

Medical Assisting

2020 Annual Report



Education Review Board

Instructions

MAERB

For

Completion

Table of Contents

Introduction	3
Prefatory Remarks	3
New Features on the 2020 ARF	5
General Information Tab Instructions:	5
Enrollment, Retention, and Graduation Tab Instructions:.....	6
NOTE Tab Instructions:	8
Graduation Year Data Tab Instructions:	8
Graduate Survey Tab Instructions:	9
Job Placement Tab Instructions:	10
Employer Survey Tab Instructions:	11
Exam Tab Instructions:.....	12
Submitting Your ARF:	14

Introduction

Welcome to the 2020 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:

Reminder about Admission Cohort and Trigger Course Definitions: Some programs have a formal admission process that is unique to the medical assisting program, which is used to define the admission cohort. If your program utilizes a formal admissions process, you may not calculate your admission cohort based on MAERB's definition of a Trigger Course.

Programs that don't have a formal admissions process should calculate their admissions based on what MAERB refers to as the "trigger course." 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 passed the trigger course. See MAERB Policy 205 for additional wording.

Data Monitoring Date: Although in your 2020 ARF you will be including up to five years of data, the top row of the 2020 ARF (i.e., the 2019 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, 2016-2018) 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 2020 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 section "Standards and Policies."

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 2020 online ARF. Once you have read the instructions, if you still have questions, contact your MAERB Program Manager via email or call us at 1.312.392-0155. 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: You should have received your User ID and password from the MAERB office in May 2020, unless you were newly hired as a program director after that date, in

which case you should have received that information when the MAERB office approved your appointment. The User ID and password is confidential; it is the duty of the Program Director to maintain this confidentiality.

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 2019 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.

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 2020 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, 2015 and December 31, 2019 took any of those exams, do the following:

- Using your final 2019 ARF as a reference, complete every cell of the exam grid that MAERB sent to you via email on January 15, 2021, and return it to your MAERB Program Manager no later than February 12, 2021. The Program Manager will then review the accuracy of your exam data and input it into the 2020 ARF within 3 working days. If the exam data is not submitted by the February 12 deadline, this data might not be able to be processed and reviewed by the MAERB office prior to the February 19, 2021 ARF deadline and, as such, your program may end up having to pay a fee.

If you had no 2015-2019 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 15.

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, reviewed your work, and uploaded your 2019 Resource Assessment document, 2019 Advisory Committee meeting minutes, and a fully up-to-date copy of your “2019 and Beyond Outcomes Tracking Tool,” 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. Late submissions will be charged a \$250 late fee.

Once you submit your final ARF with the data from 2019 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 2020 ARF

1. **Removal of the outcome requiring 30% of those who employ your graduates to complete an Employer Survey:** In July 2020, the MAERB voted to remove this outcome.
2. **New Outcome, Employers Surveys Sent, with 100% Threshold:** In its place, the new outcome will be that an employer survey must be sent to every employer of those graduates who obtain employment as a medical assistant or in a related field.
3. **Addition of Question #12 on the General Information tab:** This new question asks you to briefly answer how you obtain information about employer satisfaction of your graduates.

General Information Tab Instructions:

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 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 your program uses a formal admission process (i.e., has criteria for admission that are unique to the medical assisting program), enter "formal admission process." If you have no formal admissions process, enter "trigger course."

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., 2015-2019) of the "**Enrollment, Retention, and Graduation**" tab of your 2020 ARF. Otherwise, answer "no" and briefly explain in which admission year of the ARF you began to use the current trigger course.

Question 12: Briefly describe what you do to obtain information from employers about the effectiveness of your medical assisting program.

You won't be able to submit your 2020 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 2020 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 2019 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., 2015-2018) 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 2020 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 2020 ARF, select the **"Enrollment, Retention, and Graduation"** tab.

There are two central rules that govern 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 2015-2018 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 2015-2018 admission cohort/s: If there are currently no students found in this column on your 2020 ARF, and if no dropped student re-entered your program in the past 12 months, proceed to the “2019 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 2020 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 2019 ARF), a student who had been reflected as a “drop” on your 2019 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 2019 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 2019. 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 2019, but you should not change this number for any of the previous years (i.e., 2015-2018), 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 2015-2018 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., 2015-2018), 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., 2015, 2016, and 2017) 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.

- ***“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 2018 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 2015-2019).

Even though the data for calendar years 2015-2018 is visible on your 2020 ARF, these cells are protected and inaccessible to you, since they were reported by you on your 2019 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.

- **2019 Graduates:** Enter the number of persons who graduated from your medical assisting program at any time during calendar year 2019, 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 2019 on the ***Enrollment, Retention, and Graduation*** tab. If no one graduated from your program in calendar year 2019, enter a “0.”
- **2015-2018 Graduates:** These numbers were reported by you last year on your 2019 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 feeds into the ***Exam*** tab of the 2020 ARF. Likewise, the number of graduates from calendar year 2019 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 and 2019 ***Graduate Survey*** data on the 2020 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.

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”*** are the numbers that you reported for 2018 and 2019 on the Graduation Year Data tab of the 2020 ARF.
- ***“Number of Graduate Surveys Sent”*** is the number of graduates to whom a Graduate Survey was sent by your program. Enter for 2019 graduates and, if necessary, update for 2018 graduates. 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, 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 of graduates that returned a completed survey. If a graduate survey is returned to you blank, it should not be counted as a “returned” survey. Enter for 2019 graduates and, if necessary, update for 2018 graduates.
- ***“Graduate Survey Participation Percent”*** is the automatic calculation of the percentage of returned surveys, calculated by taking the number of graduates (from a specific year of graduation) who returned a completed survey and dividing it by the number of 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). Enter for 2019 graduates and, if necessary, update for 2018 graduates.
- **“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 and 2019 graduates’ **Job Placement** data on the 2020 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.

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”** are the numbers that you reported for 2018 and 2019 on the Graduation Year Data tab of the 2020 ARF.
- **“Employed as Medical Assistant or in a Related Field”** is the number of 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 that person to be a “positive placement” on the 2020 ARF. Enter for 2019 graduates, and, if necessary, update for 2018 graduates.
- **“Continued with Education or Went into the Military”** speaks for itself. Enter the number of 2019 graduates for whom this applies or enter a “0” in that cell. If you have any job placement updates for 2018 graduates, make those adjustments in the corresponding cell of the ARF.
- 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 for 2019 graduates, and, if necessary, update any of the job placement data for 2018 graduates. 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 and 2019 graduate **Employer Survey** data on the 2020 ARF.

You will be including the following information:

- How many employer surveys were sent out, from among 2018 and 2019 graduates;
- how many employers returned the survey;
- and how many employers responded positively to the cognitive, psychomotor and affective domain questions.

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 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.

- **NEW column: "Percent of Employer Surveys Sent"** is the number of employer surveys sent divided by the number of graduates who got a job as a medical assistant or in a related field. This is a new MAERB-established outcome. You are required to send out an employer survey to the employer of every graduate who got a job as a medical assistant or in a related field.
- **"Number of Employer Surveys Returned"** is the number of surveys that were returned by employers of 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. Enter for 2019 graduates, and, if necessary, update for those who graduated in 2018.
- **"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 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, 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., 2015-2019) is already entered into your 2020 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 2020 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, 2015 and December 31, 2019 and took the CMA (AAMA) exam prior to **January 4, 2021**, have already been uploaded into the Exam tab of your 2020 ARF.

Any graduate who took and/or passed the CMA (AAMA) exam **after** January 4, 2021 will automatically appear on next year’s 2021 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 2020 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 2020 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 2020 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 2020 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 12, 2021, prior to the final submission of your 2020 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 2015, 2016, 2017, 2018, or 2019 that took any of the four (4) above-mentioned exams, in order to have this information included in your 2020 ARF, complete every cell (for all five years) of the grid below and send it to your Program Manager by Friday, February 12, 2021.

Your Program Manager will then enter the data into your 2020 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 2020 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
2019											
2018											
2017											
2016											
2015											

You do not have 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 2015 and December 2019) 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 you send 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 four any of these four exams but fail to send the completed grid to your Program Manager by Friday, February 12, 2021, your program may be subject to a late or unlock fee if the MAERB office is not able to review and process your data by the February 19 ARF deadline.

If, at any point in time after the February 19th deadline, errors are discovered in your 2020 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 2018 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.

Finalizing Your ARF Submission:

Before you submit your 2020 ARF, you should do the following:

1. Look at the Dashboard 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, make sure that you have sent your fully completed exam grid to your MAERB Program Manager via email by February 12 and that the exam data has been entered, reviewed, and approved by MAERB staff. Do not submit your ARF until Program Manager has given you a green light to do so.
3. Before you submit your 2020 ARF, go to the Files tab and upload the following 3 documents:
 - a. your 2019 Resource Assessment, labeled as "19ResAssessment"
 - b. your 2019 Advisory Committee Meeting Minutes, labeled as "19AdvMeetingMin"
 - c. your updated Outcome Tracking Tool, labeled as "TrackingTool"

Do not zip these 3 files together. The Tracking Tool must be updated to support the aggregated data that you entered into your ARF and should contain only the two originally created tabs: 1) AdmissionCohorts, and 2) GradCohort. For additional details on the Tracking Tool, see "TrackingToolInstructions," which is posted in the Annual Report section of the Documents tab of the MAERB website.

4. Submit your 2020 ARF from the Dashboard, by clicking on the "Click to submit final completed 2020 ARF" button. Once you submit, you will see the date of submission on the Dashboard.
5. Click on the "Print" icon. Save a PDF copy of your 2020 ARF in your permanent records and share it with your immediate supervisor.

The MAERB office provides a "hard" due date of February 19, 2021 for completion of the 2020 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. 2020 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.

Thank you for taking the time to read these instructions.