



MAERB ARF Instructions

You will submit the data for your 2025 admission and graduate cohorts
and update the information, if applicable,
for the 2021 – 2024 admission and graduate cohorts
so that the 2021 – 2025 outcomes are accurate.

MEDICAL ASSISTING
EDUCATION REVIEW BOARD

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Introduction

Welcome to the fall season of your MAERB Annual Report Form (ARF)! You will submit the data for your 2025 admission and graduate cohorts and update the information, if applicable, for the 2021 – 2024 admission and graduate cohorts so that the 2021 – 2025 outcomes are accurate. 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 you begin.

Additional Resources Related to your MAERB ARF

The *MAERB Policy and Procedures Manual* contains information about the MAERB ARF process and the posting of an outcome (Policies 210 and 205). To access the Manual, go to the MAERB website (www.maerb.org) and click on the “**Resources**” tab and it is on 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 outcomes data.

Prefatory Remarks

Reading this “MAERB ARF Instructions” Document

Please do not contact your MAERB Program Manager until you have read this entire **MAERB ARF Instructions** document and have reviewed your fall online MAERB ARF. In this year's submission, you will submit the data for your 2025 admission and graduate cohorts and update the information, if applicable, for the 2021 – 2024 admission and graduate cohorts so that the 2021 – 2025 outcomes are accurate. 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.

Admission Cohort and Trigger Course Definitions

In providing the aggregated data for retention, it is important that you understand the rationale by which you create your admission cohort.

Programs who admit based upon a Formal Admissions Process: Some programs have a formal admission process that is unique to the medical assisting program, which is used to define the admission cohort. A formal admission process allows the program to either accept or deny admission into the medical assisting program. If students only need to satisfy prerequisites, that is not considered to be a formal admissions process. If your program utilizes a formal admissions process, you may not calculate your admission cohort based on MAERB's definition of a trigger course, and you shouldn't speak in terms of your program having a trigger course.

Programs who admit based upon 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 “admission cohort” for

those programs that use a trigger course to determine admission consists of that group of students who have successfully passed the trigger course. See *MAERB Policy 205* for additional wording.

Readiness of Raw Data to Support your MAERB ARF

The current 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 MAERB 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 MAERB 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 approximately 6 years of raw data have been saved and are always readily accessible.

Logging into the MAERB ARF and Saving your Work

Locate your User ID and Confidential Password: The User IDs and passwords were shared with all programs in May 2020. If you were hired after that date, you should have received your User ID and password via email when the MAERB office approved your appointment as Program Director. Your password is confidential; it is your duty, as Program Director, to maintain this confidentiality.

Log into your ARF: 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 submit the data for your 2025 admission and graduate cohorts and update the information, if applicable, for the 2021 – 2024 admission and graduate cohorts so that the 2021 – 2025 outcomes are accurate. If you have any problem logging in, contact your MAERB Program Manager.

Work in Sequence: 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.

Save your Work: While you are entering data into your online MAERB ARF, you should regularly save your work, as the system will automatically log you out after a period of inactivity. You will be able to make changes as often as you wish, as long as you do not click on the final “Submit” button on the Dashboard.

Compiling the Credentialing Exam Data

Update your ARF Tracking Tool: Regularly throughout the year and in preparation for submission of your MAERB ARF, you should be compiling exam data for any graduate who has taken the CMA (AAMA), RMA (AMT), NCMA (NCCT), CCMA (NHA), or CMAC (AMCA) certifying exam. If any person (who graduated from your program between January 1, 2021, and December 31, 2025) took any of the five qualifying 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 MAERB ARF.

Update your online ARF: No matter which exam/s your students take, you should verify that the exam data on your Tracking Tool is identical to the exam data on your online ARF for all 5 reporting years.

Fees for Late or Incorrect Data

Late ARFs: The MAERB office provides a “hard” due date of October 30, 2026, for completion of the Annual Report Form. Late submissions will be charged a \$250 late fee.

Once you submit your final MAERB ARF with the data from 2025 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.

Incorrect Data on ARF: 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.

NOTE to Multiple-Campus Programs

If your program is a MAERB-approved multiple campus, you have only one ARF to submit. This submission should contain the aggregate data for all your MAERB-approved campuses.

Completing your MAERB ARF

Reminder about New Features that began in 2024:

1. **Programs self report on all exam data, including CMA (AAMA) exam data:** Prior to 2024, CMA (AAMA) exam results were provided directly to the MAERB office by the Certification Department of the AAMA and automatically placed into each program's ARF prior to the ARF "go-live" date. Since 2024, it remains your responsibility to update all old exam data, enter new exam data and manage all 5 years of exam data on your online ARF. This includes updating the number of "more than one" takers (of different exams) and "more than one passers" (of different exams) for all the reporting years on your MAERB ARF.
2. **Programs continue to have 7 weeks to complete the MAERB ARF:** As has been true for the past two years, you have 7 total weeks to complete your online MAERB ARF. Last year, over 80% of the programs made good use of this opportunity and completed their ARF by the end of week 5, enabling them to request a "check" of the ARF prior to submission. See more directly below.
3. **Programs are encouraged to request a "review" of the ARF prior to the ARF deadline:** If you finish your ARF (including the 3 uploaded documents at the *Files* tab) and send an email request to your MAERB Program Manager no later than Friday, October 16, the MAERB office staff will review the top row of data on your MAERB ARF and give you feedback via email well in advance of the ARF deadline of October 30th. The ARF must be complete in order for the staff to review it.

General Information Tab Instructions:

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

Special Note: MAERB has updated these questions to reflect the data fields in the new database; in addition, we have re-ordered the questions and merged together a few of the questions. Please read carefully and respond to these questions.

The following questions should be answered to reflect your current program. The MAERB requires that every program fill out this information every year, even if the information has not changed from the previous year. The information allows us to double-check our database records and ensure that we have the most recent information.

1. Award Type (certificate, diploma, or associate degree)
2. For Credit-Hour Programs Only: Enter the number of credit hours of the accredited program, not including pre-requisites. Clock hour programs can simply answer "Not Applicable."

3. **New Question for Credit and Clock Hour Programs:** As a method of evaluating the seat/lab time for the programs, we are collecting data on the number of clock hours (not including the hours spent on the practicum) from all programs, even from those programs that offer credit hours. Clock hours are based on the actual hours of instruction, even though each clock hour may include a ten-minute break.

For example, a 15-week course that meets 3 times a week for 50 minutes or 60 minutes would be equivalent to 45 clock hours.

The USDE and CAAHEP's definition of distance education requires regular and substantive interaction between students and instructors. To calculate clock hours with distance education, you would include the number of hours (a 50 or 60-minute period) where there is either direct interaction between instructors and students online or where a student interacts with technology that can monitor or document the amount of time that the student participates in the activity.

Your "number of clock hours" answer should be the combined total of both classroom and lab time, not including the time spent on the practicum itself. If you have a Practicum course that includes classroom hours, include those classroom hours as part of your total.

4. **New Question:** How many practicum hours (hours required to be spent on a clinical site) does your program require for your students? Do not include the lab hours associated with the practicum, if applicable.
5. **New Question:** Approximately what percentage of your program is taught in an online format?
6. How many semester/half-semester/quarters/modules is the program? In addition, please specify the term type in your response (for example, 3 semesters or six quarters).
7. What is the length of your program in months, from beginning to end, for a full-time student?
8. Which of the following does your program use to define your admission cohort: 1. a trigger course; or 2. a formal admission process which is specific to your MA program? Please see MAERB Policy 205 of MAERB's Policy and Procedures Manual. If your program uses a formal admissions process, you may not determine your admission cohort based on a trigger course. Call your Program Manager if you have any questions.
9. If you use a trigger course, supply the following information: alphanumeric abbreviation and term in which the trigger course is taught in the sequence of the program (e.g., MA101, first semester). If you use a formal admission process, answer "Not Applicable."
10. Have you been using the same trigger course for all five years of retention data on your current MAERB ARF? If not, briefly explain why not? If you have been using a formal admissions process, answer "Not applicable."
11. What is the name of the Program Director's immediate supervisor? This is the person who is to be copied on all MAERB correspondence.

12. List any individuals who are functioning as the Practicum Coordinator for your program. You, the Program Director, must include yourself if you regularly or occasionally perform the duties of a Practicum Coordinator.
13. How many full-time, part-time, and adjunct instructors, including the Program Director, teach at least one course that is unique to the medical assisting program?
14. List the names of these full-time, part-time, and adjunct instructors. The Program Director's name should be included in this list, if the Program Director teaches any course that is unique to the medical assisting program.

You won't be able to submit your MAERB ARF until 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 five calendar years.

You will include 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 your MAERB ARF);
- how many are still active in your program (as of the date of submission of your MAERB ARF).

You will include this information based on the current, up-to-the-moment enrollment status within the program.

Prior to entering data for the 2025 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., 2021-2024) admission cohorts. The instructions below expound upon the ideal order in which to proceed. It is very important to remember that the data is based on the admission cohort date, rather than the year of graduation. You may find yourself updating several of the rows of your MAERB ARF, and not just the top row/year.

NOTE for programs with two CAAHEP-accredited award options:

If you have two CAAHEP-accredited programs (i.e., both an associate's 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. A record of any such student transfer should, therefore, be reported on each of your two fall MAERB 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, since you will need some guidance in adding some columns to the Admission Cohort tab of your two ARF Tracking Tools.

In order to begin entering your outcome data on your MAERB 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 in which the student returned to the program.

Updating Admission Data from the 2021-2024 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” 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 2021-2024 admission cohort/s: If there are currently no students found in this column on your MAERB ARF, and if no dropped student re-entered your program in the past 12 months, proceed to the *“Providing admission data from the 2025 admission cohort/s”* section, which is the next major section of these ARF Instructions.
 - 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 MAERB 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 to the corresponding “dropped” column.
 - Updating students who have graduated in the past 12 months: On the other hand, if an “in-progress” student has graduated within the past year, update the number of graduated students.
- **NOTE about re-entry of dropped students:** If, over the past 12 months (i.e., since the date of submission of your MAERB ARF last fall), a student, who had been reflected as a “drop” on the MAERB ARF that you submitted last fall, has re-entered your program, you will need to decrease your number of “drops.” You will then see that student automatically added to the ***“In-Progress, Stopped-Out”*** cell online.

Providing admission data from the 2025 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 2025. If your program doesn’t utilize a formal admissions process and, therefore, reckons your admissions based on a “trigger

course,” include the number of students who successfully completed that course. If your trigger course begins in August with 10 students, and in December 9 have passed the trigger course, you would enter “9 newly admitted students” onto your ARF Tracking Tool and your online ARF, and you should choose August (and not December) as the month of admission. If, at any time, you intend to change your trigger course, you will need to notify your MAERB Program Manager. If you base your admission cohort on a formal admission process, you would count only those students who show up to class on the first day and who remain enrolled beyond the normal “add-drop” period. Make sure that the month of admission matches your *ARF Tracking Tool*.

- **“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 2025, but you should not change this number for any of the previous years (i.e., 2021-2024), 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 2021-2024 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., 2021-2024), unless you realize that the number was entered incorrectly on last year’s ARF.
- **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., 2021, 2022, and 2023) will likely be zero or a very 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” (NA)** 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” (GE)** 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” (PR)** 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 this fall MAERB ARF.

NOTE: A “graduate” is someone who has been issued a transcript that shows that the associate’s 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 admission 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 cohort data separately, contact your MAERB Program Manager for instructions.

If your retention percentage for the 2025 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 2021-2025).

Even though the data for calendar years 2021-2024 is visible on your MAERB ARF, these 4 cells are protected and inaccessible to you, since they were reported by you on your MAERB ARF last fall. As such, the number of graduates 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.

- **2025 Graduates:** Enter the number of persons who graduated from your medical assisting program at any time during calendar year 2025, 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 2025 on the **Enrollment, Retention, and Graduation** tab. If no one graduated from your program in calendar year 2025, enter a “0.”
- **2021-2024 Graduates:** These numbers were reported by you last fall on your MAERB 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 this year’s MAERB ARF.

Graduate Survey Tab Instructions:

You will be including the following information:

- how many graduate surveys were sent out from among 2021-2025 graduates;
- how many graduates returned a completed 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 are reporting for 2021, 2022, 2023, 2024, and 2025, respectively, on the *Graduation Year Data* tab of your current MAERB ARF.
- **“Number of Graduate Surveys Sent”** is the number of graduates to whom a Graduate Survey was administered by your program. Enter for 2025 graduates and, if necessary, update for 2021, 2022, 2023, and 2024 graduates. Surveys are to be completed by graduates 0 to 6 months after the date of graduation (i.e., time of completion of all program requirements). 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 completed graduate surveys on your ARF or your *ARF Tracking Tool*.
- **“Number of Graduate Surveys Returned”** is the number of graduates that returned a completed survey. If a blank graduate survey is returned to you, it should not be counted as a “returned” survey. Enter the number of returned graduate surveys for 2025 graduates and, if necessary, update for 2021, 2022, 2023, and 2024 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 2025 graduates and, if necessary, update for 2021, 2022, 2023 and 2024 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.

If your Graduate Survey percentages for 2025 graduates don’t meet either of the thresholds, the summary cell will turn red, and you will need to answer a series of dialogue questions and complete an Action Plan grid.

Job Placement Tab Instructions:

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 2022 change in CAAHEP’s definition of a “positive placement.”**
- The number of graduates that you know have gotten 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 are reporting for 2021, 2022, 2023, 2024, and 2025 on the Graduation Year Data tab of your current MAERB 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 this year’s MAERB ARF. Enter for 2025 graduates, and, if necessary, update for 2021, 2022, 2023, and 2024 graduates. It is not necessary to update employer information for persons who have already been logged as having been employed in the field and who change job locations after the fact.
- ***“Continued with Education in Allied Health or Went into the Military”*** Enter the number of 2025 graduates for whom this applies or enter a “0” in that cell. If you have any updates for 2021, 2022, 2023, or 2024 graduates, make those adjustments in the corresponding cell of the ARF. If a person continued with their education in an area that is not “allied health,” they should not be counted in this section.
- 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 2025 graduates, and, if necessary, update any of the job placement data for 2021, 2022, 2023, and 2024 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.

If your Job Placement percentage for 2025 graduates 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.

Employer Survey Tab Instructions:

You will include the following information:

- how many employer surveys were sent out, from among 2021-2025 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 transferred from the *Job Placement* tab of your current, online MAERB ARF.
- ***“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 online ARF or your *ARF Tracking Tool*.

- ***“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. 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. To do so, you need to know the specific location where each placed graduate is working.
- ***“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 a blank employer survey is returned to you, it should not be counted as a “returned” survey. Enter the correct number of returned surveys for 2025 graduates, and, if necessary, update for those who graduated between 2021 and 2024.
- ***“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.

If your Employer Survey percentages for 2025 graduates don't meet either of the thresholds, the summary cell will turn red, and you will need to answer a series of dialogue questions and complete an Action Plan grid.

Exam Tab Instructions:

Your program's exam results 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 that you see when you open your current online MAERB ARF (for all 5 qualifying exams) is data that you reported to the MAERB on your program's ARF last fall. The data there reflects those who graduated in 2021, 2022, 2023, and 2024, including anyone who took or passed “more than one” different qualifying exam. It's your duty to update any data for 2021-2024 graduates and add exam data for your 2025 graduates.

There are 5 qualifying medical assisting credentialing exams, all of which are accredited by NCCA. Graduates who take any of these 5 exams should be reported on your ARF Tracking Tool and online ARF. If you do not automatically receive a regular report of exam “takers” from these 5 credentialing agencies, you may want to contact them to obtain a list.

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

- The CMA (AAMA) is given by American Association of Medical Assistants (1.800.228.2262)
- 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)

It is your responsibility to do the following regarding exam data and your current online ARF:

- Make sure that the exam portion of your *ARF Tracking Tool*, for anyone who graduated between January 1, 2021, and December 31, 2025, has been updated prior to submitting your current ARF.
- Use the Filter feature of your *ARF Tracking Tool* within Excel (or simply count by hand) in order to both enter your revised exam data on your current MAERB ARF and to confirm its accuracy.
- Don't submit your current ARF if the exam data (as well as for the "more than one" columns of your online ARF) doesn't perfectly match your *ARF Tracking Tool* for all 5 reporting years.

For more details about the Exam thresholds of the ARF, you should review MAERB Policy 205 and/or the posted "Outcomes Threshold Chart."

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.

Ever since 2024, you have access to all cells on the Exam tab of the MAERB ARF. It is your responsibility to make sure that your ARF's exam data matches your program's ARF Tracking Tool.

If your *Exam Participation* or *Exam Passage* percentage for 2025 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.

Finalizing Your ARF Submission:

As you finalize your MAERB ARF by the October 30, 2026, deadline, you should do the following:

1. **Make sure that your Tracking Tool matches your online ARF:** Please use Excel's Filters on your Tracking Tool to compose your 2025 online ARF and to confirm its accuracy. Your Tracking Tool mustn't contradict your ARF. If it does, you will be subject to an administrative or unlock fee.
2. **Review the Dashboard:** Look at the *Dashboard* to see if any percentages are over 100%. If so, there is an error somewhere in what you entered into the ARF.
3. **Gather the proper 3 documents:**
 - **Minutes:** Make sure that your uploaded minutes are either from a meeting that took place for 2025 calendar year or during the 2025-2026 academic year.
 - **Resource Assessment:** Make sure that your uploaded resource assessment is for the time period that corresponds either to the 2025 calendar year or the 2025-2026 academic year.
 - **ARF Tracking Tool:** Unless your program has been accredited for 5 years or less, make sure that the ARF Tracking Tool includes at least 7 years of data (i.e., 2019, 2020, 2021, 2022, 2023, 2024, and 2025 admissions on the AdmissionCohort tab and 2019, 2020, 2021, 2022, 2023, 2024, and 2025 graduates on the GradCohort tab).

4. **Upload the 3 documents at the Files tab:** Before you will be able to submit your MAERB ARF, you must go to the *Files* tab and upload the 3 required documents. Please do **not** zip these 3 files together.
 - If you have completed your online ARF (without hitting the “submit” button) and have uploaded the 3 documents to the Files tab by October 16, you may contact your MAERB Program Manager (no later than October 16) and request a review of the ARF.
5. **Submit the ARF from the Dashboard:** Once you have completed steps #1-#4 above and have received a green light from your MAERB Program Manager, submit your MAERB ARF from the Dashboard, by clicking on the “Click to submit final completed MAERB ARF” button. Once you submit, you will see the date of submission on the Dashboard. If you don’t see this button, it means that there are still outstanding issues for you to address.
6. **Save a PDF copy of your final ARF:** Click on the “Print” icon, which will download a copy of your this fall MAERB ARF. Then, save a PDF copy of your MAERB ARF in your permanent records and share it with your immediate supervisor.
7. **Save a Word copy of your answers to Dialogue Questions:** If you had to provide answers to questions or complete an Action Plan for any of the outcomes on the MAERB ARF, it’s important that you save those answers in a Word document, as your final PDF copy of the ARF won’t necessarily show all your answers, especially if the answers are lengthy.

MAERB’s Post-Submission Review of your MAERB ARF:

As mentioned earlier, the MAERB office provides a “hard” due date of **October 30, 2026**, for completion of the MAERB Annual Report Form. Late submissions will be charged a \$250 late fee.

During the month of November 2026, your MAERB Program Manager will log your MAERB ARF and send you an ARF Review Letter, which will direct you to post at least one of your ARF’s outcomes. The MAERB office will contact you if it has any concerns about your ARF or your outcome posting. ARFs that are found to contain errors may be subject to an ARF “Administrative Fee” of \$200.

Thank you for taking the time to read these instructions. The MAERB office is here to support you in any way possible as you work on your MAERB ARF this fall.