

## Health Information Technology Management · Spring 2026

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### PROBLEM

The goal for which the HITM program prepares its students is success on the credentialing exams. To this date, this statistic has been intermittent and incomplete as the department is relying on the students' voluntary reporting of the results of their professional credentialing exams. Having this data will be an important tool in improving the program.

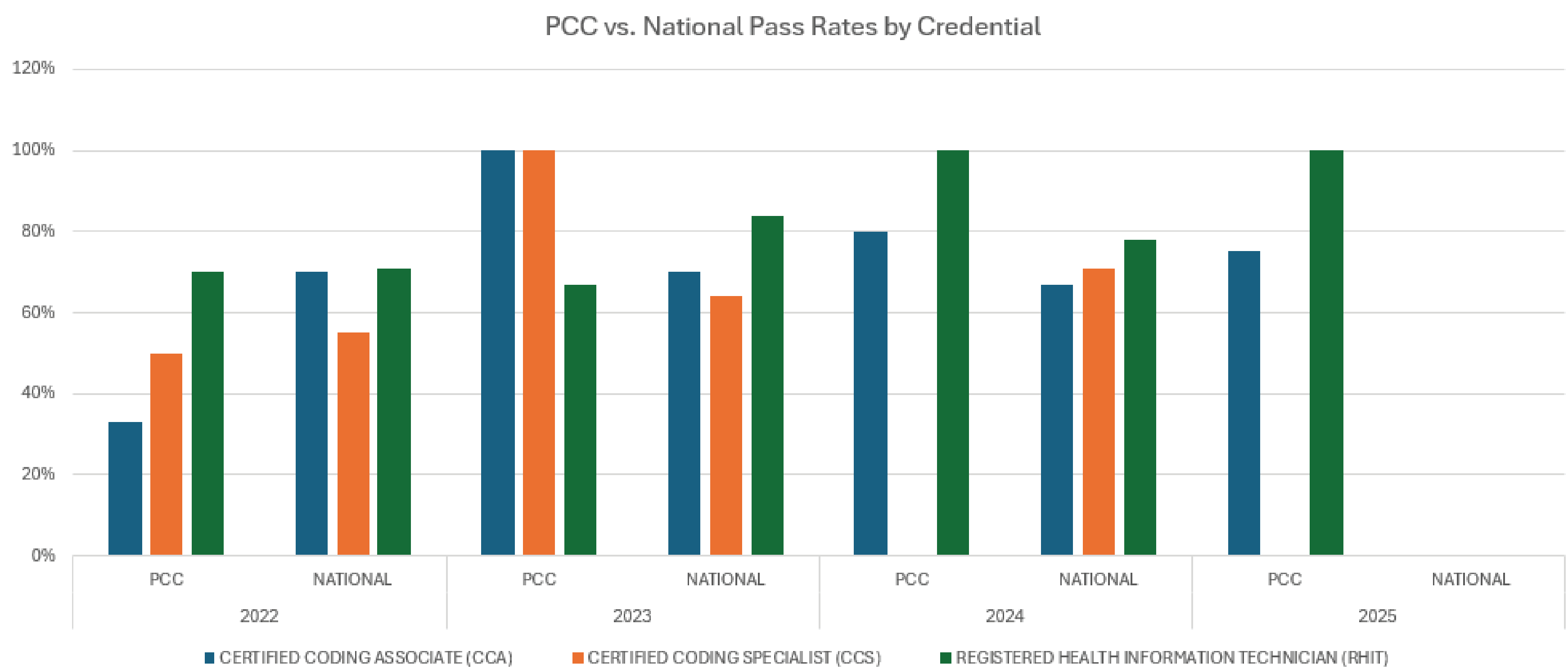
### PLAN

We will report the results of the Mock exams already in the test prep classes into eLumen. This data will give us a good approximation of the success of program. We will also report into eLumen all the data we do receive from the students as to the results from the actual exams.

### ASSESSMENT ACTIVITY

The Health Information programs at PCC aim to prepare students to earn valuable professional credentials. We've collected exam pass/fail data as effectively as possible, despite challenges with data collection that depends on students taking exams (and many did not for many reasons) and sharing their results. While we've evaluated individual courses in eLumen, we're now expanding to evaluate our program based on these pass/fail rates.

### RESULTS AND DATA



The chart displays various professional exams with PCC student and national pass rates across several years. Despite our small sample size, our pass rates are competitive. We anticipate more comprehensive data collection in the future due to two key developments:

1. Our publisher now bundles exam prep texts with exam payment codes, allowing students to cover exam costs through financial aid
2. Our professional organization is implementing direct data sharing (with student permission)

### CLOSING THE LOOP and NEXT STEPS

We will improve the courses according to the results for each standard on the mock and credentialing exams. These improvements should significantly enhance our data collection, as students will simply need to check a release box rather than manually sending us their results. This represents the beginning of what we expect will be a valuable new dimension in our program evaluation process.