

Medical Assisting
2019 Annual Report



Education Review Board
Instructions

For
MARRB

Completion

Table of Contents

Introduction.....	3
Prefatory Remarks.....	3
New Features on the 2019 ARF	5
General Information Tab Instructions:.....	6
Enrollment, Retention, and Graduation Tab Instructions:.....	7
NOTE Tab Instructions:.....	9
Graduation Year Data Tab Instructions:	10
Graduate Survey Tab Instructions:	10
Job Placement Tab Instructions:	11
Employer Survey Tab Instructions:	12
Exam Tab Instructions:	13
Submitting Your ARF:	15

Introduction

Welcome to the 2019 Annual Report Form (ARF)! You are reading these instructions because it is your duty to complete this year's ARF. It's very important that you read this document before completing the ARF. Below are some important reminders:

Trigger Course and Admission Cohort Definitions: The "trigger course" is the first course in the Medical Assisting program curriculum in which any of the psychomotor and/or affective competencies are taught and measured. The formal "admission cohort" is the group of students who have successfully completed the trigger course. See MAERB Policy 205 for additional wording.

Some programs also have a formal admission process that is used to define the admission cohort. The admission process needs to follow the same guideline related to the teaching and assessing of the psychomotor and/or affective competencies, but it can also be used to define the admission cohort.

Data Monitoring Date: Although in your 2019 ARF you will be including up to five years of data, , the top row of the 2019 ARF (i.e., the 2018 data) will not be considered for any potential adverse recommendation by MAERB at this point in time, since the top row of data is often incomplete; rather, the data from the three years prior to the most recent year (that is, 2015-2017) will be evaluated.

The MAERB office, however, will be reviewing the integrity of all the data submitted. As a result, if there are issues related to any of the years that are being reported on this 2019 ARF, the MAERB office will be contacting the program, and there will be an administrative fee charged if changes need to be made.

Additional Resources: The *MAERB Policy and Procedures Manual* contains information about the Annual Report Form process and the posting of an outcome (Policies 210 and 205). In order to access the manual, go to the MAERB website (www.maerb.org) and click on the "Documents" page. It is located in the "Standards and Policies" section.

In addition, on the same page you will find other resources under "Annual Report Form," such as the "Outcome Thresholds Chart," which provides you with details about the thresholds, raw data, and examples of what MAERB considers to be appropriate raw outcomes data.

Prefatory Remarks

Reading the ARF Instructions: Please do not contact your MAERB Program Manager until you have read this entire ARF Instructions document and have reviewed your 2019 online ARF. Once you have read the instructions, if you still have questions, contact your MAERB Program Manager or call 1.800.228.2262 and ask to speak with someone in the Accreditation Department. Video recordings of each of the segments of the ARF are posted at the MAERB website for your convenience.

Readiness of raw data to support your ARF: The Medical Assisting Program Director is the person responsible for the accuracy of the data, not only for the most recently reported year of data, but for all 5 years of data on the ARF. You may be asked at any time to submit raw data in support of any or all reporting years on your ARF. If that occurs, you will be given only a few days to produce the required documents. Considering this, it would be wise to make sure that this information is always readily accessible.

Logging in and saving your work: The ARF user ID and password have been given only to the Medical Assisting Program Director. This information is confidential; it is the duty of the Program Director to maintain this confidentiality. The Program Director is also given a "read-only" user ID

and password, which is sent to your direct supervisor at your program and may be shared with other individuals, if the program director and supervisor so wishes.

After going to www.maerb.org, you will need to log in, using your established user ID and password. After logging in, go to “Annual Report Form,” into which you will be entering data for the 2018 calendar year, as well as updating data for previous years. If you have any problem logging in, contact your Program Manager.

When you are ready to begin inputting the data, you should begin with the first tab, “Enrollment, Retention, and Graduation,” and then fill out the other tabs in sequence, as they are dependent upon each other.

Multiple-campus programs: For those programs that are MAERB-approved multiple campuses, only one ARF submission is required. This submission should contain the aggregate data for all MAERB-approved campuses.

Programs that were newly accredited in 2017, 2018, or 2019: If your program received its initial CAAHEP-accreditation in the last 3 calendar years, this will be your first online ARF and you will find your online ARF to be blank (except for any possible CMA-AAMA exam data). For those programs that received initial accreditation in 2017 or 2018, even though you have completed an Excel ARF for the past year or two, you should only complete data for the 2018 admission and graduation cohorts, and not for any prior years. The information that you previously submitted is on file in the MAERB office.

Working ahead on compiling the data for the RMA (AMT), NCMA (NCCT), CCMA (NHA), or CMAC (AMCA) certifying exams: Before you begin to work on your 2019 online ARF, we highly recommend that you to substantiate exam participation and passage for the exams listed above. If any person who graduated from your program between January 1, 2014 and December 31, 2018 took any of those exams, do the following:

- Using your final 2018 ARF as a reference, complete every cell of the exam grid that MAERB sent to you via email on January 17 and return it to your MAERB Program Manager no later than February 14, 2020. The Program Manager will then review the accuracy of your exam data and input it into the 2019 ARF within 3 working days. If the exam data is not submitted by the February 14 deadline, this data might not be able to be processed and reviewed by the MAERB office prior to the February 21, 2020 ARF deadline and, as such, your program may end up having to pay a fee.

If you had no 2014-2018 graduates who took the RMA, NCMA, CCMA, or CMAC exam, then you do not need to complete the exam grid that was sent to you on January 17.

Saving and submitting your ARF: While you are entering data into your online ARF, you should regularly save your work, as the system will automatically log you out after a ten-minute period of inactivity. You will be able to sign in and out as often as you wish, as long as you do not click on the final submit button on the Dashboard.

After you have filled in all the necessary data and have reviewed your work, you will need to submit the ARF from the Dashboard page. You will not be able to submit the report if there are incomplete items.

To print your ARF or save it as a PDF, click on the “Print” icon to the right of the Exam tab in the upper right of your screen. Please save a final copy for your electronic and paper records.

Fees for late, incomplete, or incorrect data: The MAERB office provides a “hard” due date for completion of the Annual Report Form, and late submissions will be charged a \$250 late fee.

Once you submit your final ARF with the data from 2018 and updated data from prior years, you will be unable to change any data until your next year's ARF, unless you pay a \$200 administrative fee. After final completion, you will have "read-only" access to the submitted report.

If you submit your ARF and it is later found to lack statistical integrity, your program will be charged a \$200 administrative fee, so that the proper revisions can be made.

New Features on the 2019 ARF

1. **Introduction of a "General Information" tab:** From now on, MAERB will be collecting general information from you annually in order to ensure that our database is up to date.
2. **White-shaded cells:** Only white-shaded cells need to be completed by you.
3. **Shift from "admission cohort" to "graduation date" methodology for 3 tabs:** In the past, your program reported Graduate Survey, Job Placement, and Employer Survey outcome data based on the student's date of admission into your program. From now on, you will be reporting that data based on the year of graduation – which is why you will find no data entered in your 2019 online ARF for 2014–2017 for these 3 tabs. Also, considering this, we have moved the position of the "NOTE" tab to the early section of the ARF and renamed the "Graduate Analysis" tab to "Graduation Year Data."
4. **Addition of 3 new "drop" columns on the Retention tab:** In the past, when a student dropped out of your program, you simply reported the person as a "drop." The newly formatted 2019 ARF, in keeping with the composition of the ARF Tracking Tool, now asks you to select from one of three options. This will be discussed in greater detail later in these ARF Instructions.
5. **Brand-new definitions for the Job Placement tab:** In the past, you had to determine the number of positive job placements, which wasn't necessarily identical to the number of graduates who got a job as a medical assistant or in a related field. On the new ARF, there are all new columns, with new definitions. The total of these 3 columns must equal the total number of graduates. These new columns match perfectly with your ARF Tracking Tool.
6. **Inaccessibility to data on the Exam tab:** In the past, the only exam data to which you had direct access was if a graduate had taken or passed "more than one" different exam. Beginning this year, you no longer have access to these cells. Please read page 13 of these instructions about how to submit exam data.
7. **New columns added to the exam grid:** If you have had any graduates, over the past 5 years, that have taken an exam other than the CMA (AAMA) exam, you had to complete an Exam grid and send it to your MAERB Program Manager prior to submitting your ARF. This remains the practice to be followed; however, this year we have added 3 columns: 1) The number of persons who graduated from your program in each of the past 5 calendar years (which should match the data in your Graduation Year Data" tab); 2) the number of graduates, over the past 5 years, who took 'more than one' different qualifying exam; and 3) the number of graduates, over the past 5 years, who passed 'more than one" qualifying exam. When you send the completed Exam grid to your Program Manager, we ask that you place a number into every cell of the grid, even if the number is '0.' Failure to do so may result in the grid being returned to you for completion.
8. **Secondary deadline to submit exam grid for non-CMA exam data:** If your program has to complete the above-mentioned Exam grid for entry into the 2019 ARF, you must use the grid template that MAERB sent to you on January 17th and the completed grid must be

transmitted to your Program Manager via email no later than **Friday, February 14th**. The MAERB office needs to carefully review the exam data prior to entering it into the ARF. It's not possible for the MAERB office to faithfully review your exam data unless it has several days to do so prior to the February 21 final ARF deadline.

General Information Tab Instructions:

Please have these ARF Instructions with you when you start to fill out the information, to make it easier.

- **Question 1:** Enter the award type (i.e., Certificate, Diploma, or Associate Degree) of the CAAHEP-accredited program for which you are completing this ARF.
- **Question 2:** Enter the total number of clock or credit hours of your CAAHEP-accredited program.
- **Question 3:** Clearly identify the type of terms (whether semester, half-semester, quarter, module, or otherwise) and then list the total number of those for a full-time student (e.g., three semesters or six quarters). If your program doesn't neatly fall into one of these categories, explain your program's composition in a few brief sentences.
- **Question 4:** We are just looking for an approximation (e.g., 75%). Please don't spend a lot of time researching the answer to this question.
- **Question 5:** Enter the number of persons (including the program director) who work full-time in your medical assisting program. "Medical Assisting Faculty" are defined as persons who teach one or more courses that are unique to medical assisting.
- **Question 7:** Enter the number of persons who are either part-time or adjunct faculty in your medical assisting program. If an instructor is not teaching any class unique to medical assisting, we would not consider that person to be "medical assisting faculty."
- **Question 9:** If you use a trigger course for admission into the program, enter "trigger course." On the other hand, if your program uses the formal admission process (i.e., criteria for admission that are unique to the medical assisting program), enter "formal admission process."
- **Question 10:** If you use a trigger course (or courses) for admission into the program, enter the course number (e.g., MA101) and in which semester, half-semester, quarter, or module it is offered in your program sequence. (e.g., MA101 is offered in the 2nd of 4 total quarters). If you don't use a trigger course, enter "Not Applicable" in the cell.
- **Question 11:** If you are using a trigger course for measuring admission into your program, indicate "yes" if that same trigger course has been used to measure admission on all five reporting years (i.e., 2014-2018) of the "**Enrollment, Retention, and Graduation**" tab of your 2019 ARF. Otherwise, answer "no" and briefly explain in which admission year of the ARF you began to use the current trigger course.

You won't be able to submit your 2019 ARF unless all questions have been answered on this tab.

Enrollment, Retention, and Graduation Tab Instructions:

The five years of data in this tab reflects the **current** status of all medical assisting students (organized by the month and year of admission) who were admitted into your program over the last 5 calendar years.

You will be including the following information:

- How many total students have been admitted (defined as those who successfully passed the program's "trigger course" or those who were accepted via the program's formal admission process);
- how many have dropped out from among those students admitted;
- how many of those persons have graduated (as of the date of submission of the 2019 ARF);
- and how many are still active in your program.

You will be including this information based upon the current, up-to-the-moment enrollment status within the program.

Prior to entering data for the 2018 admission cohort/s, you will need to update, if applicable, the data that your program reported on last year's ARF for the previous (i.e., 2014-2017) admission cohorts. The instructions below will indicate that order. It is very important to remember that the data is based upon the admissions cohort date, rather than the year of graduation. You may find yourself updating several of the rows, and not just the top row.

NOTE for programs with two CAAHEP-accredited award options:

If you have two CAAHEP-accredited programs (i.e., both an Associate Degree and a Certificate/Diploma), this tab allows you to report any students who transferred out of one of your CAAHEP-accredited medical assisting program options and into your other CAAHEP-accredited medical assisting program. Record of any such student transfer should, therefore, be reported on each of your two 2019 ARFs.

*On the one ARF, you will identify the number of those who transferred out of the appropriate program, based on year of admission, and, on the second ARF, you will enter them as "transfers" into the other program. **Please contact your Program Manager if you have any questions regarding this.***

In order to begin entering your outcome data on your 2019 ARF, select the **"Enrollment, Retention, and Graduation"** tab.

There are two central rules that governs the inclusion and updating of the data in this category:

- No student should be counted in more than one row of any given tab.
- once a student is placed within a given admissions cohort, he/she remains there, even if the student drops and then returns.

If the student drops out and later returns to your program, you should adjust the numbers in the original admissions cohort, not in the year when the student returned to the program. The only exception to that is if the student's original cohort year is no longer included on the current ARF (in which case, you would add the student to the cohort year of re-enrollment).

Updating admission data from the 2014-2017 admission cohort/s (if necessary):

MAERB Error Alert: Perhaps the most common error that the MAERB office receives on the ARF is programs forgetting to update the previous years' data. It is important to remember that, if you have student numbers in the **"In-Progress or Stopped-Out"** column, you will generally need to update the number "dropped out" or the number "graduated."

It is only when you have a zero in the ***"In-Progress or Stopped-Out"*** column that you will no longer need to update that row. As a rule, we have discovered that, if the 5-year total number for ***"In-Progress or Stopped-Out"*** is more than approximately 20%-30% of the 5-year total number of students enrolled, there is probably an error in the data.

- Look at the ***"In-Progress" or "Stopped-Out"*** column.
 - For programs with nothing to update regarding 2014-2017 admission cohort/s: If there are currently no students found in this column on your 2019 ARF, and if no dropped student re-entered your program in the past 12 months, proceed to the "2018 admission cohort/s section," which is the next bulleted point below.
 - Updating students who have dropped in the past 12 months: If you currently show any numbers in the "in-progress" or "dropped out" column, you need to update them on your 2019 ARF, indicating if the students are still "in-progress," or not. If, since the time of submission of last year's ARF, such a student has dropped out, you would record that drop by adding an additional student in the corresponding "dropped" column.
 - Updating students who have graduated in the past 12 months: On the other hand, if the student has graduated, record the graduation in the column with number of graduated students.
 - Updating students who re-entered in the past 12 months: If, over the past 12 months (i.e., since the date of submission of your 2018 ARF), a student who had been reflected as a "drop" on your 2018 ARF has re-entered your program, record that decrease in the number of students that have dropped. You will then see that student automatically added to the ***"In-Progress, Stopped-Out"*** category.

Providing admission data from the 2018 admission cohort/s:

- Click on the "Add Admission Entry" green cross. Blank cells will pop up for you to fill.
- Select the correct month, as January is the default month. ***"Enrollment Date"*** is the specific entry point for each admissions cohort who entered in calendar year 2018. If you have established a "trigger" course (see MAERB Policy 205), include the number of students who successfully completed that course. If you base your admission cohort on a formal admission process, you would use that date. If you intend to change your trigger course, you will need to notify your MAERB Program Manager.
- ***"Number of New Students Enrolled"*** is the total number of **new** medical assisting students in each admissions cohort. You will need to manually enter this information for each admission cohort in 2018, but you should not change this number for any of the previous years (i.e., 2014-2017), unless you realize that the number of enrolled students had been reported incorrectly on last year's ARF. If you want to change the month of admission for any of the 2014-2017 admission cohorts, contact your Program Manager.
- ***"Students Transferring In"*** is the total number of advanced placement or transfer students (i.e., students who transferred into your program mid-stream from another institution or were granted advanced placement of some form) for the specific admissions cohort. This number is usually "0." Enter the number of students that transferred in or else enter "0." Do not change the number of ***Students Transferring In*** for the preceding years (i.e., 2014-2017), unless you realize that the number was incorrect.
- ***Total Number of Students:*** This column is inaccessible to you. It is automatically calculated by adding the first two columns.

- ***“In-Progress” or “Stopped-Out”*** is a catch-all category for anyone who is either currently enrolled or on a leave of absence from the specific cohort, as of the date that this ARF is completed. The numbers in this column should become progressively smaller as you update the data for previous cohorts; in other words, the numbers found in the column for the earlier years (i.e., 2014, 2015, and 2016) will likely be zero or a low number.

This column is inaccessible to you. It is an automatic calculation, based upon the numbers you enter into the 4 columns that follow it.

NOTE regarding “drops” for the 2014-2017 cohorts: In preparing your 2019 ARF, the MAERB office intentionally placed all of your “drops” from the 2014-2017 cohorts of your 2018 ARF into the column labelled “dropped for non-academic reasons.” For 2014-2017 drops, we request that leave those “drops” in the “non-academic” column, rather than worrying about trying to figure out the actual reason for each of the drops.

- ***“Attrition for Non-Academic Reasons”*** is the number of students (from among those enrolled for a given admissions cohort) who dropped due to any non-academic reason, such as inability to wake up in time for classes, pregnancy, spousal transfer, received a job, and so on. Probably, most of your “drops” will fall into this category, rather than into either of the other two “drop” columns.
- ***“Attrition, due to General Education Courses”*** is the number of students (from among those enrolled for a given admissions cohort) who dropped due to failure to pass one or more of the general education (i.e., non-medical assisting core) classes.
- ***“Attrition, due to Professional Courses”*** is the number of students (from among those enrolled for a given admissions cohort) who dropped due to failure to pass one or more of the professional (i.e., medical assisting core) classes.
- ***“Number of this Cohort that has Graduated To-Date”*** is the number of students who have graduated, to-date, from the among the specific admissions cohort. In this column, enter the number of persons who have already graduated.

NOTE: A “graduate” is someone who has been issued a transcript that shows that the associate degree, certificate, or diploma has been conferred; a “graduate” is not equivalent to a “completer.”

Your program’s Retention Rate is automatically calculated by taking the total number of graduates, adding the number of students “In Progress” or “stopped out” and then dividing that number by the total number of students in the cohort.

If you have both a day and an evening section that admit students in the same month, you may combine them into a single cohort for that month. However, if you wish to be able to view day and evening cohorts separately, contact your MAERB Program Manager for instructions.

If your retention percentage for the 2017 admission cohort/s doesn’t meet the 60% threshold, the summary cell will turn red, and you will need to answer a series of dialogue questions and complete an Action Plan grid. It’s important that you click on “save” at the end of the section with the questions, before proceeding to complete the Action Plan grid. For more information about how to complete these sections, see the posted ARF webinar on Retention.

NOTE Tab Instructions:

Please read the brief note that is included on this tab, as it explains the relationship of the first tab of the ARF with the remaining ARF tabs.

Graduation Year Data Tab Instructions:

The data found on this tab should reflect the number of students (based upon the calendar year of graduation) who graduated from your program over the last five reporting years (i.e., calendar years 2014-2018).

Even though the data for calendar years 2014-2017 is visible on your 2019 ARF, these cells are protected and inaccessible to you, since they were reported by you on your 2018 ARF and should not change from ARF to ARF, unless a reporting mistake had been made by you last year. If any of these numbers is incorrect, please contact your MAERB Program Manager.

- **2018 Graduates:** Enter the number of persons who graduated from your medical assisting program at any time during calendar year 2018, no matter when they were enrolled into your program. Unless your students are both admitted and graduate in the same calendar year, this number will most likely not be the same as the number of graduates that you reported for 2018 on the **Enrollment, Retention, and Graduation** tab. If no one graduated from your program in calendar year 2018, enter a "0."
- **2014-2017 Graduates:** These numbers were reported by you last year on your 2018 ARF. If you find any given number to be in error, contact your MAERB Program Manager.
- The number of graduates that are reported on this tab automatically feed into the **Exam** tab of the 2019 ARF. Likewise, the number of graduates from calendar year 2018 automatically feeds into the Graduate Survey and Job Placement tabs of the ARF.

Graduate Survey Tab Instructions:

Normally, the **Graduate Survey** section of the ARF reflects five full years of data. However, with MAERB's recent change in methodology and technology for the reporting of annual outcomes, MAERB is only collecting the 2018 Graduate Survey data on the 2019 ARF.

Because of this switch, it's possible that many of the graduate surveys that you report here on the 2019 ARF will be for the same graduates that you recorded on the **Graduate Survey** tab of your program's 2018 ARF.

You will be including the following information:

- How many graduate surveys were sent out; how many graduates returned the survey;
- and how many responded positively to the cognitive, psychomotor and affective domain questions.

Unlike all prior ARFs, for the 2019 ARF your **Graduate Survey** data is based on the graduates' year of graduation, and not their year of admission into your program.

Please note the following definitions for each column.

- **"Number of Graduates"** is the number that you reported for 2018 on the Graduation Year Data tab of the 2019 ARF.
- **"Number of Graduate Surveys Sent"** is the number of 2018 graduates to whom a Graduate Survey was sent by your program. Surveys are to be completed by graduates 0 to 6 months after the date of graduation. All CAAHEP-accredited programs are required to use MAERB's **Graduate Survey** template, including the verbatim wording for each question, the questions separated by Cognitive, Psychomotor, and Affective Domains, and the use of the 5-point Likert scale. You may add questions to the template, if you'd like, but you may not remove any questions. If the MAERB survey is not being utilized by your program, you can't count those graduate surveys on your ARF.

- **“Number of Graduate Surveys Returned”** is the number 2018 graduates that returned a completed survey. If a graduate survey is returned to you blank, it should not be counted as a “returned” survey.
- **“Graduate Survey Participation Percent”** is the automatic calculation of the percentage of returned surveys, calculated by dividing the number of 2018 graduates returning a completed survey by the number of 2018 graduates.
- **“Positive Responses—Cognitive, Psychomotor, Affective”** is the number of students whose survey (in response to all the questions in the particular domain) yielded an average of at least a “3” on the 5-point Likert scale. Each returned survey must be reviewed by the program director three times (one time for all Cognitive questions, once for all Psychomotor, and once for all Affective).
- **“Overall Positive Responses”** is automatically calculated as the mean average of the three domain columns immediately preceding it.
- **“Graduate Survey Satisfaction”** is the percentage of the mean average divided by the number of graduates that returned a survey.

Job Placement Tab Instructions:

Normally, the **Job Placement** section of the ARF reflects five full years of data. However, with MAERB’s recent change in policy, MAERB is only collecting 2018 graduates’ **Job Placement** data on the 2019 ARF.

Because of this switch, it’s possible that many of the job placement results that you report here on the 2019 ARF will be for the same graduates that you recorded on the **Job Placement** tab of your program’s 2018 ARF.

You will be including the following information:

- How many graduates were hired either as medical assistants or in a related field;
- how many graduates immediately went into the military or continued with formal education of some sort;
- how many graduates you know got a job in a non-related field or for whom you have no job placement information.

Unlike all prior ARFs, on the 2019 ARF your **Job Placement** data is based on the graduates’ year of graduation, and not their year of admission into your program.

Please note the following definitions for each column.

- **“Number of Graduates”** is the number that you reported for 2018 on the Graduation Year Data tab of the 2019 ARF.
- **“Employed as Medical Assistant or in a Related Field”** is the number of 2018 graduates who (based upon documentation that you can substantiate) were hired after graduation either as a medical assistant or in a “related field” (which is defined as a medically-related employment for which some of the clinical or administrative competencies are being utilized). If the individual either subsequently quit, was fired, or is no longer working either as a medical assistant or in a related field, you should still consider it to be a “positive placement” on the 2019 ARF.

- **“Continued with Education or Went into the Military”** speaks for itself. Enter the number of 2018 graduates for whom this applies or enter a “0” in that cell.
- The final column on this tab is for those graduates who didn’t get a job as a medical assistant or in a related field, didn’t continue their education, didn’t go directly into the military, or about whom you have never received any job placement information. Enter the corresponding number into the cell. The total of the 3 white-shaded columns on this tab should equal the total number of graduates. If you don’t enter 3 numbers that match the total number of graduates, the online ARF will not allow you to save your numbers.

Employer Survey Tab Instructions:

Normally, the **Employer Survey** section of the ARF reflects five full years of data. However, with MAERB’s recent change in policy, MAERB is only collecting the 2018 graduate **Employer Survey** data on the 2019 ARF.

Because of this switch, it’s possible that many of the employer surveys that you report here on the 2019 ARF will be for the same persons that you recorded on the **Employer Survey** tab of your program’s 2018 ARF.

You will be including the following information:

- How many employer surveys were sent out, from among 2018 graduates;
- how many employers returned the survey;
- and how many employers responded positively to the cognitive, psychomotor and affective domain questions.

For the 2019 ARF your **Employer Survey** data is based on the graduates’ year of graduation, and not their year of admission into your program.

Please note the following definitions for each column.

- **“Number Employed as a Medical Assistant or in a Related Field”** has been automatically transmitted from your Job Placement tab.
- **“Number of Employer Surveys Sent”** is the number of 2018 graduates who got a job as a medical assistant or in a related field and for whom an employer survey was sent to their employer. Surveys are supposed to be sent between 3 and 12 months after the graduate has begun her/his employment.

All CAAHEP-accredited programs are required to use MAERB’s **Employer Survey** template, including the verbatim wording for each question, the questions separated by Cognitive, Psychomotor, and Affective Domains, and the use of the 5-point Likert scale. You may add questions to the template, if you’d like, but you may not eliminate any questions. If the MAERB survey is not being utilized by your program, you can’t count those employer surveys on your ARF.

- **“Number of Employer Surveys Returned”** is the number of surveys that were returned by employers of 2018 graduates who got a job as a medical assistant or in a related field. If an employer survey is returned to you blank, it should not be counted as a “returned” survey.
- **“Employer Survey Participation Percent”** is the automatic calculation of the percentage of returned surveys, determined by dividing the number of employers returning surveys by the number of 2018 graduates who became employed either as a medical assistant or in a related field.
- **“Positive Responses—Cognitive, Psychomotor, Affective”** contain the number of employers whose survey (in response to all the questions in the particular domain) yielded an average of

at least a “3” on the 5-point Likert scale. Each returned survey must be reviewed by the program director three times (one time for all Cognitive questions, once for all Psychomotor, and once for all Affective).

- **“Overall Positive Responses”** is automatically calculated as the mean average of the three domain columns immediately preceding it.
- **“Employer Survey Satisfaction”** is the percentage of the mean average divided by the number of employers returning surveys.

Exam Tab Instructions:

Your exam data should be organized by the calendar year in which the person graduated from your program (in this case, calendar year 2018), and not the year in which the exam was taken or passed.

The exam data for any CMA (AAMA) takers/passers for the five reporting years listed (i.e., 2014-2018) is already entered into your 2019 ARF. Exam results for any of the other 4 qualifying exams will have to be obtained by you and reported directly to your MAERB Program Manager prior to the final submission of your 2019 ARF.

For more details about which specific medical assisting exams can be counted toward the Exam threshold of the ARF, you should review MAERB Policy 205 and/or the “Outcomes Threshold Chart.”

CMA (AAMA) Exam Results: The CMA (AAMA) participation and exam results for those individuals who both graduated between January 1, 2014 and December 31, 2018 and took the CMA (AAMA) exam prior to **January 2, 2020**, have already been uploaded into the Exam tab of your 2019 ARF.

Any graduate who took and/or passed the CMA (AAMA) exam **after** January 2, 2020, will automatically appear on next year’s 2020 ARF. The cells with the exam results are locked and not able to be edited by you. If you believe there to be a discrepancy regarding the CMA (AAMA) exam numbers on your 2019 ARF, please contact the Certification Department of the AAMA at 1.800.228.2262.

After you have contacted the Certification Department of the AAMA, if there is still a discrepancy regarding the total number of takers or passers found on your 2019 ARF or if the Certification Department had to make any changes in their database, contact your Program Manager at MAERB for further direction.

MAERB Error Alert:

Any exam data that you reported on last year’s ARF for previous years’ graduates who took and/or passed the RMA (AMT), the NCMA (NCCT), the CCMA (NHA), or the CMAC (AMCA) certification exams has been removed by MAERB from your 2019 ARF. This includes any graduates that you reported had taken “more than one” different exam or passed “more than one” different exam.

This data was removed by MAERB because a program may have had additional graduates take or pass one or more of these exams within the past twelve months. Therefore, you will need to update and report this information to your MAERB Program Manager again this year, prior to submitting your final 2019 ARF online.

Results of the RMA (AMT), NCMA (NCCT), CCMA (NHA), and CMAC (AMCA) exams: These results must be obtained by you and submitted to your MAERB Program Manager via email, using the grid below, by Friday, February 14, 2020, prior to the final submission of your 2019 ARF, as

these agencies are currently unable to supply their exam results to MAERB in the format needed for uploading.

In order to get this information, please contact the following respective Certification Departments:

- the RMA (AMT) is given by the American Medical Technologists (1.847.823.5169)
- the NCMA is given by the National Center for Competency Testing (1.800.875.4404)
- the CCMA is given by the National Healthcareer Association (1. 800.499.9092)
- the CMAC is given by the American Medical Certification Association (1.888.960.2622)

Please be careful to organize your takers and passers based on their year of graduation, and not the year that they took or passed a given exam.

If you have any graduates from calendar years 2014, 2015, 2016, 2017, or 2018 that took any of the four (4) above-mentioned exams, in order to have this information included in your 2019 ARF, complete every cell (for all five years) of the grid below and send it to your Program Manager by Friday, February 14, 2020.

Your Program Manager will then enter the data into your 2019 ARF and will notify you that the data has been entered or if, upon MAERB review, there appear to be any discrepancies. The first column of numbers of the grid below should be identical to the numbers on the “**Graduation Year Data**” tab of your 2019 ARF. For those programs that need to complete the grid below, please note that every cell should have a number in it, even if the number is “0.” If you have any questions about the grid, contact your Program Manager.

Year of Graduation	Total# of Grads for the calendar year	# of Grads Who Took RMA (AMT) Exam	# of Grads Who Passed RMA (AMT) Exam	# of Grads Who Took NCMA (NCCT) Exam	# of Grads Who Passed NCMA (NCCT) Exam	# of Grads Who Took CCMA (NHA) Exam	# of Grads Who Passed CCMA (NHA) Exam	# of Grads Who Took CMAC (AMCA) Exam	# of Grads Who Passed CMAC (AMCA) Exam	# of Grads Who Took More than One Exam	# of Grads Who Passed More than One Exam
2018											
2017											
2016											
2015											
2014											

Unlike prior ARFs, on the 2019 ARF you no longer access to any cells on the Exam tab of the ARF.

Regarding the **Exam Participation** and **Passage** sections, if you have any persons (who graduated between January 2014 and December 2018) and who took and/or passed “**more than one**” of the **five** different qualifying exams, they need to be reported on the exam grid that is sent to your Program Manager. If you had no graduates who took more than one exam, enter “0” in each of the cells in the final two columns of the exam grid.

Your exam grid will not be considered complete unless all cells contain a number. No cell should be left blank, unless your program became newly accredited in the past 4 years and the blank row/s match the calendar years for which no ARF data is needed.

If you have exam takers for any of these four exams but fail to send the completed grid to your Program Manager by Friday, February 14, 2020, your program may be subject to a late or unlock fee if the MAERB office is not able to review and process your exam data by the February 21, 2020.

If, at any point in time after the February 21st deadline, errors are discovered in your 2019 ARF (including any errors in your exam data), your program will be subject to a \$200 ARF “Administrative Fee.”

If your Exam Participation or Passage percentage for 2017 doesn’t meet the thresholds of 30% or 60% respectively, the summary cells will turn red, and you will need to answer a series of dialogue questions and complete an Action Plan grid. It’s important that you click on “save” at the end of the section with the questions, before proceeding to complete the Action Plan grid. For more information about how to complete these sections, see the posted ARF webinar on Exam.

Submitting Your ARF:

Prior to final submission of your 2019 ARF, we recommend that you do the following:

- 1) Look to see if any percentages are over 100%. If so, there is an error somewhere.
- 2) If you have RMA, NCMA, CCMA, or CMAC exam data to report, be sure to send your fully completed exam grid to your MAERB Program Manager via email by February 14th.
- 3) Submit your 2019 ARF from the Dashboard, by clicking on the “Click to submit final completed 2019 ARF” button. Once you submit, you will see the date of submission on the Dashboard.
- 4) Click on the “Print” icon. Save a PDF copy of your 2019 ARF in your permanent records and share it with your immediate supervisor.

The MAERB office provides a “hard” due date of February 21, 2020, for completion of the 2019 Annual Report Form. Late submissions will be charged a \$250 late fee.

Once your ARF is submitted, if, upon review by MAERB staff, it is found to lack statistical integrity, your program will be charged a \$200 “administrative fee” so that the proper revisions can be made.

Within a couple of months of your final submission, your MAERB Program Manager will review your ARF for statistical integrity and will contact you via email if MAERB has any concerns. 2019 ARFs that are found to contain errors will be subject to an ARF “Administrative Fee” of \$200.

Once any integrity issues have been resolved by MAERB staff, you will receive an official ARF review letter from MAERB.