

Student Learning Outcomes Assessment Summary

Medical Assisting, Certificate

UAF Community and Technical College

AYs 16-17 and 17-18

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Date: May 9, 2018

1. Assessment information collected

Documentation of the competencies (skills) performed by the students taking MA F142 and MA F244 Clinical Procedures I & II the past three semesters were reviewed. All data and documents required for the MAC Accredited program was reviewed and critiqued during our two day on site Medical Assisting National Accreditation Review In October 2016. The Accreditation review was successful with a few areas recommendation made.

During AY 16-17 and 17 -18, there was 76 degrees awarded. Forty three students graduated with Certificate degrees and 33 MA AAS degrees. Graduate and Employer surveys were collected for the AYs 2016 through December 2018.

Documentation of the number of students sitting for the National Certification Examination is not easy to track. Many students move or continue their education and do not test immediately. In the above AYs, 20 students answered surveys and 20 had taken and passed their National Certification. Students just completing their Certificate and graduated are just now eligible to sit for the National Test.

In AY 16-17 12 students participated in the cohort model and completed the core curriculum in 3 semesters. In AY 17- 18, 11 students started in the cohort model and 8 of the 11 are on track to complete their degree in summer 2018. The remaining total of MA students graduating with Certificate degrees are the part time students and they complete as their schedule allows.

2. Conclusions drawn from the information summarized above

The competencies (skills) include learning, practicing and passing all 88 competencies per student was successful with 100% of the students during the AY 2016 through May 2018 passed all competencies with an 85% or above. This is required by the Medical Assisting Education Review Board. This data will continue to be reviewed with the goal of 85% maintained. Competencies for the three courses will be reviewed and data analyzed annually.

Graduate and employer feedback were positive in regards to the knowledge and competencies taught throughout the MA Certificate Program with an average on all surveys collected of 4.5 with an overall program approval of 4.8. A scale of 1 to 5 is used with 5 the highest rate possible.

Review of the 20 returned surveys showed 1 with negative scores (rated 2) for the affective. The negative responses were from the same survey. Overall, the graduates were positive with the didactic knowledge, the competencies (skills) and the affective behaviors taught throughout the MA Certificate Program.

100 % of the surveys returned were positive in the programs teaching in the following areas: cognitive domain, psychomotor domain and affective domain.

The number of graduates who have passed the certification examination for AYs 2016-2018 was 90% of those 20 completing surveys. This demonstrates that 42% of UAF CTC graduates are now Certified Medical Assistants. We will start to track the ratio of students testing to the number passing which help us to better assess our curriculum. The healthcare facilities hiring our students are looking for the Certified Medical Assistant, i.e. National Certification.

The American Association of Medical Assisting National Certification was taken and passed by 20 at this time. We will be more consistent in emphasizing the value of the national certification and assist with the application process as needed.

3. Curricular changes resulting from conclusions drawn above

Syllabi and Course schedules were updated in the Administrative Procedures and Clinical Procedures I & II courses to include the 2015 competency update from the Medical Assistant Education Review Board in January of 2017. The three classes taught, assessed and evaluated the competencies and to date all students have passed the competencies with 85 or above. The textbook change made two years ago has worked well and no additional changes to curriculum need to be implemented at this time. The MA designator for all Medical Assisting courses was implemented in Fall 2018 and is quite helpful for students to identify core curriculum required for the Certificate program.

Instructors in the Clinical I & II courses will remind students to apply for the National Certification Examinations and have application information available for students. Tracking the number of students testing is a challenge in time of declining funds which make tracking students difficult.

4. Identify the faculty members involved in reaching the conclusions drawn above and agreeing upon the curricular changes resulting

Faculty and adjuncts involved in the revision of the Medical Assisting curriculum are:

Millie Castro, Emily Goodridge, Tami Leroux, Monica Bettis, and Cathy Winfree.

We have worked together at various times throughout the last one and a half years to update curriculum, include all required competencies and have the updates/reports approved by Medical Assisting Education Review Board. We maintained communication with current students to keep them informed of the changes. One of the concerns identified was the time from start to finish for the MA Certificate Program. A solution was to try a cohort model for a nine month completion, if all prerequisites were completed. The cohort model has worked well for those students able to attend full time. Completion time is about 9 months from time declared MAC as degree. The cohort model has worked well. Students participate in intensive administrative and clinical course learning, resulting in students testing out of competencies successfully. Student are in their practicums immediately after completing their clinical courses and are successful in their practicum with a number finding work immediately afterwards.

A second identified goal was to maintain courses for the part time students. We continue to have a number of part time students as well who are unable to attend school full time due to full time work/families. It is harder to track but they too stay on track and we have administrative and clinical courses for them on the off semester. Both tracks have been close to capacity. Efforts to improve the Medical Assisting program will continue with the evaluation of the cohort, advisory council input reviewed and documented as required by our Accrediting Body.