

The **5-Year Average for the Graduate Satisfaction Rate** for Students who have completed the Mid Michigan College Medical Assistant Program is **100%** for **2019-2023**.

- Total number of graduates surveyed: 51
- Number of valid responses: 40
- Overall Response Rate: 78.43%
- Documentation of survey questions, timing, and outreach methods: MAERB Graduate Survey template mailed to students or completed with the program director in person or over the phone. Graduate surveys are conducted 0-6 months after the student completes the program
- Definition of each data point:
  - **The 5-Year Average Graduate Satisfaction Rate** is the average percentage of graduates over the past five years who indicated they were satisfied with the medical assisting program (yielded an average of at least a “3” on the 5-point Likert scale on the Graduate Survey)
- Confirmation of whether employment is in the field of study: Yes, the following question is asked on the Graduate Survey: “Are you working either as a medical assistant or in a field that is related to medical assisting?”

| Year of Graduation | # of Graduates | # of Grad Surveys Sent | # of Graduate Surveys Returned | Graduate Survey Participation % | # of Positive Responses - Cognitive | # of Positive responses - Psychomotor | # of Positive responses - Affective | Number of Surveys with Overall Positive Responses | Graduate Survey Satisfaction % |
|--------------------|----------------|------------------------|--------------------------------|---------------------------------|-------------------------------------|---------------------------------------|-------------------------------------|---------------------------------------------------|--------------------------------|
| 2023               | 12             | 12                     | 10                             | 83.33%                          | 10                                  | 10                                    | 10                                  | 10                                                | 100%                           |
| 2022               | 13             | 12                     | 9                              | 69.23%                          | 9                                   | 9                                     | 9                                   | 9                                                 | 100%                           |
| 2021               | 16             | 15                     | 12                             | 75%                             | 12                                  | 12                                    | 12                                  | 12                                                | 100%                           |
| 2020               | 4              | 3                      | 2                              | 50%                             | 2                                   | 2                                     | 2                                   | 2                                                 | 100%                           |
| 2019               | 9              | 9                      | 7                              | 77.78%                          | 7                                   | 7                                     | 7                                   | 7                                                 | 100%                           |
| Total              | 54             | 51                     | 40                             | 74.07%                          | 40                                  | 40                                    | 40                                  | 40                                                | 100%                           |

The **5-Year Average for the Employer Satisfaction Rate** was 100% for Mid Michigan College MA Program Graduates for **2019-2023**.

- Total number of employers surveyed: 35
- Number of valid responses: 32
- Overall Response Rate: 91.43%
- Documentation of survey questions, timing, and outreach methods: MAERB Employer Survey template mailed to employer or conducted over the phone with the program director. Employer Surveys are completed 3-12 months after a student obtains a job
- Definitions of each data point:
  - **The 5-Year Average Employer Satisfaction Rate** is the average percentage of employers over the past five years who report being satisfied with the performance of graduates they hired from the medical assisting program (yielded an average of at least a “3” on the 5-point Likert scale on the Employer Survey)
- Confirmation of whether employment is in the field of study: Yes, Employer Surveys are only mailed to employers who have hired graduates working as medical assistants or in a closely related field

The **Employer Satisfaction Rate** for Mid Michigan College MA Program Graduates was 100% for the **2023** Cohort.

- Total number of employers surveyed: 8
- Number of valid responses: 8

- Overall Response Rate: 100%
- Documentation of survey questions, timing, and outreach methods: MAERB Employer Survey template mailed to employer or conducted over the phone with the program director. Employer Surveys are completed 3-12 months after a student obtains a job.
- Definitions of each data point:
  - The **Employer Satisfaction Rate** is the percentage of employers who hired graduates from the medical assisting program within a given year and reported being satisfied with their performance (yielded an average of at least a “3” on the 5-point Likert Scale on the Employer Survey)

| Year of Graduation | # Employed as MA or Related Field | # of Employer Surveys Sent | Employer Surveys Sent % | # of Employer Surveys Returned | Employer Survey Participation % | # of Positive Responses - Cognitive | # of Positive Responses - Psychomotor | # of Positive Responses - Affective | Number of Surveys with Overall Positive Responses | Employer Survey Satisfaction % |
|--------------------|-----------------------------------|----------------------------|-------------------------|--------------------------------|---------------------------------|-------------------------------------|---------------------------------------|-------------------------------------|---------------------------------------------------|--------------------------------|
| 2023               | 8                                 | 8                          | 100%                    | 8                              | 100%                            | 8                                   | 8                                     | 8                                   | 8                                                 | 100%                           |
| 2022               | 8                                 | 8                          | 100%                    | 7                              | 87.5%                           | 7                                   | 7                                     | 7                                   | 7                                                 | 100%                           |
| 2021               | 11                                | 11                         | 100%                    | 11                             | 100%                            | 11                                  | 11                                    | 11                                  | 11                                                | 100%                           |
| 2020               | 3                                 | 3                          | 100%                    | 2                              | 66.67%                          | 2                                   | 2                                     | 2                                   | 2                                                 | 100%                           |
| 2019               | 5                                 | 5                          | 100%                    | 4                              | 80%                             | 4                                   | 4                                     | 4                                   | 4                                                 | 100%                           |
| Total              | 35                                | 35                         | 100%                    | 32                             | 91.43%                          | 32                                  | 32                                    | 32                                  | 32                                                | 100%                           |

The **5-Year Average for the Retention Rate** was 78% for Mid Michigan College MA Program for 2019-2023.

- **Retention rate** is the percentage of students who started a medical assisting program and either graduated or are still enrolled, excluding those who left for acceptable reasons (like military deployment or serious illness)
- The **5-year average retention rate** is the average percentage of students retained in the medical assisting program over the most recent five years, based on annual retention data

|                                      | Enrollment Date Month/Year<br>(The month and year should match the date on your ARF Tracking Tool) | Number of New Students Enrolled in the Admission Cohort | Number of new Students Transferring In (from another school or program) | Total # of Students in the Admission Cohort | # of Students that are still "In-Progress" or "Stopped Out" | Attrition (# who dropped out) for Non-Academic reasons | Attrition (# who dropped out) due to Gen Ed courses | Attrition (# who dropped out) due to Professional (i.e., MA) courses | # of Admission Cohort that has Graduated as of today |        |
|--------------------------------------|----------------------------------------------------------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------------|--------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------------------------|------------------------------------------------------|--------|
|                                      | August/2023                                                                                        | 12                                                      | 0                                                                       | 12                                          | 1                                                           | 1                                                      | 0                                                   | 0                                                                    | 10                                                   |        |
| Graduates for cohort/s admitted 2023 |                                                                                                    |                                                         |                                                                         |                                             |                                                             |                                                        |                                                     |                                                                      | 10                                                   | 91.67% |
|                                      | August/2022                                                                                        | 19                                                      | 0                                                                       | 19                                          | 1                                                           | 2                                                      | 4                                                   | 0                                                                    | 12                                                   |        |
| Graduates for cohort/s admitted 2022 |                                                                                                    |                                                         |                                                                         |                                             |                                                             |                                                        |                                                     |                                                                      | 12                                                   | 68.42% |
|                                      | August/2021                                                                                        | 16                                                      | 0                                                                       | 16                                          | 0                                                           | 3                                                      | 1                                                   | 0                                                                    | 12                                                   |        |
| Graduates for cohort/s admitted 2021 |                                                                                                    |                                                         |                                                                         |                                             |                                                             |                                                        |                                                     |                                                                      | 12                                                   | 75.00% |
|                                      | August/2020                                                                                        | 20                                                      | 0                                                                       | 20                                          | 0                                                           | 3                                                      | 1                                                   | 0                                                                    | 16                                                   |        |
| Graduates for cohort/s admitted 2020 |                                                                                                    |                                                         |                                                                         |                                             |                                                             |                                                        |                                                     |                                                                      | 16                                                   | 80.00% |
|                                      | August/2019                                                                                        | 5                                                       | 0                                                                       | 5                                           | 0                                                           | 1                                                      | 0                                                   | 0                                                                    | 4                                                    |        |
| Graduates for cohort/s admitted 2019 |                                                                                                    |                                                         |                                                                         |                                             |                                                             |                                                        |                                                     |                                                                      | 4                                                    | 80.00% |
|                                      | Cumulative Total                                                                                   | 72                                                      | 0                                                                       | 72                                          | 2                                                           | 10                                                     | 6                                                   | 0                                                                    | 54                                                   | 77.78% |