

Student Learning Outcomes Assessment Summary

Medical/Dental Reception Certificate

UAF Community and Technical College

AYs 16-17 and 17 -18

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1. Assessment information collected

Graduate surveys were completed.

No entrance exams were administered in the beginning of HLTH F132. Exams were given throughout the course and finals were taken and passed. Instructors evaluated scores for all students. No recommendations for adjusted curriculum has been made to date.

Students completing the Medical Dental Reception Certificate must successfully complete a written communications and Human Behavior in Healthcare class. 4 students graduated with the M/D Reception Certificate. No curriculum recommendations have been made and no changes implemented.

The Medical Dental Reception Certificate was identified and developed at the request of industry partners. This year, one of our industry partners contacted the Allied Health Programs Director requesting a cohort for Fall 2018 specifically for their employees. It is a Certificate that is in demand by industry partners and all of the required classes are also required for the Medical Assisting Certificate or AAS degree.

MOAs with Industry Partners are in the process of being updated per UAF legal and include the Title IX requirements. All student evaluations completed by the site were positive.

2. Conclusions drawn from the information summarized above

Pre and posttest will be developed and administered in HLTH F132 and Special topics F193 Administrative Procedures for the Healthcare worker. Results will be analyzed for specific subjects or skills that need improvement. Curriculum changes made as needed.

Graduates surveys were conducted. The one graduate that responded was comfortable with the skills and knowledge they learned throughout the Medical Dental Certificate Program. The average score for the specific skills/knowledge taught as a 4.1 out of 5 as the high score. The student felt prepared for their job.

Student was comfortable with their communication skills both oral and written.

One survey was completed with an overall program satisfaction average of 4.0.

AHPD will meet with Advisers to remind them the Medical Office Reception Occupational Endorsement can be earned independently or along with this Certificate. The Allied Health Programs Director will reach out to other industry partners to verify the demand for the job and therefore the Certificate.

All Memorandum of Agreements will be updated and signed by facilities by Fall 2018.

3. Curricular changes resulting from conclusions drawn above

Allied Health Programs Director (AHPD) discussed need to separate the Administrative Procedures course for Medical Assistants from those students who want front office but not back office. This would include students with declared majors in Medical/Dental Reception and Health Care Reimbursement. AHPD worked with instructor to develop current Special Topics course F193 Administrative Procedures for the Healthcare Worker which will be offered for the first time Fall 2018. It will be submitted for approval through faculty Senate Fall 2018. The AHPD will continue to work with all instructors teaching Administrative Procedures I and HLTH F193 to develop a pre and posttest to be administered, evaluated, recommendations discussed and changes made as needed.

The AHPD will continue to work with all instructors teaching HLTH 116 and HLTH F106 to analyze data received from final exam, update curriculum as needed and save data.

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

Emily Goodridge, Millie Castro, Amy Brown and Cathy Winfree

Increased communication between all faculty and adjuncts will improve data, collection, analyses and implementation of curriculum changes.