

ONLINE COURSE EVALUATION

Assessing and Improving Your Office Practices

January 9 - February 19, 2006 Attendees' Sites

Your input is very important to us in improving our on-line courses. Please rate the facilitator accessibility and knowledge, and how well the objectives were met by clicking on the circle next to the appropriate number for each question. Please use the value scale below. Complete this online form by **Friday, March 3, 2006**.

5 = Very	4=Good	3= Satisfactory	2= Fair	1=Poor
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A. Content, Facilitator/Instructor and Objective Evaluation

Facilitator: Mary Tyler, PHD, FACMPE

- 1) Was effective as a facilitator. 5 4 3 2 1
- 2) Was knowledgeable in her content area. 5 4 3 2 1

Objectives: After attending this program, you will be able to:

- 3) Distinguish relevant from irrelevant data to monitor your billing and collection processes. 5 4 3 2 1
- 4) Discover the key indicators of an effective billing and collections process. 5 4 3 2 1
- 5) Describe the impact of staffing and staff issues on billing and collections. 5 4 3 2 1
- 6) Use diagnostic tools to assess your billing systems. 5 4 3 2 1
- 7) Apply tactics to understand and improve billing practices for governmental and commercial payers. 5 4 3 2 1
- 8) Develop an implementation report to key stakeholders in your organization that includes pertinent components of your assessment and a plan for priority changes. 5 4 3 2 1

B. Overall Online Course Evaluation

- 1) The concepts learned in this online course will be useful in my practice. 5 4 3 2 1
- 2) The online course met my expectations. 5 4 3 2 1
- 3) The objectives achieved the overall purpose of the online course. 5 4 3 2 1

Please rate the following content aspects of the online course:

- 4) Online course content 5 4 3 2 1
- 5) Reading & resource materials 5 4 3 2 1
- 6) Online course exercises 5 4 3 2 1
- 7) Discussion forum 5 4 3 2 1
- 8) Online course effectively guided me through the concepts and application 5 4 3 2 1
- 9) Time allocation for assignments 5 4 3 2 1
- 10) PHA online platform was user friendly and functional 5 4 3 2 1

Please rate the following audio/visual aspects of the online course:

- 11) Audio presentations linked from the online course 5 4 3 2 1
- 12) Introductory live webcast 5 4 3 2 1
- 13) Midcourse webcast 5 4 3 2 1
- 14) Overall impression of this online course 5 4 3 2 1

15) Comments, suggestions, improvements regarding the above:

16) Please suggest potential topics for future online courses:

C. General Course Information

1) Did you complete the content and exercises for the online course? Yes No

2) How far did you progress through the online course?

Week 6 Week 5 Week 4 Week 3 Week 2 Week 1 Never started the program

3) How many hours did it take you to complete

Week 1	<input type="radio"/> 0-1	<input type="radio"/> 2-3	<input type="radio"/> 4-5	<input type="radio"/> 6-7	<input type="radio"/> 8+
Week 2	<input type="radio"/> 0-1	<input type="radio"/> 2-3	<input type="radio"/> 4-5	<input type="radio"/> 6-7	<input type="radio"/> 8+
Week 3	<input type="radio"/> 0-1	<input type="radio"/> 2-3	<input type="radio"/> 4-5	<input type="radio"/> 6-7	<input type="radio"/> 8+
Week 4	<input type="radio"/> 0-1	<input type="radio"/> 2-3	<input type="radio"/> 4-5	<input type="radio"/> 6-7	<input type="radio"/> 8+
Week 5	<input type="radio"/> 0-1	<input type="radio"/> 2-3	<input type="radio"/> 4-5	<input type="radio"/> 6-7	<input type="radio"/> 8+
Week 6	<input type="radio"/> 0-1	<input type="radio"/> 2-3	<input type="radio"/> 4-5	<input type="radio"/> 6-7	<input type="radio"/> 8+

4) What prevented you from completing the online course?

5) What did you like best about this online course?

6) Please tell us how the online course can be improved

D. Demographic Information

1) What is your group size in full-time equivalent (FTE) physicians?

N/A < 6 7 -10 11 - 20 21 - 50 51 - 100 101 - 150 151 - 500 >500

2) Years of experience: 0-1 2-4 5-8 Over 10

**Thank you. We appreciate your feedback and the time you took to complete this evaluation form.
If you have questions, please contact Mary Tyler at (303) 778-9887.**