

Arkansas Northeastern College
Phlebotomy Program Outcomes Assessment Tables

Phlebotomy Program Completion/Retention Rates

Benchmark: 75% Retention Rate

Cohort Class	Total Beginning Program Fall/Spring	Total Returning Students 100% of Program Length	Completion/Retention Rate (150% of Program length)	Total Cohort Completion/Retention Rate
2020-2021	Fall: 9 Spring: 9	Fall: 9 Spring: 5	0	9/9 = 100% 5/9 = 56%
2019-2020	Fall: 13 Spring: 11	Fall: 8 Spring: 3	0	8/13 = 62% 3/11 = 27%
2018-2019	Fall: 14 Spring: 11	Fall: 14 Spring: 8	0	14/14 = 100% 8/11 = 73%
2017-2018	Fall: 12+8 Spring: 12	Fall: 11+7 Spring: 10	0	18/20 = 90% 10/12 = 83%
2016-2017	Fall: 15+8 Spring: 9	Fall: 15+8 Spring: 7	0	23/23 = 100% 7/9 = 78%
2015-2016	Fall: 11+15 Spring: 15	Fall: 10+11 Spring: 11	0	21/26 = 81% 11/15 = 73%

Phlebotomy Program Certification Pass Rates

Benchmark: Students will have an 80% pass rate on the 1st attempt of the Phlebotomy certification exam

Academic Year	Total Testing	Total Passing 1 st Attempt	Total Passing 2 nd Attempt
2020-2021	0	-	-
2019-2020	1	0	1/1 = 100%
2018-2019	8	7/8 = 88%	-
2017-2018	4	4/4 = 100%	-
2016-2017	2	2/2 = 100%	-
2015-2016	10	9/10 = 90%	-

Employer Satisfaction Survey

Benchmark: 85% of Employers will rate satisfaction of ANC Phlebotomy graduates at 3 or >

Academic Year	Total # Employers Contacted	Total & Percentage Employers Responding	Total Graduates Employed & Evaluated	Total & Percentage Overall Satisfaction 3 or >
2020-2021	3	2/3 = 67%	5	5/5 = 100%
2019-2020	8	3/8 = 38%	4	4/4 = 100%
2018-2019	6	3/6 = 50%	3	3/3 = 100%
2017-2018	7	2/7 = 29%	2	2/2 = 100%
2016-2017	7	4/7 = 57%	5	5/5 = 100%
2015-2016	8	4/8 = 50%	4	4/4 = 100%

Phlebotomy End-of-Course Objectives Met and Overall Course Satisfaction

Benchmark: Eighty percent (80%) of all Phlebotomy students completing the End of Course Survey will indicate they met course objectives and were satisfied with the course by rating a 3 or higher on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.

Total /Percentage Score of 3 or > Course Objectives	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
1. Demonstrate knowledge of the roles and functions of a phlebotomist in the health care industry and the basics of anatomy and physiology with an emphasis on the circulatory system.	30/30 = 100%	29/29 = 100%	25/26 = 96%	21/22 = 96%	10/10 = 100%	13/13 = 100%
2. Demonstrate knowledge of safety procedures and infection control in the workplace and documentation and transportation procedures needed for safe handling of bio-hazardous specimens.	30/30 = 100%	29/29 = 100%	26/26 = 100%	21/22 = 96%	9/10 = 90%	13/13 = 100%
3. Demonstrate proper techniques in utilizing the equipment and supplies available to phlebotomists.	30/30 = 100%	29/29 = 100%	25/26 = 96%	21/22 = 96%	9/10 = 90%	13/13 = 100%
4. Demonstrate understanding of actual techniques used in phlebotomy, and the clinical and technical complications that may occur during the procedure.	30/30 = 100%	29/29 = 100%	26/26 = 100%	20/22 = 91%	9/10 = 90%	13/13 = 100%
5. Demonstrate knowledge of pediatric phlebotomy procedures, arterial and IV collections, and the special considerations for the elderly, homebound, and long-term care patients.	28/30 = 93%	29/29 = 100%	24/26 = 92%	20/22 = 91%	9/10 = 90%	13/13 = 100%
6. Perform vein and capillary procedures using a variety of methods and equipment.	30/30 = 100%	29/29 = 100%	24/26 = 92%	20/22 = 91%	9/10 = 90%	13/13 = 100%
7. Receive CPR certification by the American Heart Association before beginning clinical rotations.	30/30 = 100%	29/29 = 100%	25/26 = 96%	22/22 = 100%	10/10 = 100%	13/13 = 100%
8. Met my overall Course Objectives.	30/30 = 100%	29/29 = 100%	26/26 = 100%	22/22 = 100%	10/10 = 100%	13/13 = 100%
9. Overall Course Satisfaction	30/30 = 100%	29/29 = 100%	26/26 = 100%	22/22 = 100%	10/10 = 100%	13/13 = 100%
Response Rate:	30/30 = 100%	29/30 = 97%	26/28 = 93%	22/22 = 100%	10/12 = 83%	13/14 = 93%

Phlebotomy Program Positive Placement/Employment Rates

Benchmark: Students will have a 60% employment placement rate in Phlebotomy or related field

Academic Year	Total # Completing	Total Responding to Survey	Total Employed/Percentage
2020-2021	14	7	7/7 = 100%
2019-2020	11	7	7/11 = 64%
2018-2019	22	7	5/7 = 71%
2017-2018	28	8	5/8 = 63%
2016-2017	30	8	5/8 = 63%
2015-2016	32	9	7/9 = 78%

Data received by email, text, messaging and phone surveys.