MEDICAL OFFICE RECEPTION

OCCUPATIONAL ENDORSEMENT

Submitted by
Division of Allied Health
Tanana Valley Campus and
CRCD Rural Health Programs
College of Rural and Community Development
University of Alaska Fairbanks

April, 2008
I. Cover Memorandum

A. Name of persons preparing request

The following faculty participated in preparing these documents:

Christa Bartlett, CMA, CPC
Assistant Professor, Allied Health TVC
Program Head for Medical Assisting, Medical Dental Reception, and Health Care Reimbursement Programs

Marsha Sousa, PhD
Associate Professor, Allied Health TVC
TVC Allied Health Coordinator

Shawn Russell, CPC
Assistant Professor, CRCD Health Programs
Rural Allied Health Coordinator

B. Brief statement of the proposed endorsement, industry objective and abbreviated student learning outcomes assessment and implementation plan.

1. Statement of the proposed endorsement

The proposed Occupational Endorsement in Medical Office Reception will allow students to obtain a basic, entry-level knowledge of front office skills specific to medical practice so that they may become successfully employed in medical offices as receptionists. This Medical Office Reception occupational endorsement will be offered both on the urban TVC campus and at the rural campuses or other state-wide locations through CRCD Rural Health Programs.

2. Industry objectives

The health care field is expanding and becoming increasingly complex and competitive. Front office staff and receptionists who were once hired and trained on the job are now being required to obtain skills prior to hiring in order to compete for these positions. As the health care industry continues to grow, these jobs will become harder to obtain without formal training. Local industry partners have expressed a concern about these issues and are in full support of this occupational endorsement. They also have specifically requested that this endorsement take no more than one semester, and that it provide only the most basic entry-level skills.

3. Student learning outcomes assessment and implementation plan

The student learning outcomes assessment and implementation plan was developed to meet two needs: the need for the student to identify and document the skills and knowledge they have gained so that they may
highlight that at a job interview (item 2), and the need for the University to document the effectiveness of the program (items 1 and 3).

<table>
<thead>
<tr>
<th>Intended Outcomes</th>
<th>Assessment Criteria and Procedures</th>
<th>Implementation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Students will pass the courses in this program with a C or better.</td>
<td>1. Classroom assignments, examinations and participation that address the goals and objectives specific to each class.</td>
<td>1. Each instructor will clearly delineate the learning objectives for class, the method of assessing student achievement and calculating grades, and provide each student with a syllabus containing this information on the first day of class.</td>
</tr>
<tr>
<td>2. Each student will be able to demonstrate to employers that they have the desired job skills to work as a medical receptionist.</td>
<td>2. Students will develop a portfolio that contains evidence of specific skills and knowledge relevant to medical office reception. At a minimum the portfolio will contain a resume and cover letter for a job application (HLTH 110), documentation of computer skills in word and excel, knowledge of electronic medical records, and competencies in law and ethics and administrative procedures. Additional documents will be added to the portfolio by consultation between the student and the faculty advisor.</td>
<td>2. Portfolio development will be an ongoing process during the semester, and will include something from each class. Students will have two to three opportunities to review their portfolio with their advisor during the semester. Examples of portfolios will be kept in the Allied Health offices.</td>
</tr>
<tr>
<td>3. Students will be able to gain successful employment as medical receptionists or continue their education in the health care field.</td>
<td>3. We will survey graduates yearly in the fall, for the first two years after their completion of the Medical Office Reception Endorsement.</td>
<td>3. This survey will be prepared during the spring of 2009 and will first be used in fall 2010, and every fall thereafter.</td>
</tr>
</tbody>
</table>
C. Review signature of preparation:

Industry representatives: see attached letters of support

Christa Bartlett, CMA, CPC
Assistant Professor, Allied Health
Program Head for Medical Assistant, Medical/Dental Office Reception and Health Care Reimbursement Programs

5/13/08

Shawn Russell, CPC
Assistant Professor, CRCD Health Programs
Coordinator, Rural Allied Health

6/14/08

Marsha Sousa, PhD
Associate Professor, TVC Allied Health
Coordinator, TVC Allied Health Programs

5/13/08

Richard A. Caulfield
Director, Tamar Valley Campus

5/13/08

Torie Fote
Director, CRCD Rural Health Programs

6-5-08

ATTACHED

Ron Illingworth
Chair, College of Rural & Community Development Academic Council

Date

Berthon Joseph
Executive Dean, College of Rural & Community Development

6/19/08
C. Review signature of preparation:

Industry representatives: see attached letters of support

Christa Bartlett, CMA, CPC  
Assistant Professor, Allied Health  
Program Head for Medical Assistant, Medical/Dental Office Reception and Health Care Reimbursement Programs

Shawn Russell, CPC  
Assistant Professor, CRCD Health Programs  
Coordinator, Rural Allied Health

Marsha Sousa, PhD  
Associate Professor, TVC Allied Health  
Coordinator, TVC Allied Health Programs

Richard A. Caulfield  
Director, Tanana Valley Campus

Torie Foote  
Director, CRCD Rural Health Programs

Ron Illingworth  
Chair, College of Rural and Community Development Academic Council

Bernice Joseph  
Executive Dean, College of Rural and Community Development
Occupational Endorsement
Medical Office Reception

C. Signature for approval:

Ilana Kingsley
Chair, Curricular Affairs Committee

Date

Jon Genetti
President, UAF Faculty Senate

Date

Stephen Jones, Chancellor UAF

Date

Mark Hamilton, President UA

Date
II. Identification of the Endorsement

A. Description of the Occupational Endorsement

1. Occupational Endorsement Title

Medical Office Reception

2. Admission Criteria and prerequisites

Students accepted into this occupational endorsement must:
a. Document high school diploma or GED
b. Demonstrate COMPASS test scores (or alternative testing) indicating a core sufficient for placement into ENGL 111X.

3. Course description of required catalogue courses.

HLTH 100 3 Credits
Medical Terminology
Study of medical terminology including analysis and origin of word roots, prefixes and suffixes. Understanding the word components, students will be able to build, spell and define medical words. Content will be presented by body systems focusing on terms for anatomy, diagnostic, laboratory and medical specialties. Includes use of medical dictionary, word pronunciation and abbreviations. Designed for health care professionals. (3 + 0)

HLTH 110 2 Credits
Professional Skills for the Workplace
Presents skills to ensure success for the professional secretary, receptionist, medical worker and others. Includes interview skills, business manners, customer service and dressing for success. (2 + 0) Offered Fall, Spring

HLTH 118 2 Credits
Medical Law and Ethics
In-depth coverage of legal and ethical issues encountered in health care settings. Students will gain a practical knowledge of legal and ethical principles and application of these principles in health care settings. (2 + 0) Offered Fall

HLTH 132 2 Credits
Administrative Procedures I
Administrative responsibilities performed by medical/dental assistants and other health care providers in outpatient facilities. Includes duties of the office assistant, receptionist or secretary. Focus on reception, telephone procedures, public relations and professionalism. (Prerequisites: High school graduation, GED or permission of instructor.) (2 + 0) Offered As Demand Warrants
Occupational Endorsement
Medical Office Reception

CIOS 150 1-3 Credits
Computer Business Applications
Basic introduction to using a computer and office applications. Includes the operating system, how to save/retrieve files; word processing, document creation and formatting; spreadsheets (basic formulas and functions); and the Internet (browsing, searching and e-mail). (Provides basic computer literacy and prepares for CIOS 110, 130, 134 and 146. No previous computer experience is required.) (1-3 + 0) Offered As Demand Warrants

4. Requirements for the endorsement.
   a. Proposed catalog layout

Allied Health

Occupational Endorsement: Medical Office Reception

The occupational endorsement in Medical Office Reception provides training to students in the front office skills necessary to become efficient and productive health care team members. Students who successfully complete the program will be proficient in medical terminology, administrative procedures, medical law & ethics, typing, and have the professional attitude and work ethic to be successful in the workplace.

This program is open to those who can document a high school diploma or GED and have scores sufficient for placement into ENGL 111X by COMPASS test or other sufficient testing.

1. Complete the following courses:
   HLTH 100 Medical Terminology 3
   HLTH 110 Professional Skills in the Workplace 2
   HLTH 118 Medical Law & Ethics 2
   HLTH 132 Administrative Procedures I 2
   CIOS 150 Computer Business Applications
      or documentation of computer skills
      and approved elective 3

Minimum number of credits 12

b. Three-year cycle of courses

Each course is offered at least annually at TVC. All of the courses except CIOS 150 are offered at least annually by CRCD Health Programs in the cross-regional schedule. The CIOS division is developing CIOS 150 for distance delivery, and there are several options for developing computer literacy available at rural campuses. By including "or approved elective" in the degree requirement, an advisor can work closely with a student to select an appropriate course to allow the student to tailor his or her skills for the workplace.
TVC schedule:

<table>
<thead>
<tr>
<th>Course</th>
<th>Fall 2008</th>
<th>Spring 2009</th>
<th>Fall 2009</th>
<th>Spring 2010</th>
<th>Fall 2010</th>
<th>Spring 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTH 100</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>HLTH 110</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HLTH 118</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HLTH 132</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CIOS 150</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

CRCD cross-regional schedule:

<table>
<thead>
<tr>
<th>Course</th>
<th>Fall 2008</th>
<th>Spring 2009</th>
<th>Fall 2009</th>
<th>Spring 2010</th>
<th>Fall 2010</th>
<th>Spring 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTH 100</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>HLTH 110</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HLTH 118</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HLTH 132</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CIOS 150</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

B. Endorsement Goals

1. Brief identification of objectives and subsequent means for their evaluation

The objective of this Occupational Endorsement in Medical Office Reception is to provide a program for entry-level health care workers to learn the basic front office skills applicable to medical offices so they can obtain employment upon completion. Evaluation of the success of the program will be based on the development of a portfolio by each student, and documentation of the number of students who complete the program and obtain employment or continue in their education in a health care field.

2. Relationship of endorsement objectives to industry needs

Employment of receptionists, including those in the health care field, is expected to grow 33.5% or more through 2014 (Alaska Dept. of Labor and Workforce Development, ADOLWD). This increase will result from rapid growth in service-providing industries, such as physicians’ offices and dental practices. In addition, turnover will continue to create numerous openings as many employees move into other occupations or leave the workforce altogether. Advances in technology and the skills required to perform as a receptionist will continue to create demands for receptionists with a wider variety of abilities. The increasing use of voicemail and other telephone automation reduces the need for receptionists by allowing one receptionist to perform work that formerly required several. However, the increasing use of other technologies, such as electronic medical records, has caused a consolidation of reception responsibilities and growing demand for workers with
diverse clerical and technical skills. Because receptionists may perform a wide variety of clerical tasks, they will continue to be in demand.

3. Occupational/other competencies to be achieved

Students will successfully complete course work in medical terminology, administrative skills, professional skills in the workplace, medical law & ethics, and keyboarding. They will be prepared to be employed as entry-level medical receptionists and have the opportunity to advance into other certificates and AAS degrees.

4. Relationship of courses to the endorsement objectives

The courses to be completed within the occupational endorsement speak directly to the specific skills required for entry-level workers in medical offices, and provide a foundation for these students to enter more advanced training.

C. Student Learning Outcomes Assessment Plan, and identification of the individual (by position) who will be responsible for the directing its implementation.

a. Student Learning Outcomes Assessment Plan

<table>
<thead>
<tr>
<th>Intended Outcomes</th>
<th>Assessment Criteria and Procedures</th>
<th>Implementation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Students will pass the courses in this program with a C or better.</td>
<td>1. Classroom assignments, examinations and participation that address the goals and objectives specific to each class.</td>
<td>1. Each instructor will clearly delineate the learning objectives for class, the method of assessing student achievement and calculating grades, and provide each student with a syllabus containing this information on the first day of class.</td>
</tr>
<tr>
<td>2. Each student will be able to demonstrate to employers that they have the desired job skills to work as a medical receptionist.</td>
<td>2. Students will develop a portfolio that contains evidence of specific skills and knowledge relevant to medical office reception. At a minimum the portfolio will contain a resume and cover letter for a job application (HLTH 110), documentation of computer skills in word and excel, knowledge of electronic medical records, and competencies in law and ethics and administrative procedures. Additional</td>
<td>2. Portfolio development will be an ongoing process during the semester, and will include something from each class. Students will have two to three opportunities to review their portfolio with their advisor during the semester. Examples of portfolios will be kept in the Allied Health offices.</td>
</tr>
</tbody>
</table>
b. Responsibility for implementation

Responsibility for implementation of rural students’ student learning outcomes assessment plans will belong to the Rural Allied Health program coordinator. Responsibility for implementation of TVC students’ student learning outcomes assessment plans will belong to the Rural Allied Health program coordinator. Records that will be maintained include identification of students, records of courses taken and grades awarded, date of Certified Professional Coder (CPC) exam, scores on CPC exams and records of employment for two years following completion of occupational endorsement. Rural Allied Health faculty and TVC Allied Health faculty will work together to compile and maintain program data related to student learning outcomes.

III. Personnel Directly Involved with Program

A. Instructional Staff

Christa Bartlett, CMA, CPC  
Assistant Professor,  
Program Head, Medical Assistant, Medical/Dental Reception and Health Care Reimbursement Programs.

Shawn Russell, CPC  
Assistant Professor Allied Health  
Coordinator CRCD Rural Allied Health

Adjunct instructors will also be hired.

B. Administrative, coordinating and classified staff

Christa Bartlett, CMA, CPC  
Assistant Professor,  
Program Head for Medical Assistant, Medical/Dental Reception, and Health Care Reimbursement Programs

Shawn Russell, CPC  
Assistant Professor  
Coordinator, CRCD Rural Health Programs
Occupational Endorsement  
Medical Office Reception  

Marsha Sousa, PhD  
Associate Professor  
Coordinator, TVC Allied Health Programs  

Cheryl Allen  
Administrative Assistant, TVC  

Richard A. Caulfield, PhD  
Director, TVC  

Victoria Foote  
Director, CRCD Rural Health Programs  

Lilly Sommer  
Student Success Coordinator, CRCD Rural Health Programs  

Elizabeth Belknap  
Program Coordinator, CRCD Rural Health Programs  

Amy Topkok  
Administrative Assistant, CRCD Rural Health Programs  

IV. Enrollment Information  

A. Projected enrollment  

We project an enrollment of 10-20 students each year, at least half of whom will be rural students learning by distance education.  

B. How determine/who surveyed/how surveyed  

Projections are based on our experience with the Medical Assistant, Medical/Dental Reception and Health Care reimbursement programs; conversations and formal meetings with industry representatives in both rural Alaska and in Fairbanks; and with our Medical Assistant Advisory Committee.  

C. Maximum enrollment which endorsement can accommodate (endorsement capacity)  

Each class may enroll a minimum of 25 students. Capacity in the program is limited by the availability of qualified faculty and the space for students in the classrooms. Adjunct faculty can be hired to increase the number of students on a self-support basis.  

V. Need for Occupation endorsement  

A. Employment market needs:  

According to Alaska Department of Labor and Workforce Development (DOLWD) research, projected job growth in Alaska in the next decade in health care and social
assistance will increase by 33.5%, adding about 10,000 jobs in the state. Although “medical receptionist” is not broken out as a single group, one can anticipate that much of the 33.5% increase will be in support positions such as receptionists. Students who have taken medical dental reception program or the administrative procedures components of our medical assisting program are applying for jobs, and are being interviewed and hired. Medical employers have asked that we streamline our training and teach the absolute essential of our medical dental reception certificate so that students may more quickly enter the workforce. Additional specific skills in appropriate technology and practice can then be taught in the workplace. Because this is an entry level position there is substantial turnover of employees. Many go on to become medical assistants or office managers, or seek other employment. Therefore, there will continue to be a need to provide training for medical receptionists.

VI. Other

Creation of the occupational endorsement in Medical Office Reception is in the best interest of the University and the student. The occupational endorsement will provide the opportunity for students to identify a short-term program within the University to obtain the skills needed in one semester so that they may become employed as medical receptionist. The occupational endorsement allows the University to award the student a certificate of completion and to identify that the student has met his/her goals at the University.

VII. Relation of Endorsement to other Programs within the System

The courses in the Medical Office Reception Occupational Endorsement all exist within the Medical/Dental Reception Certificate and the Medical Assisting A.A.S. and Certificate. After completing the OE in Medical Office Reception, students may transition easily into the Medical Dental Reception Certificate, Medical Assisting Certificate or the Healthcare Reimbursement Certificate.

VIII. Implementation/Termination

A. Date of implementation

Courses are already in place and scheduled. Implementation of the occupational endorsement will begin Fall 2008.

B. Plans for recruiting students

Recruitment of students will begin in spring of 2008, upon approval of the occupational endorsement, through additional advertising to local health care facilities in Fairbanks and through our outreach efforts to rural Alaska through CRCD Rural Health Programs.

C. Plans for phasing out endorsement if it proves unsuccessful

Should the Medical Office Reception Occupational Endorsement be unsuccessful, the program will be cancelled. Since the courses are all required in other programs, the students will be able to complete a certificate and/or A.A.S. in the health care field,
or to simply take the courses they desire within those programs as a non-degree seeking student. Students who are currently registered as seeking the occupational endorsement at the time of its cancellation will be able to complete the endorsement since the courses will continue to be taught in other degree programs.

D. Assessment of the endorsement

a. Student outcomes assessment plan

<table>
<thead>
<tr>
<th>Intended Outcomes</th>
<th>Assessment Criteria and Procedures</th>
<th>Implementation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Students will pass the courses in this program with a C or better.</td>
<td>1. Classroom assignments, examinations and participation that address the goals and objectives specific to each class.</td>
<td>1. Each instructor will clearly delineate the learning objectives for class, the method of assessing student achievement and calculating grades, and provide each student with a syllabus containing this information on the first day of class.</td>
</tr>
<tr>
<td>2. Each student will be able to demonstrate to employers that they have the desired job skills to work as a medical receptionist.</td>
<td>2. Students will develop a portfolio that contains evidence of specific skills and knowledge relevant to medical office reception. At a minimum the portfolio will contain a resume and cover letter for a job application (HLTH 110), documentation of computer skills in word and excel, knowledge of electronic medical records, and competencies in law and ethics and administrative procedures. Additional documents will be added to the portfolio by consultation between the student and the faculty advisor.</td>
<td>2. Portfolio development will be an ongoing process during the semester, and will include something from each class. Students will have two to three opportunities to review their portfolio with their advisor during the semester. Examples of portfolios will be kept in the Allied Health offices.</td>
</tr>
<tr>
<td>3. Students will be able to gain successful employment as medical receptionists or continue their education in the health care field.</td>
<td>3. We will survey graduates yearly in the fall, for the first two years after their completion of the Medical Office Reception Endorsement.</td>
<td>3. This survey will be prepared during the spring of 2009 and will first be used in fall 2010, and every fall thereafter.</td>
</tr>
</tbody>
</table>
b. Program review

Faculty meets monthly throughout the academic year to review various aspects of all Allied Health programs. The Medical Office Reception Occupational Endorsement will be monitored closely. An in-house review of the program will be scheduled for fall 2010, and every fall thereafter.
Christa Bartlett  
UAF Tanana Valley Campus  
604 Barnette St.  
Fairbanks, AK 99701

March 4, 2008

Dear Ms. Bartlett,

In 2002, nine of Southwest Alaska's largest employers recognized the immense need for local vocational training opportunities. Those nine employers created what is known today as Yuut Elitnaurviat. The Yuut Elitnaurviat Executive Board, composed of the leading executive from each of our founding partners' organizations, continues to examine career pathways that are in high demand within the Yukon-Kuskokwim Delta Region and the State of Alaska.

The Yukon-Kuskokwim Health Corporation (YKHC), the thirteenth largest employer in the State of Alaska, is one of our partners. YKHC provides health services to the Yukon-Kuskokwim Delta Regional Hospital, four subregional clinics, and to community clinics in 50 villages. In our Program Planning meetings, it has been stated by YKHC numerous times that the need for skilled and experienced healthcare providers is closely followed by the need for trained and qualified entry-level support staff.

Yuut Elitnaurviat supports the creation of a Medical Reception Occupational Endorsement. The brevity of the course and the focus on medical reception skills is an ideal combination that will hopefully lead to the reduction of turnover within such positions.

Sincerely,

Tiffany Tony  
Operations Manager

Tiffany Zulkosky  
Programs & Communication Coordinator
October 3, 2007

RE: Occupational Endorsement for Medical Reception

Dear Tanana Valley Campus:

I have met with Christa Bartlett and the other members of the Medical Assisting Advisory Committee to talk about and make suggestions for the proposed Medical Reception Occupational Endorsement. Together, we reviewed classes that we as industry representatives thought would serve our community and needs with this new O.E.

I have had the opportunity to review the Occupational Endorsement written by Christa and believe that this will serve our needs at the Tanana Valley Clinic as well as other physician offices and clinics. The Tanana Valley Campus and Christa Bartlett have my full support for the O.E. and I look forward to seeing it being offered.

Sincerely,

[Signature]

Linda Blondl, RN
University of Alaska Board of Regents
Program Approval Summary Form

MAU: University of Alaska Fairbanks

Title: Medical Office Reception Occupational Endorsement

Target admission date: Fall, 2008

How does the program relate to the Education mission of the University of Alaska and the MAU?

This Occupational Endorsement was developed with the help of representatives of the Fairbanks Medical Community, health educators in rural Alaska, and the Medical Assistant program advisory committee. Their input was especially valuable in determining the minimal skill set and desired time frame for completion of the endorsement. Together with the faculty in the TVC Allied Health Department, the currently existing courses in Allied Health were evaluated for their appropriateness to the entry-level medical office worker. We anticipate that there will be a modest increase in the number of students actually attending UAF due to this program (8-10 per year), and a more substantial increase in the number of students who are taking courses and seeking the occupational endorsement (10-20 per year). Since all of these courses are currently taught within the existing medical assistant Certificate and AAS, we do not anticipate any marked impact on course offerings, and no impact on general education courses.

What State Needs met by this program.

According to Alaska Department of Labor and Workforce Development (DOLWD) research, projected job growth in Alaska in the next decade in health care and social assistance will increase by 33.5%, adding about 10,000 jobs in the state. Although “medical receptionist” is not broken out as a single group, one can anticipate that much of the 33.5% increase will be in support positions such as receptionists.

Students who have taken medical dental reception program or the administrative procedures components of our medical assisting program are applying for jobs, and are being interviewed and hired. Medical employers have asked that we streamline our training and teach the absolute essentials of our medical dental reception certificate so that students may more quickly enter the workforce. Additional specific skills in appropriate technology and practice can then be taught in the workplace. Because this is an entry level position there is substantial turnover of employees. Many go on to become medical assistants or office managers, or seek other employment. Therefore, there will continue to be a need to provide training for medical receptionists. Although all of the courses in this occupational endorsement are currently taught and can be accessed by any student, consolidation of these 9-12 credits into an occupational endorsement will encourage students to focus their study and complete a specific skill set relevant to entry-level employment.
What are the Student opportunities and outcomes? Enrollment projections?

Employment of receptionists, including those in the health care field, is expected to grow 33.5% or more through 2014 (Alaska Dept. of Labor and Workforce Development, ADOLWD). This increase will result from rapid growth in service-providing industries, such as physicians' offices and dental practices. In addition, turnover will continue to create numerous openings as many employees move into other occupations or leave the workforce altogether.

We project an enrollment of 10-20 students each year, at least half of whom will be rural students learning by distance education. Projections are based on our experience with the Medical Assistant, Medical/Dental Reception and Health Care reimbursement programs; conversations and formal meetings with industry representatives in both rural Alaska and in Fairbanks; and with our Medical Assistant Advisory Committee.

Describe Research opportunities:

No research is associated with this occupational endorsement.

Describe Fiscal Plan for development and implementation:

No additional funds are required in order to implement this occupational endorsement. All classes are currently scheduled, and additional sections can be added as needed on a self-support basis.