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May 23, 2018

The College of Health Care Professions  
2550 North Loop West, Suite 300,  
Houston, TX 77092

Attention: Ann Eady, MD, Vice President of Digital Academic Services

Dr. Eady:

In the White Paper, “Meeting Healthcare Needs in Rio Grande, Texas” published by McGraw Hill Education, certain outcomes of the McAllen campus of The College of Health Care Professions (CHCP) were cited. This letter serves to summarize a review and validation of the Retention Rates and Certification Pass Rates for the McAllen campus as noted in that document (called the “White Paper” for the remainder of this report).

MMI Consulting (MMI) conducted a limited-scope audit of published retention rates and certification pass rates for the ABHES reporting year 2016-2017 of the McAllen Campus. MMI found that the retention rates and certification pass rates published in the White Paper match the back-up documentation provided to support these statistics.

Included in the Scope of this Review:

MMI matched the numbers of each program of the McAllen campus with the ABHES Annual Report back-up data for the reporting period of July 1, 2016 – June 30, 2017. All numbers included in the ABHES retention rate calculation were reviewed including: beginning enrollments, new starts, re-entries, ending enrollments, and graduates. Additionally, certification pass rates were calculated for the Medical Assisting (MA) and Medical Coding and Billing (MCB) programs based on the names and number of eligible graduates and the names and number of graduates that passed the certification exams. The graduate names and exam scores were identified in documentation from the National Association of Health Professions for thirteen certification exam sittings in 2016 and 2017. Finally, the number representing graduates reported as placed was matched with the ABHES back-up documentation, and compared to the names of graduates submitted to MMI Consulting (under its Placement Verification arm MMI Placement Verification) for placement verification.

Not Included in the Scope of this Review:

MMI did not review individual records that would normally be kept on file for students and graduates, including individual transcripts or proof of graduation and certification.



### Retention Rate Review

The 2016-17 retention rate for the McAllen campus of CHCP is published as 85%.<sup>1</sup> CHCP uses the ABHES formula for the calculation of retention rates:

*Ending Enrollment + Graduates/Beginning Enrollment + New Starts + Re-entries*

Each of these numbers was submitted to ABHES (Accrediting Bureau of Health Education Schools), the accrediting body for CHCP, in their Annual Report covering the 2016-2017 reporting year. The numbers were submitted for each of seven programs offered at the McAllen campus. The total of these numbers for the seven programs is as follows:

Ending Enrollment (the total enrollment on June 30, 2017) = 235

Graduates (the number of graduates between July 1, 2016 and June 30, 2017) = 194

Beginning Enrollment (the total enrollment on July 1, 2016) = 174

New Starts (number of new starts between July 1, 2016 and June 30, 2017) = 324

Re-entries (number of re-entries between July 1, 2016 and June 30, 2017) = 7

Inserting these numbers into the ABHES formula for retention (see above) results in a calculated retention rate of 85%. Therefore, the published 85% retention rate is viewed as valid and correct.

### Certification Pass Rate Review

The Certification exam pass rates are published in the White Paper as participation rates and pass rates. The participation rate is defined as the percentage of eligible graduates that attempted the certification exam at least once. The pass rate is defined as the percentage of graduates that attempted the exam and passed with a minimum score of 70%. Note that re-attempts are included in this calculation in the event that the graduate does not achieve the 70% score. The following participation rates and pass rates have been published for the Medical Assisting (MA) and Medical Coding and Billing (MCB) programs at CHCP McAllen<sup>2</sup>:

MA Program Participation Rate: 100%

MA Program Pass Rate: 98.6%

MCB Participation Rate: 100%

Combined Pass Rate: 99%

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<sup>1</sup> Page 7 of "Meeting Health Care Needs in Rio Grande, Texas" by Susan Sportsman, paragraph 1 under Superior Outcomes

<sup>2</sup> Page 7 of "Meeting Health Care Needs in Rio Grande, Texas" by Susan Sportsman, table with the headings "Outcome" and "Percentage of Students"

A review of the certification exam results as provided on documentation from the National Association of Health Professionals outlines the names and scores across thirteen certification exam attempts in 2016 and 2017. A review of these names confirms the 100% participation rates for both programs. In other words, there were 71 eligible graduates of the MA program and all 71 attempted the certification exam. Moreover, there were 45 eligible graduates of the MCB program, and all 45 attempted the certification exam.

A further review of passing scores identified the following:

- Three of the 45 graduates of the MCB program failed on their first attempt. However, these three graduates passed on their subsequent second attempt. This results in all 45 of the 45 eligible graduates passing the certification exam, for a pass rate of 100%.
- Three of the 71 graduates of the MA program failed on their first attempt. Two of these three graduates passed on their subsequent second attempt. The remaining of these three graduates did not pass the certification exam after subsequent attempts. This results in 70 of the 71 eligible graduates passing the certification exam, for a pass rate of 98.6%.
- The combined pass rate for both programs is calculated based on 115 of the 116 eligible graduates passing their programs' certification exams, for a combined pass rate of 99%.

Based on these calculations, it has been determined that the certification outcomes published in the White Paper are accurate and correct.

#### Placement Rate Review

The Placement Rate for the CHCP McAllen Campus was published as 80% for the 2016-1027 reporting year. ABHES calculates placement rates as:

*Number Placed in Field or Related Field/Number of Graduates – Graduates Unavailable for Placement<sup>3</sup>*

The total of these numbers for all programs at CHCP McAllen was:

Number Placed in Field or Related Field = 148

Number of Graduates = 194

Number of Graduates Unavailable for Graduation = 9

When these numbers are inserted into the ABHES formula for placement (above), the McAllen campus placement rate is 80%. Furthermore, all 148 of the graduate records listed as Placed in Field or Related Field were verified by MMI Placement Verification (the third-party placement verification arm of MMI Consulting) between December 1, 2016 and October 31, 2017.

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<sup>3</sup> ABHES Accreditation Manual, V.I.1.d. - "Unavailable is defined only as documented: health-related issues, military obligations, incarceration, continuing education status, or death."

Overall Determination

The outcomes for CHCP McAllen, as published in the White Paper, “Meeting Healthcare Needs in Rio Grande, Texas” include a retention rate of 85%, a certification pass rate of 99%, and a placement rate of 80%. MMI Consulting has reviewed the back-up documentation for the calculation of these outcomes, and deems that these published statistics are valid and correct.

Sincerely,



Dr. Kathy Frisbie  
Consultant  
MMI Consulting