

Montana University System

PROGRAM REVIEW

Institution: MSU- Great Falls College of Technology

Program Years: 2009-2010

List of the programs reviewed:

- Business Management/Entrepreneurship Associate of Applied Science
 - Health Information Coding Specialist Certificate of Applied Science
 - Health Information Technology Associate of Applied Science
 - Respiratory Care Associate of Applied Science
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Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:

See attached.

Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.

See attached.

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List of the programs reviewed:

Business Management/Entrepreneurship Associate of Applied Science

Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:

The Internal Program Review Committee at MSU-GF COT recommended continuation of the program with recent changes and an improvement plan in place for Accounting.

Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.

Data and feedback gathered through the internal program review process indicated that the program meets community needs for education in business. However, it is a major concern that the graduation rates for the program are so low, compared to the intake numbers. For that reason, significant changes have been made to the program:

- Restructure and Renaming: In March of 2010, the Board granted approval to change both the name and the options of the Business Management/ Entrepreneurship Associate of Applied Science Program to Business Administration Associate of Applied Science with a Management option and an Entrepreneurship option. Additionally, the total program credits were reduced from 68 to 61. The credit reductions were accomplished by identifying program appropriate related instruction changes and updating program courses to align with Program Advisory Board recommendations.
- Accounting Improvement Plan: The Program Advisory Board identified ACTG 101 (Accounting Procedures I) as a foundational course required by both the Accounting and Business Administration AAS programs. Data showed that less than half of the students who attempted ACTG 101 were successful. The goal of the improvement plan is to increase persistence in ACTG 101 which will lead to increased success in the Accounting and Business Administration programs. An example of some of the components of the plan to be implemented for the 10/11 academic year include: changing the math prerequisite; updating course attendance and homework policies; changing the textbook; and providing faculty-led accounting labs.
- Online Delivery: In Fall 2010, the Business Administration – Management AAS program began to offer the entire program online. Online delivery creates more access and promotes flexibility leading to

completion of the credential.

- Advising Training: The Internal Program Review Committee recognized that enrollment numbers (at intake) for the program have been elevated because many new students initially declared a major in “business” without an actual intent to complete the degree. New student advising protocol to address this issue will be developed and implemented.
- Development of Articulation Agreements: The Internal Program Review Committee recommended an exploration of additional articulations into baccalaureate programs in the MUS. Moving students forward in the pipeline creates incentive to complete a degree rather than entering the workforce with only a few courses completed or stopping after the AAS. Continuation to the baccalaureate is an important mission of the College and the Board.

Table 1: Enrollments and Graduations 2004-2010 – Business Management/Entrepreneurship AAS

Year	Program Intake Enrollment Declared Business	Number of Graduates
2008-09	107	4
2007-08	124	7
2006-07	107	7
2005-06	94	5
2004-05	106	12

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Program Years: 2009-2010

List of the programs reviewed:

Health Information Coding Specialist Certificate of Applied Science

Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:

The Internal Program Review Committee at MSU-GF COT recommended continuation of the program.

Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.

The Health Information Coding Specialist (HICS) program at MSU-GF COT is the only American Health Information Management Association (AHIMA) approved program in the state of Montana. The program provides quality, accessible education that meets the needs of the community and our state/region. The program is responsive to changes in the medical community, incorporating Program Advisory Board input and information received from AHIMA.

Over the course of the past five years the HICS CAS program has gone through several curricular changes to meet the AHIMA standards. As curricular changes have been proposed, the Program Advisory Board has been involved in the decision-making process. The current curriculum is closely tied to other programs in the health science area. With this degree of overlap, it is easily possible for students to complete several certificates or degrees within a short period of time. With the experiential learning policy in place, students may be able to take advantage of their existing knowledge and expedite graduation. The Internal Program Review Committee at MSU-GF COT cited several highlights of this program review:

- The AHIMA approved program addresses the needs of Great Falls and surrounding communities in our region.
- The program is near capacity and has strong enrollment (see Table 2).
- Retention rates are excellent for this program (Average first-time full-time fall-to-fall: 92%).
- Students earn excellent scores on certification exams (Average: 97% pass rate).
- Because the courses and program are online, there is very little need for physical resources.

Since the average starting wages for this CAS are \$14-16 per hour, the Internal Program Review Committee recommended that students be encouraged to seek the CAS degree in addition to knowledge and training in an effort to increase graduation rates. Some students drop out after only a few key courses, which are enough to get them into positions for further on-the-job training. The Program Director will also address this issue with the

Program Advisory Board. Seeking their support in hiring students who have earned certificates rather than just secured the relevant course work will be important to persistence.

Table 2: Enrollment and Graduation Rates: Health Information Coding Specialist CAS 2004-2010

Year	Program Enrollment	Number of Graduates
2008-09	23	9
2007-08	39	15
2006-07	43	5
2005-06	47	11
2004-05	30	5

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PROGRAM REVIEW

Institution: MSU- Great Falls College of Technology

Program Years: 2009-2010

List of the programs reviewed:

Health Information Technology Associate of Applied Science

Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:

The Internal Program Review Committee at MSU-GF COT recommended continuation of the program.

Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.

The Health Information Technology Associate of Applied Science program (HIT) is the only Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM) accredited program in the state of Montana. The program provides quality accessible education that meets the needs of the local and regional community.

The program is student centered, offering courses and student advising online. Some students in this program are already working in the field, and they enroll to update or upgrade their skills. Several students who are working in the field have been able to expedite their studies by using experiential learning. This program serves as a stepping stone for many students who begin by completing a certificate in Medical Coding or Billing. Many of the students are concurrently enrolled in related programs such as Medical Transcription or Medical Billing and Coding. The addition of a professional certificate in Healthcare Informatics Technology (Electronic Health Records) will provide another avenue for students.

The program director and faculty are all extremely responsive. In addition to the program being delivered completely online, an "advising room" in the learning management system (D2L: Desire to Learn) is utilized to communicate with students. This has fostered an online community for students.

Because the courses and program are online, there is very little need for physical resources. The program is very cost-effective.

- The Internal Program Review Committee highlighted the following:
- The CAHIIM approved program addresses the needs of Great Falls and surrounding areas.
- The program is near capacity and has strong enrollment (see Table 3).
- The program cost is low because the program is offered completely online.

The Internal Program Review Committee added the following recommendation:

- Students should be encouraged to seek degrees in addition to knowledge and training to increase graduation and retention rates.

Table 3: Enrollment and Graduation Rates: Health Information Technology AAS – Includes both first and second year students.

Year	Program Enrollment	Number of Graduates
2008-09	64	13
2007-08	64	8
2006-07	65	10
2005-06	67	8
2004-05	28	4

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PROGRAM REVIEW

Institution: MSU- Great Falls College of Technology

Program Years: 2009-2010

List of the programs reviewed:

Respiratory Care Associate of Applied Science

Decision(s) concerning the future of the program(s), based on the program review criteria established at the campus:

The Internal Program Review Committee at MSU-GF COT recommended continuation of the program.

Rationale or justification for the decision based on the program review process established at the campus. Include graduation numbers and student majors for each of the last seven (7) years for every program under review.

The Respiratory Care AAS Program is accredited by the Commission on Accreditation for Respiratory Care (CoArc) and includes a pre-program that students must complete prior to entering the actual program. The program has many opportunities to place students in clinicals statewide and has excellent retention, graduation, and placement rates. Some highlights cited by the Internal Program Review Committee at MSU-GF COT:

- The Respiratory Care AAS addresses the needs of Great Falls and surrounding areas. The need for skilled medical workers is anticipated to increase.
- The program has good partnerships for clinical sites (Approximately seven locations statewide: Billings, Kalispell, Helena, Havre, Great Falls, Lewistown, Bozeman).
- The program has strong enrollment and retention rates aided by the pre-program students (see Table 4 for enrollment. First-time, full-time, fall-to-fall retention rate: five year average is 88%).
- Students exhibit excellent scores on certification exams over the course of the past five years (100% pass rate on National Board of Respiratory Care (NBRC) Board Examination).
- Students in this program are degree seeking and the cohort model promotes retention and persistence. The job placement rate for graduates is 100%.

Table 4: Enrollment & Graduation Rates – Respiratory Care AAS – Includes both first and second year cohort.

Year	Program Enrollment	Number of Graduates
2008-09	23	8
2007-08	16	6
2006-07	21	7
2005-06	19	11
2004-05	19	6