

Student Learning Outcomes Assessment Summary

Medical Assisting, Certificate UAF Community and Technical College AYs of 2011 through 2015

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1. Assessment information collected

Documentation of the competencies (skills) performed by the students taking HLTH F142 and HLTH F244 Clinical Procedures I & II the past three semesters were reviewed. Competencies for the Administrative and Clinical courses for the first three years were not available for review.

Graduate and Employer surveys were collected for the AYs 2011 through 2015. AY 2011 to 2015 123 students graduated with MA Certificates

Documentation of the number of students sitting for the National Certification Examination has not been kept each year.

Time to complete degree was an average of 3.3 years for the past 5 AYs. Including a cohort model will help streamline the MA Certificate courses and significantly decrease the time to degree completion.

2. Conclusions drawn from the information summarized above

The competencies (skills) include learning, practicing and passing all 88 competencies per student. The Medical Assisting Education Review Board requires all student pass all skills with an 80% or above. The 38 students reviewed showed 36 passing each competency with an 85% or above. One student did not register for HLTH 244 for personal reasons and the second student did not pass a skill and withdrew from the course. This data will continue to be reviewed with the goal of 85% maintained. Competencies for all four 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.

Review of the 56 returned surveys showed 2 with negative scores (rated 2) for the cognitive area, 2 for the psychomotor and 2 for the affective. The negative responses were not 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 2010-2015 is 55 which demonstrates that 45% 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 55 of the students. 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 I & II, and Clinical Procedures I & II courses to include competencies taught in each class and how they would be assessed and practiced. A textbook change was made as well to include one text for the above four classes.

Instructors in the Clinical I & II courses will remind students to apply for the National Certification Examinations and have application information available for students.

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:

Keith Swarner, Cathy Winfree, Jan Rud, Millie Castro, Tami Leroux, Monica Bettis, and Joann Dixon.

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 completed. A cohort model is a group of students, in this case 12, admitted into a group of courses that progress from one semester to next until program is completed. Students admitted in the Fall 2015 are expected to complete the Medical Assisting Certificate Program in the Summer 2016. A second identified goal is to maintain courses for the part time students. Efforts to improve the Medical Assisting program will continue with the evaluation of the current cohort, implementing one next Fall and possibly Spring 2017, reconvening the advisory council and continuing to prepare for the Accreditation Survey Site Visit in October 2016.