



Health Information Technology

**Wisconsin Indianhead Technical College
10-530-1 Associate Degree**

**2018
Program Review**

ACADEMIC PROGRAM REVIEW PROFILE

Program Number & Name: Health Information Technology 10-530-1		
Program Academic or Assistant Dean	Title and Location	Phone and e-mail
Amanda Abrahamson	Program Director, HIT & Instructor New Richmond Campus	Ext 4757 amanda.abrahamson@witc.edu
Team Members	Title and Location	Phone and e-mail
Bonny Copenhaver	Vice President, Academic Affairs Superior Campus	Ext. 6214 bonny.copenhaver@witc.edu
Jolene Colburn	Program Instructor	Ext. 4761 jolene.colburn@witc.edu
Madonna Leblanc	Assistant Instructor College of St. Scholastica	218-723-6118 mLEBLANC@css.edu
Jennifer Olson	Student Services Assistant Ashland Campus	715-682-4591 Jennifer.Olson2@witc.edu
<p style="color: red; font-size: small;">**If you have more than 8 team members, right click within the member table above and choose insert row above or below.</p>		
Self-Study Areas:		
<p>Required Elements: Analysis of trends from Program Effectiveness Data Profile, Analysis of results of previous program improvement plans, Progress/results of TSA (including program & employability essentials)</p>		
<p>Choose from a minimum of 2 of the following other areas to study</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Academic Advising <input type="checkbox"/> Accreditation/National or State Standards, Regulations, Compliance <input type="checkbox"/> Advisory Committees <input type="checkbox"/> Assessment of Student Learning <input type="checkbox"/> Budgeting Efficiencies/Costs per FTE <input type="checkbox"/> Career Outlook/Future Occupational Trends <input type="checkbox"/> Career Pathways <input type="checkbox"/> Collaboration/Partnerships <input type="checkbox"/> Curriculum Currency/modifications <input type="checkbox"/> Delivery Methods/Distribution of Offerings/Scheduling <input type="checkbox"/> Dual Enrollment 	

	<input type="checkbox"/> Equipment <input type="checkbox"/> Facilities <input type="checkbox"/> Faculty Credentialing/Development Needs <input type="checkbox"/> Online/Technology <input type="checkbox"/> Recruitment <input checked="" type="checkbox"/> Other <u>Retention</u>
Program Information:	
Capacity (new students admitted/year):	36 Students/year
Number of Faculty:	FT: <input checked="" type="checkbox"/> 2 PT: <input checked="" type="checkbox"/> 1
Statewide Curriculum:	Yes? <input checked="" type="checkbox"/> No? <input type="checkbox"/>
Program Accredited by:	CAHIIM
Date of Last Accreditation	12/13/17
Date of Next Accreditation	11/12/18
Is a visit required? If so, when is the next visit?	No
Program Licensed by:	n/a
Date of Last Licensing:	
Date of Next Licensing:	
Is a visit required? If so, when is the next visit?	
Please list other program and individual association and organizational memberships:	
Amanda Abrahamson	Registered Health Information Administrator AHIMA Member
Jolene Colburn	Registered Health Information Administrator AHIMA Member
Luke Thompson	Registered Health Information Administrator AHIMA Member

SELF-STUDY CATEGORY RESULTS

Increase

Program and Category	
Program: Health Information Technology	
Category: Analysis of Trends from Program Data Profile	
Resources Contact(s) for this Category:	Amanda Abrahamson
Strengths	Opportunities
Student satisfaction	Attrition
RHIT certification pass rate	Program Completion (Degree Attainment)
Graduate employment/job placement	Rate at which students complete program

Enrollment			
**If you have more than 8 strengths and opportunities, right click within the table above and choose insert row above or below.			
What items in this category MUST be addressed on our improvement plan?	Attrition rates need to decrease in both full time and part time students. For the reporting period 8/1/15-7/31/16, there were 11 of 42 students who did not progress. The percentage of degree attainment has decreased each year (we have three years of valid data). Attrition Reasons: Academic Reasons (0 FT, 3 PT) Non-Academic Reasons (2 FT, 4 PT) Unknown Reasons (0 FT, 2 PT)		
What items in this category MIGHT be addressed on the improvement plan?	Retention: <ul style="list-style-type: none"> • 1st to 2nd year retention and degree attainment. • Fall to spring 		
Team Rating Please indicate by an (X) the team rating of your program on this category.			
<i>All areas need improvement</i>	<i>Some areas meet expectations, but most areas need improvement</i>	<i>All areas meet expectations —few areas need improvement</i>	<i>Exemplary—all areas exceed expectations—use as a model for other programs</i>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional Comments: (optional)			

SELF-STUDY CATEGORY RESULTS

Increase

Program and Category	
Program: Health Information Technology	
Category: Analysis of Trends from Program Data Profile	
Resources Contact(s) for this Category:	Amanda Abrahamson
Strengths	Opportunities
Student satisfaction	Attrition
RHIT certification pass rate	Program Completion (Degree Attainment)
Graduate employment/job placement	Rate at which students complete program
Enrollment	
**If you have more than 8 strengths and opportunities, right click within the table above and choose insert row above or below.	

What items in this category MUST be addressed on our improvement plan?	Attrition rates need to decrease in both full time and part time students. For the reporting period 8/1/15-7/31/16, there were 11 of 42 students who did not progress. The percentage of degree attainment has decreased each year (we have three years of valid data). Attrition Reasons: Academic Reasons (0 FT, 3 PT) Non-Academic Reasons (2 FT, 4 PT) Unknown Reasons (0 FT, 2 PT)		
What items in this category MIGHT be addressed on the improvement plan?	Retention: <ul style="list-style-type: none"> • 1st to 2nd year retention and degree attainment. • Fall to spring 		
Team Rating			
Please indicate by an (X) the team rating of your program on this category.			
<i>All areas need improvement</i>	<i>Some areas meet expectations, but most areas need improvement</i>	<i>All areas meet expectations —few areas need improvement</i>	<i><u>Exemplary</u>—all areas exceed expectations—use as a model for other programs</i>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional Comments: (optional)			

SELF-STUDY CATEGORY RESULTS

Program and Category	
Program: Health Information Technology	
Category: Progress/results of TSA (includes program outcomes and Employability Essentials)	
Resources Contact(s) for this Category:	Amanda Abrahamson
Strengths	Opportunities
Updating and revising TSAs	Involving students in the assessment process
HIT capstone pass rate	Making the TSA more meaningful
Statewide curriculum	Annually reviewing HIT capstone course
Faculty collaboration	
Mock exam improvement	
PPE Site mentor evaluations	
**If you have more than 8 strengths and opportunities, right click within the table above and choose insert row above or below.	

What items in this category MUST be addressed on our improvement plan?	We implemented an HIT Capstone course this past academic year. The intent of this course is to serve as a final assessment of TSA measures, RHIT exam competency and mastery of CAHIIM knowledge clusters and academic standards. This course should be further developed to ensure that the assessment of these items are aligned and completed in a meaningful way.		
What items in this category MIGHT be addressed on the improvement plan?	Increase student awareness and collaboration throughout the assessment process.		
Team Rating			
Please indicate by an (X) the team rating of your program on this category.			
<i>All areas need improvement</i>	<i>Some areas meet expectations, but most areas need improvement</i>	<i>All areas meet expectations —few areas need improvement</i>	<i>Exemplary—all areas exceed expectations—use as a model for other programs</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Additional Comments: (optional)			

SELF-STUDY CATEGORY RESULTS

Program and Category	
Program: Health Information Technology	
Category: Academic Advising	
Resources Contact(s) for this Category:	Amanda Abrahamson
Strengths	Opportunities
Program instructors advise all program students	Advisor/Advisee Ratio
Advisors work closely with the students throughout the academic year through instructor/student interactions	Student participation in advising activities
Advisor availability	Tracking student progress throughout program
	Student program completion rate
**If you have more than 8 strengths and opportunities, right click within the table above and choose insert row above or below.	
What items in this category MUST be addressed on our improvement plan?	Develop a process for tracking and advising online students. Explore best practices used by other online instructors/programs.

What items in this category MIGHT be addressed on the improvement plan?	Tie academic advising to graded assignments, to increase advising participation. Increase program advisors (program faculty).		
Team Rating			
Please indicate by an (X) the team rating of your program on this category.			
<i>All areas need improvement</i>	<i>Some areas meet expectations, but most areas need improvement</i>	<i>All areas meet expectations —few areas need improvement</i>	<i>Exemplary—all areas exceed expectations—use as a model for other programs</i>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional Comments: (optional)			

SELF-STUDY CATEGORY RESULTS

Program and Category	
Program: Health Information Technology	
Category: Retention	
Resources Contact(s) for this Category:	Amanda Abrahamson
Strengths	Opportunities
Course completion rate	Retention (1st to 2nd year)
Job placement from Perkins data	Degree attainment
Average salaries	
**If you have more than 8 strengths and opportunities, right click within the table above and choose insert row above or below.	
What items in this category MUST be addressed on our improvement plan?	Continue to track data for trends. Focus on advising practices, to help keep students committed and engaged throughout the program.
What items in this category MIGHT be addressed on the improvement plan?	Increase course offerings.
Team Rating	
Please indicate by an (X) the team rating of your program on this category.	

<i>All areas need improvement</i>	<i>Some areas meet expectations, but most areas need improvement</i>	<i>All areas meet expectations—few areas need improvement</i>	<i>Exemplary—all areas exceed expectations—use as a model for other programs</i>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional Comments: (optional)			

ACADEMIC PROGRAM IMPROVEMENT PLAN

PROGRAM:	Health Information Technology		
Defined Outcome	Refine the academic advising process to ensure compliance, effectiveness, efficiency and timeliness.		
Metric (How will you measure whether or not the outcome has been attained successfully?)* <i>Enter answer below</i>			
Success will be monitored using metrics from:			
<ul style="list-style-type: none"> • Course completion: Increase from 80% to 85% • Retention (fall to spring): Increase from 59% to 85% • Retention (first year to second year students): Increase from 39% to 65% • Graduate survey (academic advising question - 90% of students responding that the academic advising process meets their needs) 			
Action Plan/Action Items & Person(s) Responsible: <i>Example: 1) Action Item #1 (Damian VonFrank, Ted May)</i>		Timeline & Resources: <i>Example: 1) Fall 2018 – Need IT time to implement</i>	
Create an effective process for tracking student progress throughout the program (the outcome is an updated Academic Advising Policy/Procedure) - Amanda Abrahamson		Fall 2020	
Increase program advisors to reduce advisor/advisee ratios (increase from 2 program advisors to 3) - Amanda Abrahamson		Fall 2020	
Provide opportunities at least three times/academic year for student advising sessions - Amanda Abrahamson		Fall 2019	
Add academic advising question to the graduate survey - Amanda Abrahamson		Spring 2020	
Have 90% of graduates answer the graduate survey question (related to academic advising) as having met their needs.		Spring 2020	
<p>**If you have more than 8 action items, right click within the table above and choose insert row above or below.</p> <p>Note: (A mid-year and year-end update will be required each year during implementation.)</p> <p>Implementation Update (June 30, 2019):</p> <p>Instructions: Enter update text in box below, check a box below, and enter metric and results</p>			
<input checked="" type="checkbox"/> Met (include metric result)		Metrics improved from 16/17 to 17/18:	

	<p>Course completion: 80.2% to 80.4%</p> <p>Retention (spring to fall): 59% to 84%</p> <p>Retention (1st year to 2nd year): 37% to 52%</p>
<input type="checkbox"/> Partially Met (include metric)	
<input type="checkbox"/> Not Met (include metric)	

Divisional Dean Comments:

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VP, Academic Affairs Comments:

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Implementation Update (January 31, 2020):

<input checked="" type="checkbox"/> Met (include metric result)	<p>Metrics improved from 16/17 to 17/18:</p> <p>Course completion: 80.2% to 84.2%</p> <p>Retention (spring to fall): 59% to 88%</p> <p>Retention (1st year to 2nd year): 37% to 70%</p> <p>Added graduate survey question to graduate survey to be delivered to students spring 2020 in HIT Capstone. Plan to work with Lisa Hall on advising spreadsheets.</p>
<input type="checkbox"/> Partially Met (include metric)	
<input type="checkbox"/> Not Met (include metric)	

Divisional Dean Comments:

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VP, Academic Affairs Comments:

Implementation Update (June 30, 2020):

<input type="checkbox"/> Met (include metric result)	
<input type="checkbox"/> Partially Met (include metric)	
<input type="checkbox"/> Not Met (include metric)	

Divisional Dean Comments:

“Effective March 25, 2020, Wisconsin Governor Evers directed a safer-at-home directive due to the Covid-19 pandemic. Under this order, all WITC Spring 2020 classes were delayed, cancelled or moved to an alternative delivery method. Due to the many required hours instructors and staff spent moving curriculum to alternate delivery modes, college leadership held requirement of the 6-month academic program review updates due June 1, 2020. Program review updates will next be required of this program in January 2021.”

VP, Academic Affairs Comments:

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Implementation Update (January 31, 2021):

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Divisional Dean Comments:

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Divisional Dean Comments:

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VP, Academic Affairs Comments:

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Implementation Update (January 31, 2022):

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Divisional Dean Comments:

VP, Academic Affairs Comments:

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Divisional Dean Comments:

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Divisional Dean Comments:

VP, Academic Affairs Comments:

ACADEMIC PROGRAM IMPROVEMENT PLAN

PROGRAM:	Health Information Technology
Defined Outcome	Increasing retention (1st to 2nd year & Degree Attainment)
Metric (How will you measure whether or not the outcome has been attained successfully?) <i>*Enter answer below</i>	
Success will be monitored using metrics from the program data profile. <ul style="list-style-type: none">• Course completion: Increase from 80% to 85%• Retention (fall to spring): Increase from 59% to 85%• Retention (first year to second year students): Increase from 39% to 65%	

Action Plan/Action Items & Person(s) Responsible: <i>Example: 1) Action Item #1 (Damian VonFrank, Ted May)</i>	Timeline & Resources: <i>Example: 1) Fall 2018 – Need IT time to implement</i>
Improve academic advising (see improvement plan #1) - Amanda Abrahamson	Fall 2020
Work more closely with admissions staff and counselors to establish consistency and thorough understanding of curriculum requirements (at least once per semester) -Amanda Abrahamson	Fall 2020
Revise new student orientation process, materials and acknowledgement to include updated materials that support new advising requirements and expectations - Amanda Abrahamson	Fall 2020
Create a process for the tracking of student program progression - Amanda Abrahamson	Fall 2020

****If you have more than 8 action items, right click within the table above and choose insert row above or below.**

Note: (A mid-year and year-end update will be required each year during implementation.)

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Instructions: Enter update text in box below, check a box below, and enter metric and results

<input checked="" type="checkbox"/> Met (include metric result)	Metrics improved from 16/17 to 17/18: Course completion: 80.2% to 80.4% Retention (spring to fall): 59% to 84% Retention (1st year to 2nd year): 37% to 52%
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Divisional Dean Comments:

VP, Academic Affairs Comments:

Implementation Update (January 31, 2020):

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	Retention (spring to fall): 59% to 88%
	Retention (1st year to 2nd year): 37% to 70%
	Plan to work with Lisa Hall on advising spreadsheets.
	Implemented Allied Health Program Handbook to help with consistency and better understanding of program policies for admissions staff and counselors.
<input type="checkbox"/> Partially Met (include metric)	
<input type="checkbox"/> Not Met (include metric)	

Divisional Dean Comments:

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VP, Academic Affairs Comments:

Implementation Update (June 30, 2020):

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