Program Overview (3 year average) - BC Diploma, Associate Degree and Certificate Student Outcomes

Medical Office Assistant_6630_ACERT

Employment Outcomes

How useful was your program in getting your (main) job? (obtained after studies) rated very or somewhat useful

- 91% Those who responded were working in labour market.
- 93% How useful was your program in getting your (main) job?

How long did it take you to find your program-related job?

- 39% Less than one month
- 29% 1 to 2 months
- 15% 3 to 4 months
- 17% 5 to 6 months

Average hourly wage of those in training related job (main job): $19

Education Outcomes

92% of graduates were very satisfied or satisfied with their education

Aspects of Program
Quality of Instruction rated very good or good

- 83%

Aspects of Courses
Covering topics relevant to field rated very good or good

- 79%

Please note results are from previous graduating years and are subject to industry and occupational trends.
When assessing a program, please consider researching other programs within the Post-Secondary Sector, reaching out to those within that industry and connecting with current students in the selected program.
NOTE: All percentages are rounded to whole numbers.
A Summary of Survey Results (3 year average) - BC Diploma, Associate Degree and Certificate Student Outcomes

Program:
Medical Office Assistant_6630_ACERT

Employment Outcomes

In Labour Force: 94%
Those who responded were employed as well as looking and available for work at time of survey.

Employment Rate: 91%
Those who responded were working in labour market.

Employed in job-related program: 82%
Those who responded were currently employed at a job or business at time of survey.

How useful was your program in getting your (main) job? (obtained after studies)
- Very: 63%
- Somewhat: 30%
- Not very: 2%
- Not at all: 4%

How long did it take you to find your program-related job?
- Less than one month: 39%
- 1 to 2 months: 29%
- 3 to 4 months: 15%
- 5 to 6 months: 17%

Average hourly wage of those in training related job (main job): $19

Please note results are from previous graduating years and are subject to industry and occupational trends.
When assessing a program, please consider researching other programs within the Post-Secondary Sector, reaching out to those within that industry and connecting with current students in the selected program.
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A Summary of Survey Results (3 year average) - BC Diploma, Associate Degree and Certificate Student Outcomes

Program:
Medical Office Assistant_6630_ACERT

Education Outcomes

92% of graduates were very satisfied or satisfied with their education

Skill Development  How well are students prepared to:
(changed to 4-point Helpful scale in 2015)

<table>
<thead>
<tr>
<th>Aspect of Program</th>
<th>Very Good or Good</th>
<th>Adequate</th>
<th>Poor</th>
<th>Very Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written Communication</td>
<td>82%</td>
<td>18%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oral Communication</td>
<td>81%</td>
<td>19%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group Collaboration</td>
<td>88%</td>
<td>5%</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>Critical Analysis</td>
<td>81%</td>
<td>18%</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>Problem Resolution</td>
<td>84%</td>
<td>1%</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>Reading and Comprehension</td>
<td>97%</td>
<td>1%</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>Learn on your own</td>
<td>90%</td>
<td>10%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Aspects of Program  Quality of Instruction rated very good or good

Aspects of Courses  Covering topics relevant to field rated very good or good

Aspects of Courses  Covering standards used rated very good or good

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When assessing a program, please consider researching other programs within the Post-Secondary Sector, reaching out to those within that industry and connecting with current students in the selected program.
NOTE: All percentages are rounded to whole numbers.
A Summary of Survey Results (3 year average) - BC Diploma, Associate Degree and Certificate Student Outcomes

Program:
Medical Office Assistant_6630_ACERT

Further Studies

- 21% are currently studying on a full-time or part-time basis after completing program
- 28% have taken further studies after completing program

How well were you prepared for further studies?

- 41% very well
- 47% somewhat
- 12% not very

Program Demographics

Of those respondents had previous post-secondary education:

<table>
<thead>
<tr>
<th>Credential Type</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>No credential</td>
<td>41%</td>
<td>41%</td>
<td>41%</td>
</tr>
<tr>
<td>Trades program diploma, certificate, or citation</td>
<td>7%</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Non-trades credential below bachelor level</td>
<td>26%</td>
<td>26%</td>
<td>26%</td>
</tr>
<tr>
<td>Bachelor's degree</td>
<td>26%</td>
<td>26%</td>
<td>26%</td>
</tr>
<tr>
<td>Certificate or diploma above Bachelor level</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Graduate degree</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Where are you studying or where did you take further studies?

Top B.C. Public Post-Secondary Institutions

<table>
<thead>
<tr>
<th>Institution</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Langara College</td>
<td>33%</td>
<td>33%</td>
<td>33%</td>
</tr>
<tr>
<td>BCIT</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Douglas College</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Justice Institute BC</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Simon Fraser University (SFU)</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
</tbody>
</table>

Age

<table>
<thead>
<tr>
<th>Age Range</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-24</td>
<td>33%</td>
<td>33%</td>
<td>33%</td>
</tr>
<tr>
<td>25-29</td>
<td>29%</td>
<td>29%</td>
<td>29%</td>
</tr>
<tr>
<td>30-34</td>
<td>14%</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>35-39</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>40-44</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>45-49</td>
<td>7%</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>50-54</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>55+</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Gender

- 100% Female

Please note results are from previous graduating years and are subject to industry and occupational trends.

When assessing a program, please consider researching other programs within the Post-Secondary Sector, reaching out to those within that industry and connecting with current students in the selected program.

NOTE: All percentages are rounded to whole numbers.
Student Outcomes Reporting System (SORS)

This report was run by:
British Columbia Institute of Technology

This report was run on:
10/15/2019

This report shows data from:
Survey name: BC Diploma, Associate Degree, and Certificate Student Outcomes Survey (DACSO)
Survey year(s): 2017, 2018, 2019

Results are from previous graduating years 2016 - 2018 and are subject to industry and occupational trends

About the DACSO survey:
The DACSO Survey is conducted annually from January to June, with funding from the ministry responsible for post-secondary education and B.C.’s public post-secondary institutions. The eligible cohort for the DACSO Survey consists of former students from public post-secondary institutions who have completed or nearly completed their diploma, associate degree, or certificate programs 9 to 20 months before the survey. The annual questionnaire is built on a set of core questions based on the major themes of the survey: employment outcomes, further education, ratings of programs, and student satisfaction. Please note the DACSO survey does not include trades foundation, trades-related vocational, apprenticeship, short certificate, baccalaureate, or developmental (Adult Basic Education, English as a Second Language, and Adult Special Education) programs.

Data Definitions:
Information provided through BC Student Outcomes

* Please take caution when interpreting the results with a response count less than 30, as they may not be statistically valid.

Eligible Students: Count of total graduates in program.
Respondents: Former students who responded to the DACSO survey.
Response Rate: Percentage of survey respondents to all graduates surveyed.

Programs less than 8 respondents are excluded from Summary Outcomes individual program reports.

% In Labour Force: Respondents who were in the labour force. The labour force includes people who were employed as well as those who were looking and available for work at the time of the survey.
% Employment Rate:% Those who were working in labour market.
% Employed in a Job Related Program: Respondents that were currently employed in an occupation that was either "very" or "somewhat" related to their past training.
% Of those employed: (in labour force) Percent of respondents who were currently working in labour force full-time (30 hours or more per week), part-time (less than 30 hours per week), or unemployed and looking for work.
% How useful were the knowledge and skills you gained in your program in performing your job: Percent of respondents who felt the knowledge and skills gained from their program were "very", "somewhat", "not very" or "not at all" useful in performing their job.
% How useful was your program in getting your (main) job: Percent of respondents who felt their program was "very", "somewhat", "not very" or "not at all" useful in getting their job.

Average hourly wage of those in training related job (main job): Mean (average) hourly wage of those in training related job (main full-time or part-time job).
% Satisfied with Education: Percent of respondents who felt "very", "satisfied", "dissatisfied" or "very dissatisfied" with education received.
% How well students were prepared to: (Questions changed to a 4-point scale in 2015) - Respondents who felt skill development was applicable responded "very helpful" or "helpful", "not very helpful" or "not at all helpful" to the skills listed.
% Are currently studying: Percent of respondents that they were currently studying on a full-time or part-time basis.
% Have taken further studies since leaving program: Percent of respondents have taken any further studies since the last course at their institution.
% How well were you prepared for further studies after completing program: Percent of respondents who felt their further studies were related to their program and felt that they were "very well", "somewhat", "not very" or "not at all" prepared for further study due to the program.