



INSTRUCTIONS FOR COMPLETING THE SELF-EVALUATION REPORT (SER)

Failure to adhere to the instructions herein will result in ABHES returning the submission and assessing a late fee per Appendix G Fees of the *Accreditation Manual*.

TABLE OF CONTENTS

SER Content.....	2
Submission Format	5
Submission Content	6
Creating One Seamless PDF	7
Creating Bookmarks.....	9
Attaching Excel Workbooks	10

Instructions for Completing the SER

SER Content

1. After downloading the current version of the SER from <https://www.abhes.org/resources/#Reporting>, you can begin completing your self-evaluation. There are two versions of the SER **institutional** and **programmatic**. Complete the appropriate one for the type of accreditation sought.
2. Accreditation standards are identified in **bold print**. Refer to the ABHES *Accreditation Manual* at <https://abhes.org/resources/#accredManual> to review the detailed guidelines found under the standards as you complete each narrative. See example below.

SECTION A – Goals and Oversight	
Prepared by: _____	
Standard	Narrative
V.A.1. A program is approved by the Commission.	
V.A.2. Program enrollment is justified.	
V.A.3. Program objectives are in keeping with the requirements of the profession.	

3. Indicate all individuals responsible for completing each section in the space provided. See example above.
4. Institutions seeking **institutional accreditation** must complete Chapters II, IV, V, and, as applicable, Chapters VI, VII, VIII, and IX.

Institutions seeking **programmatic accreditation** must complete Chapters II, V, VII, and, as applicable, Chapters VI and IX.

See table below for more detail. Refer also to HOW TO USE THE ABHES ACCREDITATION MANUAL on pages 8-9 of the [Accreditation Manual](#).

5. **Chapter V must be completed for each program of an institutional applicant.** You need to copy and fill in Chapter V narratives for each program or group of closely related programs.

Example: Institutions with multiple credentials offered in the same program area, complete only once to include all credential levels.

6. Write the narrative portion of the report next to each standard in a concise, yet detailed, manner and **respond directly to the standard giving specifics on how the institution meets each standard and its guidelines.** Responses are not limited to the space provided. The narrative column will expand to accommodate your response. No exhibits beyond those required are to be submitted with the SER. A well-written, professional report is a must. See [sample narrative responses below](#).

Instructions for Completing the SER

Standard	Narrative
<p>IV.E.2.a. Advertising and promotional materials contain clear and provable statements.</p>	<p>The marketing strategy used by ABC College includes television commercials, the Internet (website at www.abccollege.edu and Facebook – ABC College), and print media in the form of program pamphlets updated each November. To ensure that only clear and provable statements are made, materials and advertisements are approved by the Campus President prior to publication.</p> <p>Advertising and promotional materials use the correct name and address of the school (<i>ABC College, 200 Airport Road, Chicago, IL 34976</i>) and correctly reference ABHES institutional accreditation. For graduate videos and testimonials that appear on the website, prior written consent has been obtained and signed consent forms are maintained at the school in each student’s file.</p>

Standard	Narrative												
<p>V.A.5. Instructional continuity is maintained through faculty stability.</p>	<p>Faculty members of the Medical Assistant program have met all employment requirements. Faculty members are required to actively participate in educator training and professional development activities yearly to promote a strong teaching environment in the educational setting. In order to promote instructor continuity, ABC College offers faculty members a competitive salary, including a benefits package that is available to full-time and part-time employees. Through student end of course surveys, 30-day classroom evaluations of new faculty, and annual performance reviews, instructors are assessed in the environment in which they instruct. Immediate intervention and remediation from the Dean occurs, if necessary, to create stability and a strong learning environment for program students. At the end of each term, projected enrollment is reviewed to ensure qualified faculty is available to instruct courses planned for the next two terms.</p> <table border="1" data-bbox="430 1207 1494 1333"> <thead> <tr> <th data-bbox="430 1207 917 1239"><u>Medical Assistant Faculty Members</u></th> <th data-bbox="917 1207 1209 1239"><u>Hire Date</u></th> <th data-bbox="1209 1207 1494 1239"><u>Length of Service</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="430 1239 917 1270">Bradley Smith</td> <td data-bbox="917 1239 1209 1270">3/23/2011</td> <td data-bbox="1209 1239 1494 1270">8 years</td> </tr> <tr> <td data-bbox="430 1270 917 1302">Tracey Austin</td> <td data-bbox="917 1270 1209 1302">8/18/2015</td> <td data-bbox="1209 1270 1494 1302">4 years</td> </tr> <tr> <td data-bbox="430 1302 917 1333">Nathan Devine</td> <td data-bbox="917 1302 1209 1333">9/08/2018</td> <td data-bbox="1209 1302 1494 1333">6 months</td> </tr> </tbody> </table>	<u>Medical Assistant Faculty Members</u>	<u>Hire Date</u>	<u>Length of Service</u>	Bradley Smith	3/23/2011	8 years	Tracey Austin	8/18/2015	4 years	Nathan Devine	9/08/2018	6 months
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Standard	Narrative
<p>V.B.3. Competencies required for successful completion of a program are identified in writing and made known to students.</p>	<p>The required competencies for each course of the Medical Assistant program are published in course syllabi. Each course syllabus is reviewed on the first day of class by faculty with their students. Students are made aware that all course competencies for the Medical Assistant program must be satisfactorily completed as a requirement to attain successful course completion.</p>

Instructions for Completing the SER

Standard	Narrative
<p>V.D.1.a. A program adheres to its admission policies.</p>	<p>ABC College adheres to a policy of enrolling only students who can reasonably be expected to benefit from instruction. Applicants under the age of 18 can be accepted only with the consent of a parent or guardian.</p> <p>Admissions Procedures (detailed on page 36 of the ABC College Catalog, v6 and found at www.abccollege.edu/admissions)</p> <p>It is recommended that applicants visit the college to gain an understanding of the school and view its facilities and equipment. To apply at ABC College, an appointment with an Admissions Coordinator is scheduled. Applicants receive a copy of the catalog during this appointment. Applicants are given the opportunity to review and discuss enrollment documents. Upon the decision to enroll, the applicant is asked to complete an Enrollment Agreement. The following enrollment documents must be completed in order for the school officials to review the applicant’s enrollment and evidence is maintained in the student’s admission file:</p> <ul style="list-style-type: none"> • Enrollment Agreement • Proof of high school graduation or its equivalent • Score of 23 or higher on the Entrance Readiness Test • Interview with the Program Director is required for entrance into the Surgical Technology program <p>The Admissions Department Assistant, Jennifer James, reviews evidence of high school equivalency for legitimacy and checks to make sure the high school is legitimate and approved within the state before an applicant is accepted. Anything suspicious requires a call to the issuing school for more information.</p>

Standard	Narrative
<p>V.D.2.b. Students are apprised of their academic status and progress through continual evaluation and review appropriate to the course and its delivery method.</p>	<p>Students are promptly provided grades received for tests and outside class work requirements by their course instructor. Following a test or examination being graded, each faculty member is required to hold office hours for student questions and remediation. Faculty members are required to provide substantive feedback, which is regularly monitored by the Dean in their assessments of faculty and of active courses.</p> <p>Students have access to their grades and feedback comments within the LMS portal. At the end of each term, students receive final course grades and overall program academic progress reports. These reports are maintained in students’ files if a student is failing to progress satisfactorily and maintained in the LMS if the student is progressing satisfactorily.</p>

Instructions for Completing the SER

Submission Format

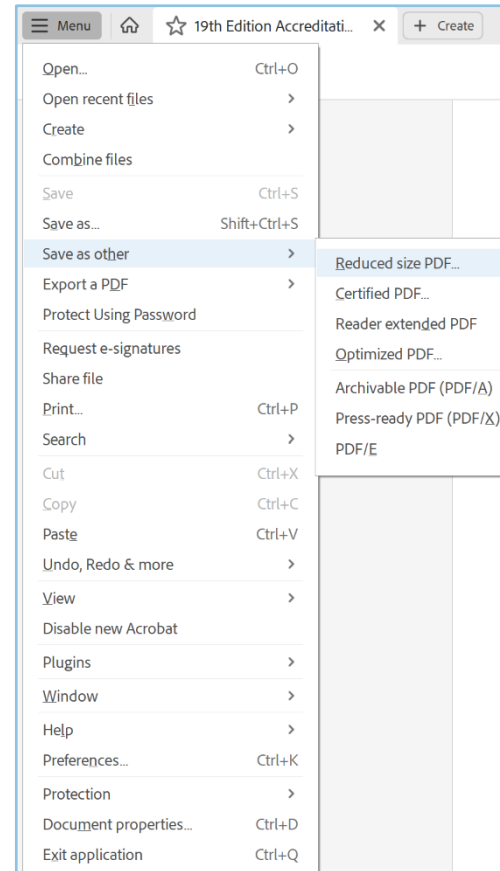
1. The SER must be submitted as **one seamless Portable Document Format (.pdf) file** to the corresponding ABHES DropBox listed at [ABHES Submission Requirements](#). [Instructions on how to create a seamless pdf can be found later in this document.](#)
2. Prepare the .pdf file using Adobe Acrobat 7.0 Standards (or higher version) software. Please ensure that the .pdf is optimized for web and email and **has a file size limit of 50mb or less**. Any security features in the PDF document **must** be disabled. **Other file formats will not be accepted.**

TIP: Scanning in documents and then creating a PDF from those scans creates large file sizes. It is best to combine documents on the computer. This document contains instructions on combining documents.

TIP: Adobe has an option to reduce file size. [See picture on the right for details](#). Remember to check the document after doing this to make sure none of the content has been altered in a way that hinders review.

TIP: When creating file and folder names:

- a. Use hyphens (-) or underscores (_) instead of spaces to separate words.
Example: I-100_SER
 - b. **Do not use** periods, commas, number signs (#) or other punctuation marks except those listed above in a file name.
 - c. Choose single words or short phrases and use commonly understood abbreviations.
Example: Self Evaluation Report = SER
3. The SER must be labelled with the ABHES ID# for currently accredited schools or int_name of school_city/state if an initial applicant, SER, and month year of submission
Example (renewal): I-100_SER_52025
Example (initial): int_ABCColl_DowntownTX_SER_112025



Instructions for Completing the SER

Submission Content

The SER must use the ABHES provided template, including the following elements:

1. A **cover page** that identifies the document as the institution's SER.
2. A **table of contents** for the document, which includes electronic bookmarks.
3. **Signature** of the chief executive officer or authorized institutional representative certifying that the information and data is correct and current.
4. A detailed **narrative** using the template at <https://www.abhes.org/resources/#Reporting> to fill in descriptions of how the institution complies with each applicable standard.
5. **Identified exhibits** using **electronic bookmarks**. **An SER with exhibits that are not electronically bookmarked will not be accepted.** **Instructions on creating and editing electronic bookmarks can be found later in this document.**

TIP: Referencing an exhibit with a number only (e.g., Exhibit 1) is not sufficient identification. Label it with the name of the contents, as well (e.g., Exhibit 1 Application). [See the sample exhibits in this document for more details.](#)

No bookmarked Excel exhibits are permitted. Excel documents should not be included within the seamless PDF itself; instead, those must be attached to the PDF by clicking on the paperclip on the left side of the Adobe window and adding the spreadsheet exhibits. [Instructions on how to attach an excel to a PDF can be found later in this document.](#)

6. The SER is not complete without payment of the application fee described in Appendix G, Fees, of the *Accreditation Manual*. For renewal applicants, this fee is due at the time of SER submission. For initial applicants, this fee is due at the time of application.

No extensions will be granted.

REMINDER: The Audited Financial Statement for the most recent fiscal year must be submitted electronically to financial@abhes.org within six months after the completion of your fiscal year or 30 days after an audit is released, whichever is earlier, and complies with the Audited Financial Review Sheet found at <http://www.abhes.org/>.

The ABHES Commission & staff thank you for your promptness and thoroughness! If you have questions regarding the SER, email your questions to applications@abhes.org.

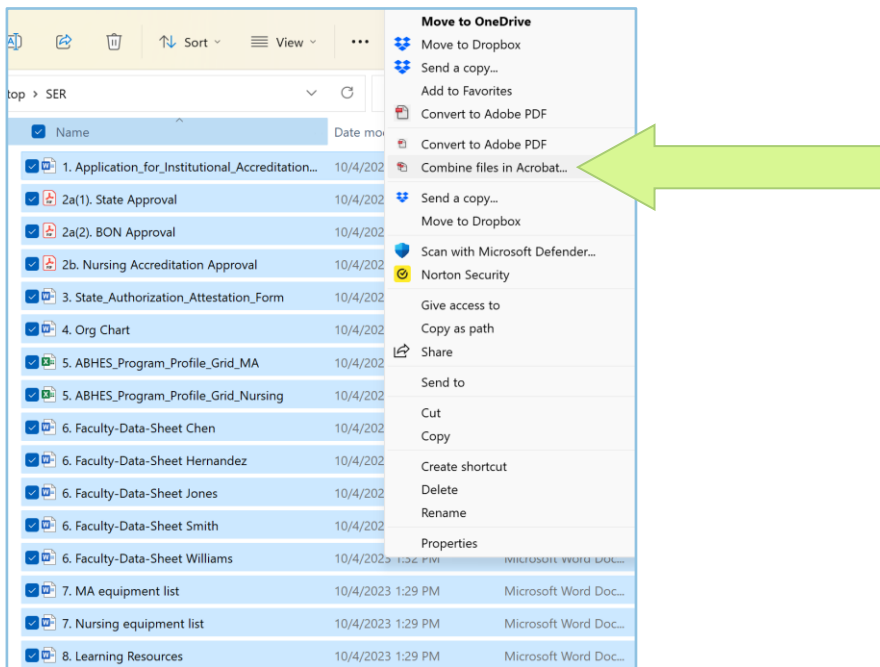
Instructions for Completing the SER

Creating One Seamless PDF

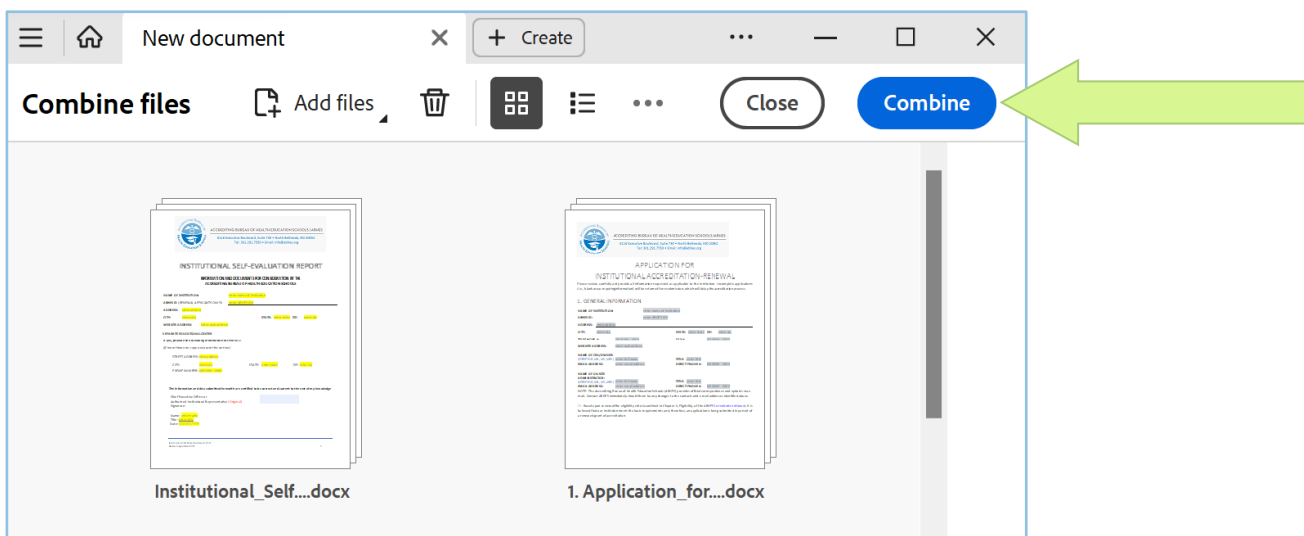
The intent is to make it possible for reviewers to review the materials as you intend. You must merge multiple documents into a single PDF file, with the documents appearing in the order you choose.

Step 1. Prepare the documents – Make sure you’ve made any final edits and saved the files you want to combine as a pdf.

Step 2. Combine files into a single PDF – Select your SER and required Word and PDF exhibits in your File Explorer, then right click, and select “Combine files in Acrobat...” See example below.



Step 3. Order the files – Choose the order you want the files to be inserted into the SER PDF binder by dragging and moving them. Select Combine Files to merge them in the order selected. See example below.



Instructions for Completing the SER

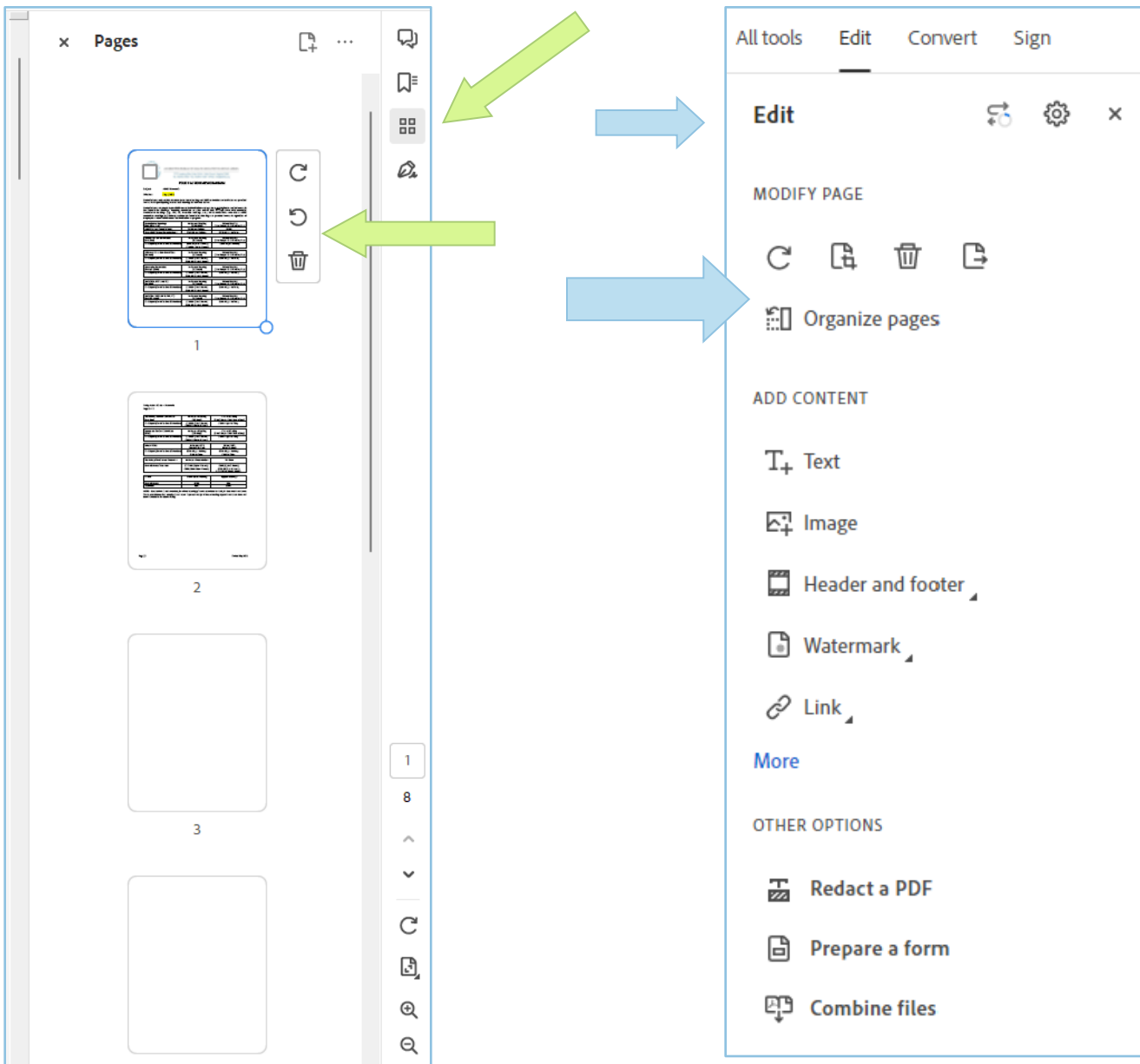
Step 4. Save the SER – The name should include:

- (1) ABHES ID number (Renewal applicants) **OR** Institution name and City/State (Initial applicants)
- (2) Title “SER”
- (3) The date of submission (as month year)

Example (renewal): I-888_SER_112025

Example (initial): int_ABC_Coll_MiamiFL_SER_52026

Step 5. Make it easier to navigate – Organize the pages so that any blank pages have been deleted and all pages are oriented the best way for viewing in the tools section of Adobe. [See two ways to do this below.](#)

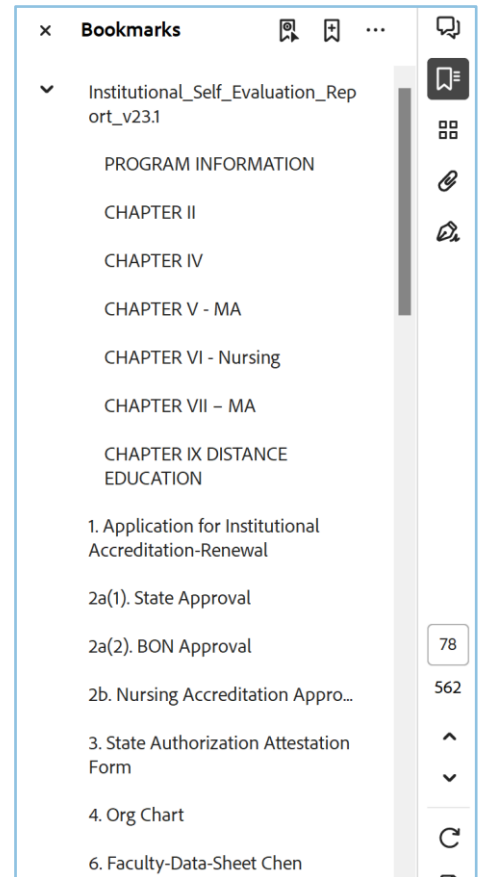
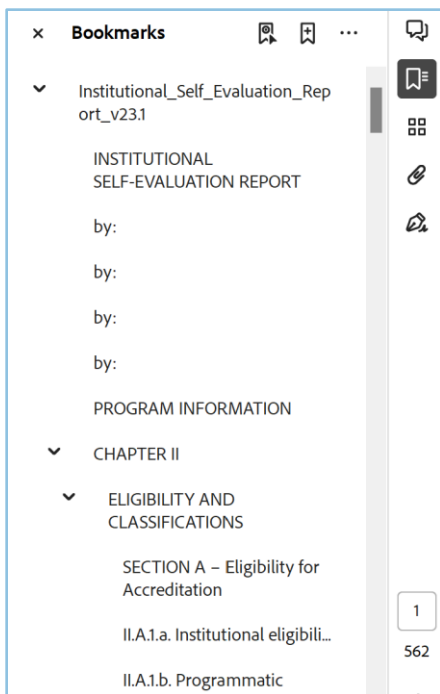


Creating Bookmarks

The intent of using bookmarks is to make it possible for reviewers to quickly locate and navigate the content and exhibits. Bookmarks provide an overview of the document and act as a clickable table of contents to quickly move between different parts of the document.

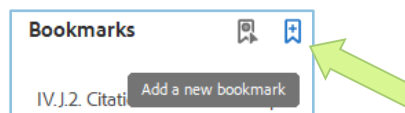
Step 1. Review automatic bookmarks – Open the seamless PDF SER document. By combining the files in the manner described in the preceding section, bookmarks will automatically be created for each document with its original title. [See example below.](#)

Step 2. Edit existing bookmarks – In the bookmark pane, you can rearrange, delete, rename, and edit as needed to ensure the bookmarks are as clear as possible and align with how they are described and organized in the narrative. [See example removing extraneous automatic bookmarks.](#)



Step 3. Create new bookmarks –

- (1) Open the page where you want the bookmark to link to (you can also adjust the view settings).
- (2) Select the bookmark under which you want to place the new bookmark. If you don't select a bookmark, the new bookmark is automatically added at the end of the list. You can always drag the new bookmark to reorder it, if necessary.



- (3) Choose Add a new bookmark.
- (4) In the Bookmarks panel, type or edit the name of the new bookmark.

Instructions for Completing the SER

Attaching Excel Workbooks

The intent of this technique is to make it easier for reviewers to view Excel spreadsheets than when embedding them within the seamless PDF. Attach Excel exhibits to the PDF by clicking on the paperclip icon and adding the spreadsheet exhibits.

Step 1. Edit the PDF to attach a file – Under edit, select Attach file. You may have to select [More](#) to see the paperclip Attach file option (see the first image for example).

Step 2. Select the file you want to attach – Navigate to the correct Excel attachment, select it, and press open to attach it to the PDF.

Step 3. Edit the attachment – Make sure the name is correct and add more attachments in the pane that appears on the right using the paperclip icon under the bookmarks.

