		
9	Average Class Size		0.0		
10	Fill Rate		0%		
11	FTE BOR Appointed Faculty		0.0		
12	Majors to FTE BOR Appointed Faculty		0.0		
13	Majors to Analytic FTE Faculty		0.0		
13a	Analytic FTE Faculty		0.0		
14	Overall Program Budget Allocation		C/P		
14a	General Funded Budget Allocation		C/P		
14b	Special/Federal Budget Allocation		C/P		
15	Cost per SSH		C/P		
16	Number of Low-Enrolled (<10) Classes		0		
<b>Effectiveness Indicators</b>		<b>Academic Year</b>			
			<b>08-09</b>		
17	Successful Completion (Equivalent C or Higher)		0%		
18	Withdrawals (Grade = W)		0		
19	Persistence (Fall to Spring)		0%		
20	Unduplicated Degrees/Certificates Awarded		0		
20a	Number of Degrees Awarded		0		
20b	Certificates of Achievement Awarded		0		
20c	Academic Subject Certificates Awarded		0		
20d	Other Certificates Awarded		0		
21	Transfers to UH 4-yr		0		
21a	Transfers with degree from program		0		
	Transfers without degree from				

Distance Education Completely On-line Classes		Academic Year		
				08-09
22	Number of Distance Education Classes Taught			0
23	Enrollment Distance Education Classes			0
24	Fill Rate			0%
25	Successful Completion (Equivalent C or Higher)			0%
26	Withdrawals (Grade = W)			0
27	Persistence (Fall to Spring Not Limited to Distance Education)			0%
Perkins IV Core Indicators				
Perkins IV Measures 2007-2008		Goal	Actual	Met
28	1P1 Technical Skills Attainment	90.00	0.00	Did Not
29	2P1 Completion	44.00	0.00	Did Not
30	3P1 Student Retention or Transfer	55.00	0.00	Did Not
31	4P1 Student Placement	50.00	0.00	Did Not
32	5P1 Nontraditional Participation	25.00	n/a	n/a
33	5P2 Nontraditional Completion	25.00	n/a	n/a

## Part II.

**Analysis of the Program (strengths and weaknesses in terms of demand, efficiency, and effectiveness based on an analysis of the data).**

- Note: 1) Career Technical Education (CTE) programs must include in analysis any Perkins IV Core indicator for which the program did not meet the goal.**  
**2) If using alternative “program capacity” method to determine program efficiency, include in analysis.**

**Demand:** While there appears to be a demand for skilled workers in this field, the CC in MOR is currently not being offered. Because of this, there should not be an any majors for this certificate.

**Efficiency:** There are no efficiency measures for this program.

**Effectiveness:** There are no effectiveness measures for this program.

**Perkins:** As expected, since the CC in MOR was never offered, there should be no students currently enrolled as majors for the certificate; therefore the Actual values are 0 resulting in performance measures as “did not” meet performance goal.

**Significant Program Actions (new certificates, stop-out; gain/loss of positions, results of prior year's action plan).**

None

**Part III. Action Plan**

Business Education and Nursing & Allied Health Divisions will need to determine whether or not there is a "need" to offer this certificate. Nursing & Allied Health Division does not recognize this certificate as one that "belongs" to their division. The proper "home" for this certificate lies in the BTEC program.

**Part IV. Resource Implications (physical, human, financial).**

None

**Annual Report Program Data and analysis located on college website at:**

[AY 2009 Completed Annual Program-Unit Reviews](#)