



APPLICATION GUIDELINES APPENDIX A 2008 I-BEST

College:	Columbia Basin College		
Contact Person:	Jason Clizer		
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Brief Program Summary(including program length and number of college-level credits):	The I-BEST Medical Secretary program is two quarters in length and will prepare students to be reliable medical office employees, observe privacy and confidentiality, employ customer service skills and demonstrate critical thinking and communication skills. Completers will gain valuable education and work experiences that will help them determine the next step on the Administrative Office/Health Information Technology (AOT/HIT) or Health Sciences Career Pathway at CBC (see pathway diagrams).		
Professional-Technical Program (P-T) Title:	Medical Secretary <u>Short Term Certificate</u> (Health Information Technology)		
CIP Code:	<u>51.0716</u>		
EPC Code:	565		
I-BEST Instruction Start Date:	Winter 2009		

Number of students expected to be served	12-20
Minimum Entry Criteria including ABE & ESL Levels	Level 5/6 ESL, Level 4 ABE
Professional/Technical Entrance Requirements for the next level (GED, Asset/Compass scores, etc.)	COMPASS score (Writing:78-100, Reading:82-100 Math:59-100), GED, 78% score or higher in coursework
Job Title(s) for I-BEST program completers	Medical Secretary, Medical Records and Health Information Clerk, Ward Clerk, medical receptionist, medical front desk clerk.
Median salary for I-BEST program completers	\$15.43

Signature of Workforce Administrator _____

Signature of Adult Basic Education Administrator _____

FOR SBCTC USE ONLY:

Approved ☒

Denied ☐

Date Approved 12/11/08

Please complete column 2 with responses to criteria in column 1.

Criteria	College's response to essential elements.	Reviewers' Comments
<p>1. Program has an identified educational pathway(s) linked to a career pathway.</p>	<p><i>Essential elements to meet criteria.</i> Proposal provides evidence that the program is part of an educational pathway, linked to a career pathway, which begins with adult basic education ABE/ESL and continues to a one-year certificate and beyond. Proposal clearly articulates how each level of attainment in the educational pathway prepares students to readily engage in the next level. Proposal includes a pathway diagram (see attached example).</p> <p><i>College's response.</i> The two quarter I-BEST Medical Secretary short-term certificate program (leading to a one year Medical Secretary or Billing Clerk certificate or AAS Administrative Assistant degree) provides a solid start on the Health Information Technology or Administrative Office career pathway. All 19 credits count toward the one year Medical Secretary or Billing Clerk certificate and the two year AAS HIT degree and each completed class leads to the next level (see pathway diagram). The Medical Secretary program is part of a pathway, with marked entry and exit points and options for employment or continued education. Successful completers can use this as a starting point for other Health Information Technology or healthcare related career pathways. Classes will be held on the main CBC campus and instructors and support staff are also housed on campus, making collaboration and student success even more practical. The focus of this I-BEST Program is to offer support for a cohort of ESL/ABE, WorkFirst, and <i>Out of School Youth</i> (OSY) participants through a two quarter Medical Secretary program designed to prepare students for employment in hospital, clinic, private practice or medical office settings as medical secretaries. This project will prepare students for the responsibility of entry-level positions in medical office support and will also provide a foundation and clear idea of what is needed for advancement along the AOT/HIT career pathway. The program plan includes an "I-BEST Studies" support class to give students additional assistance navigating the pathway. Participants in this I-BEST program are part of a fully integrated training program to prepare for employment in medical office settings or to continue on the pathway toward further certificates and degrees. CBC's Medical Secretary I-BEST program also includes a "Supervised Employment" component that gives students the</p>	

	<p>opportunity to work in the field and demonstrate work ethic while still enrolled in the program and receiving I-BEST support. Successful completers also gain access to related associate degree pathways in AOT and HIT. Students can continue into other programs such as Medical Billing Clerk, Medical Billing and Coding, Medical Transcriptionist, Office Clerk, or Administrative Assistant. The most direct pathway for students completing the two quarter Medical Secretary program are Medical Secretary or Medical Billing Clerk One-Year Certificates offered at CBC (see AOT/HIT pathways diagram).</p> <p>In the program orientation and advising sessions, AOT and Basic Skills instructors and staff will present students with information about the AOT/HIT Career Pathway and how to progress to other certificates and degrees.</p> <p>As part of the on-going program process, quarterly information and advising sessions will be held, detailing student individual progress toward I-BEST completion, transitioning from I-BEST to specific professional/technical programs, certificate or degree requirements and employment outlook.</p> <p>After completing the I-BEST program, students will participate in an exit interview wherein continuation on the pathway will be further encouraged and explained. Once students have graduated from the program and received their certificates, they will be invited back to share their experiences with the next group or cohort.</p>	
<p>2. Proposal demonstrates at the completion of the program, completers will have the opportunity to fill job openings and/or are provided with preferential status for next program level.</p>	<p><i>Essential elements to meet criteria.</i></p> <p>Proposal (1) provides labor market data that shows evidence of available jobs for I-BEST program completers at a minimum of \$13 per hour (\$15/hr for King County) (with the exception of Early Childhood Education); <u>and/or</u> (2) provides a description of how preferential status will be given to I-BEST program completers for entry into the next program level of an educational pathway that ends in available jobs with earnings of \$13 per hour (\$15 for King County.)</p> <p><i>College's response.</i></p> <p>Workforce Explorer, WorkSource Columbia Basin, various employers (Kennewick General Hospital, La Clinica, Lourdes, and AOT advisory committee members) all report that Medical Secretary is an “in demand” occupation for the area (Bilingual employees are especially needed in our area). CBC’s Medical Secretary I-BEST training program is designed using industry skill sets and outcomes. The skills, abilities and experiences gained will prepare students for success in the workplace or additional AOT and other college courses and programs.</p> <p>According to WorkForce Explorer, Benton and Franklin counties employed a total of 627 Medical Secretaries and information clerks in second quarter of 2007, with an anticipated need for 683 in the 2nd quarter of 2009, accounting for a 4.4%</p>	

	increase. The largest employers of these workers are physician's offices, area hospitals and other medical offices. Workforce Explorer also lists solid employment outlooks for Medical Records and Health Information Technicians with a projected 23% increase from 95 workers needed in 2006 to 117 by 2016. Workforce Explorer lists Medical Secretary median wage of \$15.43/hour in the Benton/Franklin County area with an estimated 600 openings. The median salary for Medical Records and Health Information Technicians is reported at \$15.48.	
3. Proposal shows evidence that program graduates will fill high demand jobs.	<p><i>Essential elements to meet criteria.</i></p> <p>Proposal provides evidence of local and regional labor market demand for program graduates who will fill high demand jobs. Labor market data may include a variety of resources such as transitional labor market data, industry data, trade association data, and other transactional data. Labor market demand must demonstrate a gap between the number of program graduates/completers in the region versus the number of job openings locally and regionally (list the number of available positions locally and the number of programs graduates locally).</p>	<p>Reviewer's note (information only--no response required):</p> <p>According to Workforce Explorer the number of program completers for medical secretary in Benton/Franklin is 6.</p> <p>Preferential status is not required when program meets wage levels at I-BEST completion level.</p>
	<p><i>College's response.</i></p> <p>Medical secretary is an in demand occupation with a 31.6% projected increase through 2016 in Benton/Franklin counties. Workforce Explorer lists the median hourly wage of \$15.43.</p> <p>The Health Information Management Director at Kennewick General Hospital expects the need for medical secretaries to continue to be strong in the coming years. She estimates her department will hire at least 2-3 new medical secretaries yearly. She reports that the turnover rate for Medical Secretaries is not generally high and that openings are related to growth, which is expected to remain strong throughout healthcare. Kennewick General Hospital reports the current salary range as "...\$9.84-\$13.28 in low-volume and general areas; \$10.84-\$14.64 in high volume clinics; \$11.38-\$16.94 for Hospital Unit Secretaries/Clerk (depending on scope of responsibilities) and \$12.55-\$16.94 for Administrative Secretaries". The Human Resources Department at La Clinica Community Health Center in Pasco reports the following: "...<i>The hiring of front office medical staff is never consistent year to year. The turnover rate changes from year to year for a variety of reasons. I estimate that some of our current employees will move on from our organization for whatever reason and we will eventually have the need to replace them.</i>" She goes on to say, "...<i>In general, this position is entry level. Many front office medical staff use this position as a starting point or "foot in the door" for a position that they really want or to gain experience for a career that they are working toward. Currently, our organization has a low turnover rate for these</i></p>	

	<p><i>positions but this is not the norm. Typically, the turnover rate is higher in this position than most other positions.”</i> La Clinica reports an average pay of \$14.88 and a top pay of \$17.88 hourly for medical secretaries.</p> <p>Additionally, the employment specialist at Lourdes Health Network confirms medical office staff and medical secretaries (called Health Unit Coordinators at Lourdes) continue to be in demand in our area and that most patient care departments utilize them. Lourdes reports an average pay of \$14.19 hourly, with a top pay of \$16.04. The recruitment coordinator at Kadlec Medical Center, another key medical facility in the area, reports the need for medical secretaries will remain strong in coming years and that their facility averages 15 hires per year. Kadlec expects the number to remain constant, if not increase due to growth. Regarding turnover, she states the following: <i>“The turnover rate is average compared to other entry level positions, but is high compared to our house wide turnover, due to the nature of the position being a pathway to other healthcare opportunities with appropriate education (i.e. CNA, LPN, RN).”</i> Also, Kadlec reports that their facility does hire CBC Medical Secretary graduates. Wages at this facility average \$14.92/hour.</p> <p>Finally, we know that some area employers offer financial assistance or tuition reimbursement for employees continuing their education.</p> <p>Within this pathway, students have open access to continuing their education toward further certificates or degrees. As a result, there is no need to identify “preferential status” to be given to students completing the two quarter certificate. Participants completing AOT and HIT short-term certificate programs (including the proposed I-BEST Medical Secretary program) may continue to one-year certificates without barriers as all 19 credits apply to certificates and degrees. Each pathway step builds on the previous. There is no waitlist so transitioning is facilitated through the close-knit advising process. Students choosing to exit to the workplace may return to enter the next pathway step at any time or continue part-time.</p>	
4. Proposal describes integrated professional-technical and adult basic education learning outcomes.	<p><i>Essential elements to meet criteria.</i></p> <p>Proposal provides (1) targeted integrated learning outcomes that include WA Adult Learning Standards and relevant professional-technical skills standards; and (2) requirements for employment at the conclusion of the I-BEST; <u>and</u> (3) the next level of training specifying academic entry levels, tests and/or certifications, other skills or experience.</p>	
	<p><i>College’s response.</i></p> <p>(1) <u>Targeted Integrated Learning Outcomes</u></p> <p>Upon completion of the Medical Secretary I-BEST Program students should be able to:</p>	

	<ol style="list-style-type: none"> 1. Read with understanding in order to perform competently as a Medical Secretary. <ul style="list-style-type: none"> • Demonstrate the ability to recognize and differentiate word parts and their meanings • Demonstrate the ability to analyze and apply word dissection principles • Demonstrate the ability to name, recognize, classify, and discuss a specific condition, illness and/or disease • Demonstrate the ability to correctly breakdown, label, and define medical terms • Demonstrate the ability to correctly spell and build medical terms • Demonstrate the ability to apply medical terms in proper context • Demonstrate the ability to recognize his/her role and limitations in a medical office • Demonstrate the ability to verify and confirm the accuracy of the use of ICD-9 CM coding for billing and reimbursement 2. Convey ideas in writing in order to perform competently as a Medical Secretary. <ul style="list-style-type: none"> • Determine the purpose and audience for communicating in writing in order to perform the required duties of a Medical Secretary in various office environments • Identify and practice the interpersonal, oral, and written communication skills necessary to be competitive and successful in the job market • Communicate thoughts, feelings, and ideas to justify a position; encourage, persuade, convince, or otherwise motivate an individual or group • Complete an incident report • Within their scope of responsibility, make corrections to simulated medical records 3. Speak so others can understand in order to perform competently as a Medical Secretary. <ul style="list-style-type: none"> • Explain the importance of social business skills, such as chain of command, protocol, ethical behavior, and social responsibility • Participate as a team member and contribute to a group effort • Understand effective use of telecommunications 	
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	<ul style="list-style-type: none"> • Employ impeccable customer service skills, both face-to-face and on the telephone <p>4. Listen actively in order to perform competently as a Medical Secretary.</p> <ul style="list-style-type: none"> • Apply listening and nonverbal communication skills • Be able to listen to and understand directions, spoken words and sentences and requests for information from customers and colleagues <p>5. Use critical thinking to solve problems.</p> <ul style="list-style-type: none"> • Utilize human relations strategies in working cooperatively in a medical office environment • Understand and consciously model acceptable office behavior • Apply the laws protecting patient information including a basic knowledge of HIPPA regulations, RCWs and WACs regulations and how they pertain to the medical office • Understand and employ job search and time management techniques in obtaining employment • Judge which set of procedures, tools, or software will produce desired results • Demonstrate dependable employee traits and qualities <p>(2) <u>Requirements for Employment</u></p> <p>Completers will pass keyboarding and 10-key entry requirements at minimum 30 wpm and 100 cpm, demonstrate work experience in an office setting, competency in office software including Windows, Excel, Word, email and calendaring applications, and apply customer service and troubleshooting skills pertinent to office situations.</p> <p>(3) <u>Next Level of Training, Academic Entry Levels, Tests, Certifications, or Skills Experience</u></p> <p>Students beginning the next level of training will need to complete the COMPASS examination to determine college readiness and ability to succeed in general education courses. In the core classes and I-BEST Studies support class, Professional/Technical and Basic Skills instructors will monitor current progress and focus on continuing education, reading comprehension and test-taking skills. Student resources will include an orientation to the COMPASS website (where</p>	
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	<p>practice test items are available) and a visit to the campus assessment center</p> <p>Keyboarding requirements will be integrated into the other courses of the certificate program. The short-term certificate requires an exit speed of 30 wpm. If students are not able to meet the exit speed, they will enroll in additional skill building courses to meet the skill requirement for certificate completion on their own. This skill building class, however, will not be included within the I-BEST courses, and their enrollment will be independent of the certificate.</p> <p>In addition, to move along the pathway, students will need to increase keyboarding and 10-key speeds to 50 wpm and 175 cpm, expand software application knowledge and potentially test for additional certifications.</p>	
<p>5. Proposal describes integrated assessment development and/or use.</p>	<p><i>Essential elements to meet criteria.</i></p> <p>Proposal describes specific tools that have been integrated to assess student learning in both basic education and professional-technical competencies.</p> <p>Proposal describes the development and use of the tools by both instructors.</p>	
	<p><i>College's response.</i></p> <p>All I-BEST students must qualify for the federally supported levels of basic skills education. All ESL Basic Skills Students will be appraised and placed using the CASAS Appraisal Oral Screen, Listening Form 20, Reading Form 20, and a writing sample. ABE students will be appraised using the ECS Reading form 130 and Math Form 130. ESL and ABE students scoring a level 4 or higher in reading are eligible for admittance to the program.</p> <p>All ESL students will be pretested using the CASAS Life and Work series for Reading and CASAS Life Skills series. All ABE students will be pretested using the CASAS Life and Work series for reading and the ECS series for math. All students will be pretested prior to beginning the program or within the first 12 hours of instruction and scores entered into WABERS.</p> <p>All Basic Skills students will be post-tested at the end of each quarter of the program using the above tests as determined by scores from pretest or previous posttests. Reports from the CASAS TopsPro will be used by the Basic Skills and AOT instructor to identify students' strengths and areas for improvement.</p> <p>In addition to the CASAS testing, student files will be maintained to track student progress on Washington State Basic Skills Competencies, goal setting, and career planning.</p> <p>I-BEST student files will be supervised by the Basic Skills Projects Director and maintained by Basic Skills instructors with support from office assistants.</p> <p>Professional technical program outcomes are integrated with Basic Skills outcomes and assessment processes. Program strengths will include using scenario-based activities and assessments to address communication and interviewing outcomes.</p>	

	<p>Included will be preparation and interviewing before employer panel to identify applicant strengths and weaknesses and presentation skills. All students will prepare career portfolios highlighting skills, abilities, and work samples. Further, students will complete objective written tests and quizzes. Continued keyboarding and 10-key speed development for pathway progression will occur. To enhance the connection from the classroom to the workplace, an employer simulation (Administrative Office Technology Simulated Scenarios) will be used throughout the program. Students will be “employed” in the scenario as Medical Secretaries and demonstrate responsible employee qualities and skills.</p>	
<p>6. Proposal describes integrated teaching strategies.</p>	<p><i>Essential elements to meet criteria.</i> Proposal specifically describes the team teaching model that includes joint course planning and at least an instructional overlap of 50% of the class time.</p>	
	<p><i>College’s response.</i> Both professional technical and basic skills instructors participated in the I-BEST Institute in Auburn, August 2008. To include additional faculty in the POG process, two integrated planning times have already occurred and ongoing training is planned for I-BEST instructional teams and support staff. This program has the advantage and experience of having previously implemented similar I-BEST programs (Medical Secretary with NAC and Receptionist). Both basic skills and professional technical faculty are dedicated to improving the integration of the two programs and learning outcomes to ensure student success. Teaching team meetings and ongoing CBC I-BEST Institute planning and improvement sessions will regularly occur. Professors will team teach at least 50% of the P/T classes, meet regularly throughout the program to review progress, analyze CASAS results to determine skill priorities, and identify areas for improvement as a team at the end of the program. All instructors will collaborate to include lecturing, leading group discussion, managing student projects, such as the career portfolio, and assignments. The P/T instructor will participate in the additional I-BEST Studies class to assist with outcomes comprehension as needed. I-BEST students are required to attend the I-BEST Studies class and non-I-BEST students have the option to attend.</p>	
<p>7. Proposal describes strategies for student success.</p>	<p><i>Essential elements to meet criteria.</i> Proposal describes specific strategies that are effective with traditionally underserved and academically challenged populations. Strategies must address innovative efforts for (1) recruitment/screening, (2) retention, and (3) program completion. Student support strategies (include college resources and systems navigation, financial aid assistance, career/educational planning, and barrier</p>	

	<p>identification and mitigation).</p> <p><i>College's response.</i></p> <p>Columbia Basin College has been and will continue to use the following strategies to recruit I-BEST students:</p> <p>Planners are working closely with WorkSource Columbia Basin (CBC partners in the <i>Out of School Youth</i> project), WorkFirst, Worker Retraining and Opportunity Grant personnel to recruit students to the program (a waitlist has been established). We have been and will continue to recruit students from current and new ABE/GED/ESL classes. We will market the I-BEST program to partner agencies such as WorkSource, with special emphasis on <i>Out of School Youth</i> (OSY) participants, local employers and to the general public through the distribution of program fliers and information sessions.</p> <p>The application process is as follows:</p> <ol style="list-style-type: none"> 1. Attend information sessions during November and December, 2008 and complete I-BEST questionnaire addressing motivation, experience and career goals. This writing assessment will be used for entrance and placement consideration. Students will also learn program details such as class schedule and required texts. 2. Attend I-BEST Student Interview with I-BEST team members (reflection of willingness and commitment to the program will be evaluated based on an established rubric). Keyboarding assessment will be completed. 3. Screening for meeting or exceeding one of the following: ESL Level 5 CASAS reading score, ABE Level 4 CASAS reading score or GED and/or high school diploma (for employability) <p>In addition, the Basic Skills Project Director continues to meet and collaborate with faculty from Basic Skills, Administrative Office Technology and representatives from registration, financial aid and other relevant campus departments to explain the program, requirements for admittance and success and ask for assistance in recruiting.</p> <p>An I-BEST website has been developed and will be updated regularly so that prospective students and employers can get information about integrated basic skills programs offered at Columbia Basin College. The AOT website contains all Professional/Technical program and class information: http://www.columbiabasin.edu/home/index.asp?page=603.</p> <p>This I-BEST program aims to continue and expand on the existing success of the AOT department offerings (specifically Medical Secretary) by developing a solid cohort, encouraging teamwork, group activities and team projects, regularly meeting with students to address challenges and issues, seek case management</p>	
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	<p>services to connect students with existing college and community resources such as WorkSource, counseling, tutoring, the Resource Center, and the Opportunity Grant. Basic Skills faculty and staff will participate in the AOT quarterly program advising sessions to continually monitor student progress and inform students of scheduling and program information. The Opportunity Grant continues to be instrumental in providing financial assistance to students beginning on various pathways at CBC. The Opportunity Grant director and Basic Skills instructional coordinator have already visited various classes/programs at CBC (including ABE/ESL) to share information about this resource and distribute applications. In order to obtain OG funding, students are required to complete the FAFSA to determine need. There are planned OG and Financial Aid workshops scheduled for basic skills students taking their first steps on a pathway. Additionally, WorkSource (OSY) WorkFirst and Worker Retraining will provide tuition and other assistance to I-BEST participants. Also, CBC Foundation scholarships may be available based on student need.</p> <p>Finally, the additional “I-BEST Studies” class is a valuable resource for students and CBC will continue to modify and improve this class in order to best meet the needs of those in the program.</p>	
8. Proposal describes strategies to promote transition into and success within the next step of the pathway.	<p><i>Essential elements to meet criteria.</i></p> <p>Proposal describes specific strategies for student transition to the next program level including pathway planning, financial aid assistance and on-going academic support.</p>	
	<p><i>College’s response.</i></p> <p>The AOT pathway and connections from the starting point (short-term certificate) to longer-term (one year certificate and two year AAS degree) programs are clear and will be explained and reviewed with students regularly. Advisors and instructors will assist students in identifying future courses and certificate or degree goals. Students will be encouraged to access the math and writing tutor centers for assistance beyond what will be offered in the I-BEST program. Transitional ABE and ESL classes are available in the Basic Skills Division for students needing additional support.</p> <p>For students progressing toward certificates and degrees, developmental education courses in math, reading, writing, spelling, vocabulary, and speed reading are available through the basic skills program to allow students to transition to required general education and other college-level courses. Students needing these courses will be identified and advised to enroll in the identified development course(s). Throughout the two quarter Medical Secretary program, and in addition to the AOT credit classes, participants will attend at least 4 hours weekly of “I-</p>	

	<p>BEST Studies” class where students will have ongoing academic, career, and goal setting support that will provide them with plans and skills to ensure an opportunity to continue learning beyond the I-BEST program.</p> <p>The previously mentioned simulation portion of the program will include career development and wage progression information in order to inform and motivate students to continue learning. Finally, many of our I-BEST participants receive opportunity grant monies which will fund students for up to 45 credits, so students could easily continue on the pathway after completing this short-term certificate.</p>	
<p>9. Proposal describes partner involvement in the development program.</p>	<p><i>Essential elements to meet criteria.</i></p> <p>Proposal shows evidence that local and regional businesses, labor, WDC, and community based organizations are active in supporting the college’s effort to begin or expand this program (please list your partners here).</p>	
	<p><i>College’s response.</i></p> <p>Local employment partners such as WorkFirst, Worker Retraining, WorkSource and DSHS continue to be interested in short-term training programs and in giving their clients a start on a career pathway. This proposed Medical Secretary I-BEST Program is another resource CBC can use to help students get to the “starting point” in college or on a pathway on their way to the “tipping point”. In addition, WorkSource will be recruiting for and encouraging their clients (including the OSY population) to enroll in CBC’s I-BEST programs as a method to gain college credits and to begin on a career pathway. As with all of the I-BEST programs at CBC, this project is a collaborative effort, requiring ongoing participation and planning, from both internal and external college partners.</p> <p>Local employers, including Kennewick General Hospital, Kadlec Medical Center, Lourdes Medical Center, Miramar Clinic and La Clinica have been made aware of the proposed program and are supportive of the plan as another tool they can use to employ quality and qualified workers.</p>	

10. Optional: Is there any additional information that you choose to share, for instance connection to other initiatives, and support from other entities like the local workforce development council, economic development council, cultural and/or social service organizations, etc.	<p><i>College's response.</i></p> <p>The I-BEST team made up of ABE/ESL and AOT members, has met with representatives from Student Services, WorkFirst, Worker Retraining, Financial Aid, and Public Relations to discuss marketing, recruitment, eligibility, and screening strategies as well as identifying barriers and offering solutions to ensure student and program success. The team will continue to meet regularly with internal and external partners to identify concerns and plan strategies for current and future success. All internal CBC departments and external agencies involved continually state the need for more short-term training programs and the Medical Secretary certificate and skills gained are general enough to meet the needs of many employers. Finally, office technology (with computer skills training) is a career pathway that many Basic Skills Students have expressed an interest in and one that provides multiple opportunities for initial employment and advancement.</p>	
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Assurances	Check box that the college provides assurance for each of the following:	
1.	<input checked="" type="checkbox"/> The college provides assurance that local and regional labor market demand in the industry has been verified (<i>a variety of resources can be used including traditional labor market data, industry data, trade association data, and other transactional data</i>).	
2.	<input checked="" type="checkbox"/> The college provides assurance that there has been active involvement by employers and community partners in the development and in providing ongoing support for the I-BEST program.	
3.	<input checked="" type="checkbox"/> The college provides assurance I-BEST completers will have all the requisite education and skills (including required academic levels, skills and experience, and passage of tests or certifications, etc.) to move into employment and the next level of the pathway.	
4.	<input checked="" type="checkbox"/> The college provides assurance that there is no duplication in courses within the pathway.	
5.	<input checked="" type="checkbox"/> The college provides assurance that I-BEST students will have individualized education and career plans to aid in the continuation of their skill and wage progression.	

Please complete information for EACH of the I-BEST program's courses in the formats listed below.

Format 1—complete for integrated courses with at least a 50% overlap of instruction:

P-T course name: HIT 118 Legal Aspects of the Medical Office III	Credits: 3	Dept./Division: AOT	Course Number: 118
P-T course quarterly hours: 33	credit equivalency (<i>total credits x 1.75</i>): 5.25	ABE/ESL quarterly hours: 16.5	Class size: 12-20

P-T course name: AOT 117 Office Orientation	Credits: 3	Dept./Division: AOT	Course Number: 117
P-T course quarterly hours: 33	credit equivalency (<i>total credits x 1.75</i>): 5.25	ABE/ESL quarterly hours: 16.5	Class size: 12-20

P-T course name: HIT 147 Medical Terminology	Credits: 5	Dept./Division: AOT	Course Number: 147
P-T course quarterly hours: 55	credit equivalency (<i>total credits x 1.75</i>): 8.75	ABE/ESL quarterly hours: 27.5	Class size: 12-20

P-T course name: HIT 155 Introduction to Medical Coding	Credits: 4	Dept./Division: AOT	Course Number: 155
P-T course quarterly hours: 44	credit equivalency (<i>total credits x 1.75</i>): 7	ABE/ESL quarterly hours: 22	Class size: 12-20

P-T course name: AOT 195.5 Supervised Employment	Credits: <u>1</u>	Dept./Division: AOT	Course Number: 195
P-T course quarterly hours: 66	credit equivalency (<i>total credits x 1.75</i>): 3.5	ABE/ESL quarterly hours: 33	Class size: 12-20

P-T course name: CMST 103 Workplace Communication	Credits: 3	Dept./Division:	Course Number: 103
P-T course quarterly hours: 33	credit equivalency (<i>total credits x 1.75</i>): 5.25	ABE/ESL quarterly hours: 16.5	Class size: 12-20

Format 2 —*complete for non-integrated courses that directly support the I-BEST program (not eligible for enhanced FTE):*

ABE/ESL course name: I-BEST Studies	Dept./Division: Basic Skills	Course Number: ESL/ABE 090
ABE/ESL quarterly hours: 44 (4 class hrs./week for entire quarter)	Class size: 12-20	

APPENDIX B

Columbia Basin College Administrative Office Technology Pathways

