



# 2022 ARF Instructions

---

MEDICAL ASSISTING  
EDUCATION REVIEW BOARD

Composed, September 2022  
Revised, January 2023

# Table of Contents

Introduction .....	2
Admission Cohort and Trigger Course Definitions .....	2
Data Monitoring Date .....	2
Additional Resources.....	2
Prefatory Remarks.....	2
Reading the ARF Instructions .....	2
Readiness of raw data to support your ARF.....	3
Logging in and saving your work.....	3
Multiple-campus programs.....	3
Compiling the exam data .....	3
Saving and submitting your ARF .....	3
Fees for late, incomplete, or incorrect data .....	4
New Features on the 2022 ARF.....	4
General Information Tab Instructions:.....	4
Enrollment, Retention, and Graduation Tab Instructions:.....	5
Updating admission data from the 2017-2020 admission cohort/s (if necessary).....	6
Providing admission data from the 2021 admission cohort/s.....	7
Graduation Year Data Tab Instructions:.....	8
Graduate Survey Tab Instructions:.....	9
Job Placement Tab Instructions: .....	10
Employer Survey Tab Instructions: .....	11
NOTE about Exams Tab Instructions: .....	12
Exam Tab Instructions:.....	12
Finalizing Your ARF Submission:.....	13

## Introduction

Welcome to the 2022 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.

### Admission Cohort and Trigger Course Definitions

In providing the aggregated data for retention, you must understand the rationale by which you create your admission cohort. 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's curriculum in which any of the psychomotor and/or affective competencies are taught and measured. The formal "admission cohort" for those programs that use a trigger course to determine admission 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 2022 ARF you will be including up to five years of data, the top row of the 2022 ARF (i.e., the 2021 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, 2018-2020) 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 2022 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 ARF 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](http://www.maerb.org)) and click on the "**Resources**" tab, under the "**Standards and Policies**" page.

In addition, under the same **Resources** tab you will find the "**ARF Information**" page, 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 data in support of your outcomes.

## 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 2022 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 by the MAERB office to submit raw data (i.e., rosters and raw graduate and employer surveys) in support of any or all reporting years on your ARF. If that occurs, you will be given one week 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 hired as a program director after that date, in which case you should have received that information when the MAERB office approved your appointment. Your ARF password is confidential; it is your duty, as Program Director, to maintain this confidentiality.

After going to [www.maerb.org](http://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 2021 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, one, singular ARF submission, with your data combined, is expected. This submission should contain the aggregate data for all MAERB-approved campuses.

## Compiling the exam data

Regularly throughout the year and in preparation for submission of your 2022 ARF, you should be compiling exam data for the RMA (AMT), NCMA (NCCT), CCMA (NHA), or CMAC (AMCA) certifying exams, assuming that some of your graduates over the past 6 years have taken one or more of those exams. If any person (who graduated from your program between January 1, 2017, and December 31, 2021) took any of those exams, you need to update the exam section of your Tracking Tool accordingly and then be sure to enter the revised exam results on your 2022 ARF.

If you had no 2017-2021 graduates who took the RMA, NCMA, CCMA, or CMAC exam, then you only need to make sure that you update the CMA (AAMA) portion of your Tracking Tool so that it matches the CMA (AAMA) exam data reported on your 2022 ARF.

No matter what exam your students take, you should check that the exam data on your Tracking Tool is identical to the exam data on your ARF. If the CMA data does not match your Tracking Tool you should review the data, contact the AAMA if necessary, and then contact your program manager if changes need to be made to the CMA (AAMA) exam numbers within your online ARF.

## 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 2021 Resource Assessment document, 2021 Advisory Committee meeting minutes, and an updated copy of your “ARF 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 completed ARF or save it as a PDF, click on the “Print” icon to the right of the Exam tab in the upper right side 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 of February 17, 2023, 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 2021 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. However, if you realize before the deadline that an error was made and inform MAERB that you would like your ARF unlocked we do not charge an administrative fee as long as your ARF is still submitted on time and there are no errors.

## **New Features on the 2022 ARF**

1. **Slightly revised wording (for purpose of greater clarity) for questions #5, #7, #8, #9, and #10 on the General Information tab:** Hopefully, the questions are now clearer than before. We hope that you’ll find each question to be straightforward and self-explanatory.
2. **For programs whose graduates take exams other than the CMA (AAMA), there is no longer an exam grid to complete and to submit to MAERB one week prior to the ARF deadline.** See additional details under the Exam section of these *2022 ARF Instructions*.

## **General Information Tab Instructions:**

The information that you provide should reflect your program as it currently exists at the time in which you are filling it out. Our goal in gathering this information on an annual basis is to ensure that we have the correct information in our database.

**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:** Please enter the name of the Program Director's immediate supervisor, which MAERB refers to as the "dean contact."

**Question 7:** 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 9:** 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 11:** 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." You should not speak of your program as having a Trigger Course if you use a Formal Admissions Process.

**Question 12:** 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 2<sup>nd</sup> of 4 total quarters). If you don't use a trigger course, enter "Not Applicable" in the cell.

**Question 13:** 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., 2017-2021) of the "**Enrollment, Retention, and Graduation**" tab of your 2022 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 2022 ARF unless all questions have been answered on this tab.

## Enrollment, Retention, and Graduation Tab Instructions:

The five years of data in this tab reflect 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 were admitted in the given calendar year (defined either 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 who were admitted;
- how many of those persons have graduated (as of the date of submission of the 2022 ARF);
- and how many are still active in your program (as of the date of submission of the 2022 ARF).

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 2021 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., 2017-2020) admission cohorts. The

instructions below expound upon the ideal order in which to do things. It is very important to remember that the data is based upon the admission cohort date, rather than the year of graduation. You may find yourself updating several of the rows of the ARF, 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 2022 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 2022 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 out and later 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.

## **Updating admission data from the 2017-2020 admission cohort/s (if necessary)**

**MAERB Error Alert:** Perhaps the most common error that the MAERB office receives on the ARF is when programs forget to update the previous years’ data. It is important to remember that, if you have students reflected in the **“In-Progress or Stopped-Out”** column, you will need to update the number “dropped out” or the number “graduated” in order to change the number of students “in-progress.”

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 on the ARF, unless a dropped student returns to your program.

- Look at the **“In-Progress” or “Stopped-Out”** column.
  - For programs with nothing to update regarding 2017-2020 admission cohort/s: If there are currently no students found in this column on your 2022 ARF, and if no dropped student re-entered your program in the past 12 months, skip the next three bulleted points and proceed to the “2021 admission cohort/s” section, which is the first major section on page 7 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 2022 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 2021 ARF last year), a student who had been reflected as a “drop” on your 2021 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 2021 admission cohort/s

- Click on the “Add Admission Entry” green cross. Blank cells will pop up for you to fill.
- Select the correct month, noting that January is the default month. **“Enrollment Date”** is the specific entry point for each admissions cohort who entered in calendar year 2021. If your program doesn’t utilize a Formal Admissions Process and, therefore, reckons your admissions based on 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 will use that admission date and would count only those students who show up to class on the first day and who remain enrolled beyond the normal “add-drop” period. If, at any time, 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 2021, but you should not change this number for any of the previous years (i.e., 2017-2020), 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 2017-2020 admission cohorts, contact your Program Manager. The month of admission on your tracking tool and your ARF should match.
- **“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 admission 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., 2017-2020), unless you realize that the number is incorrect.
- **Total Number of Students:** This column is inaccessible to you. It is automatically calculated by adding the numbers in 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., 2017, 2018, and 2019) will likely be zero or a very low number.

This column is inaccessible to you. It is an automatic calculation, based upon the numbers that 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 admission 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 admission 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 admission 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 as of the time of submission of the 2022 ARF.

**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 necessarily 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 day and evening cohorts 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 2020 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.

## 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 2017-2021).

Even though the data for calendar years 2017-2020 is visible on your 2022 ARF, these 4 cells are protected and inaccessible to you, since they were reported by you on your 2021 ARF and should not change from ARF to ARF, unless a reporting mistake had been made by you last year. If any of these 4 numbers is incorrect, please contact your MAERB Program Manager.

- **2021 Graduates:** Enter the number of persons who graduated from your medical assisting program at any time during calendar year 2021, 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 2021 on the **Enrollment, Retention, and Graduation** tab. If no one graduated from your program in calendar year 2020, enter a “0.”
- **2017-2020 Graduates:** These numbers were reported by you last year on your 2021 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 **Graduate Survey** and **Exam** tabs of the 2022 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, 2019, 2020, and 2021 **Graduate Survey** data on the 2022 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, 2019, 2020, and 2021 on the Graduation Year Data tab of the 2022 ARF.
- **"Number of Graduate Surveys Sent"** is the number of graduates to whom a Graduate Survey was sent by your program. Enter for 2021 graduates and, if necessary, update for 2018, 2019, and 2020 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 2021 graduates and, if necessary, update for 2018, 2019, and 2020 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 2021 graduates and, if necessary, update for 2018, 2019, and 2020 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, 2019, 2020, and 2021 graduates' **Job Placement** data on the 2022 ARF.

You will be including the following information:

- The number of graduates that were hired either as medical assistants or in a related field;
- The number of graduates that immediately went into the military or continued with formal education related to progressing in a health profession; NOTE: This is a change in CAAHEP's definition of a "positive placement."
- The number of graduates that 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, nor the year in which they obtained a job.

Please note the following definitions for each column.

- **"Number of Graduates"** are the numbers that you reported for 2018, 2019, 2020, and 2021 on the Graduation Year Data tab of the 2022 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 at least 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 2022 ARF. Enter for 2021 graduates, and, if necessary, update for 2018, 2019, and 2020 graduates.
- **"Continued with Education in Allied Health or Went into the Military"** is slightly different than in previous ARFs. Moving forward, a person is no longer considered to be a positive placement if the continued area of education is not related to allied health. This change is to apply (both on your program's Tracking Tool and 2022 ARF) to 2021 graduates and moving into the future. Enter the number of 2021 graduates for whom this applies or enter a "0" in that cell. If you have any updates for 2018, 2019, or 2020 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 in allied health, 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 2021 graduates, and, if necessary, update any of the job placement data for 2018, 2019, and 2020 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, 2019, 2020, and 2021 graduate **Employer Survey** data on the 2022 ARF.

You will be including the following information:

- How many employer surveys were sent out, from among 2018-2021 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 nor the year in which the person became employed.

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.

- **"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 2021 graduates, and, if necessary, update for those who graduated in 2018, 2019, and 2020.
- **"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 returned employer surveys.

## NOTE about Exams Tab Instructions:

Please read the special note that are included on this tab, as they explain the new duties that you now have in completing the Exam tab of the ARF.

### 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., 2017-2021) is already entered into your 2022 ARF. Updates to exam results for any of the other 4 qualifying exams will have to be obtained by you, added to your program’s ARF Tracking Tool (i.e., permanent, multi-year Excel document) and reported by you on your 2022 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, 2017, and December 31, 2021, and took the CMA (AAMA) exam prior to January 3, 2023, have already been uploaded into the Exam tab of your ARF.

Any graduate who took and/or passed the CMA (AAMA) exam **after** January 3, 2023, will automatically appear on next year’s 2023 ARF. The cells with the CMA (AAMA) 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 2022 ARF, please contact the Certification Department of the AAMA at 1.800.228.2262. If it is determined that there is an error in their records regarding the 4-digit year of graduation for any person, you will need to report it to them in writing at [cmalexam@aama-ntl.org](mailto:cmalexam@aama-ntl.org).

Email correspondence regarding any changes to the Certification Department’s records for exam passage status or year of graduation for any student of yours should then be forwarded to your MAERB Program Manager, who will, in turn, update and correct your 2022 ARF CMA (AAMA) exam data accordingly. Do not submit your ARF if you believe the CMA (AAMA) exam to be incorrect or if it doesn’t match your Tracking Tool.

#### **MAERB Error Alert:**

**Although current CMA (AAMA) exam data (if applicable to your program) was placed into your 2022 ARF in early January 2023, all other exam data (including anyone who took or passed “more than one” exam) is data that you reported to the MAERB on your program’s 2021 ARF.**

**It is your responsibility to do the following regarding exam data:**

- **Update the exam portion of your Tracking Tool for anyone who graduated between January 1, 2017, and December 31, 2021.**

- **Use the Filter feature of your ARF Tracking Tool within Excel (or simply count by hand) in order to both enter and confirm the accuracy of the exam data (both CMA and non-CMA) on your 2022 ARF.**
- **Don't submit your 2022 ARF if the exam data doesn't perfectly match your ARF Tracking Tool for all 5 qualifying exams, as well as for the "more than one" columns.**

**Results of the RMA (AMT), NCMA (NCCT), CCMA (NHA), and CMAC (AMCA) exams:** These results, if there are any for your program, must be obtained and reported online by you prior to the final submission of your 2022 ARF, as these agencies are currently unable to supply their exam results to MAERB in the format needed for automatic 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 and to use the Filters within your Excel Tracking Tool.

You have access to all cells on the Exam tab of the ARF, except for CMA (AAMA) exam results. It is your responsibility to make sure that your ARF's exam data matches your program's ARF Tracking Tool.

If, at any point in time after the February 17<sup>th</sup> deadline, errors are discovered in your 2022 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 2020 graduates 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:

As you finalize your 2022 ARF by the February 17, 2023, deadline, you should do the following:

1. **Dashboard:** Look at the Dashboard to see if any percentages are over 100%. If so, there is an error somewhere.
2. **Tracking Tool matches ARF:** Make sure that you have used the Filters on your Tracking Tool to compose your 2022 ARF and to confirm its accuracy. Your Tracking Tool mustn't contradict your online ARF. If it does, you will be subject to an administrative or unlock fee.
  - If you have RMA, NCMA, CCMA, or CMAC exam data to report, make sure that you update your ARF Tracking Tool accordingly.
  - If you have graduates who take the CMA (AAMA) exam, make sure that your updated Tracking Tool matches the CMA (AAMA) exam data that was placed into your 2022 ARF by MAERB staff prior to the 2022 ARF going "live" in September 2022.

**3. Gather the proper documents:**

- Minutes: Make sure that your uploaded minutes are either for 2021 calendar year or the 2021-2022 academic year.
- Resource Assessment: Make sure that your uploaded resource assessment is for the time period that corresponds either to the 2021 calendar year or the 2021-2022 academic year.
- Tracking Tool: Make sure that the ARF Tracking Tool has at least 3 years of data (i.e., 2019, 2020, and 2021 admissions on the AdmissionCohort tab and 2019, 2020, and 2021 graduates on the GradCohort tab) on each of the two tabs.

**4. Upload documents at the Files tab:** Before you submit your 2022 ARF, go to the Files tab and upload the following 3 documents:

- your 2021 Resource Assessment, labeled as “2021ResAssess”
- your 2021 Advisory Committee Meeting Minutes, labeled as “2021Minutes”
- your updated Outcome Tracking Tool, labeled as “TrackTool”

Do not zip these 3 files together. The Tracking Tool must be updated to match 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 **ARF Information** page of the **Resources** tab of the MAERB website.

- 5. Submit the ARF from the Dashboard:** Once you have completed #1-#4 above, submit your 2022 ARF from the Dashboard, by clicking on the “Click to submit final completed 2022 ARF” button. Once you submit, you will see the date of submission on the Dashboard. If you don’t see this button, there are still outstanding issues for you to address.
- 6. Save a PDF copy of your final ARF:** Click on the “Print” icon. Save a PDF copy of your 2022 ARF in your permanent records and share it with your immediate supervisor.

The MAERB office provides a “hard” due date of February 17, 2023, for completion of the 2022 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. 2022 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, at which point you will then be asked to post at least one of your ARF’s outcomes.

Thank you for taking the time to read these instructions. The MAERB office is here to support you in any way possible.