

# *Marshall Community & Technical College*

## *Institutional Effectiveness & Outcome Assessment*

### *IE/OA Tool Kit*

Program-Degree or Certificate

Medical Assistant

#### Steps

#### Date Completed

- |   |   |
|---|---|
| 1. Program Mission Statement  | <u>September 3, 2003</u>                              |
| 2. Statements of Intended Outcome   | <u>September 8, 2003</u>                              |
| 3. Curriculum Audit   | <u>September 10, 2003</u>                             |
| 4. Assessment Measures  | <u>September 10, 2003</u>                             |
| 5. Assessment Timetable   | <u>September 15, 2003</u>                             |
| 6. Outcomes Assessment Tool (Feedback Loop)   | <u>September 22, 2003</u>                             |
| 7. Resources Requested for Program Improvement (use space provided below)   | <u>September 29, 2003,<br/>May 2004,<br/>May 2005</u> |
| <div data-bbox="159 1284 948 1725" style="border: 1px solid black; padding: 5px;"><p>Obtain software for implementation of the CMA mock exam.<br/>Requested additional equip for lab portion of program-received June 2004.<br/>Requested part-time administrative help to assist with program-done Spring 2005<br/>Requesting part-time administrative help to assist with MA self study-Spring 2006- Cost \$1200.<br/>Marketing efforts including brochures, newspaper ads, Tech-Prep, HOSA- Cost approx. \$2000.</p></div> |   |
| 8. New Directions Recommended for Program (IE Program Expansion, New Workforce Focus, etc.) (use space provided below)  | <u>September 29, 2003</u>                             |
| <div data-bbox="159 1843 948 2064" style="border: 1px solid black; padding: 5px;"><p>Ongoing review of program to increase enrollment to 20 students per year.<br/>Work on outcomes assessment program required for self-study due July 2006.</p></div>   |   |

# *Marshall Community & Technical College*

## *Institutional Effectiveness & Outcomes Assessment*

### *IE/OA 1. PROGRAM MISSION STATEMENT*

Program-Degree or Certificate Associate in Applied Science

**Program or Department Name –**

Medical Assistant-Allied Health

**Team Members**

Janet B. Smith, MA Program Coordinator, Dr. Judith Scherer, Dean of Academic Affairs, Kim Burcham, Adjunct Faculty, MA Advisory Board.

**Date**

September 20, 2003

**Current Institutional Mission Statement**

Marshall Community and Technical College is a comprehensive student-centered college focused on teaching and learning, and responsive to changing and diverse needs.

**Program Mission Statement**

The mission of the Allied Health Division is to train allied health students in the field of Medical Assisting to be competent in clinical, administrative and trans-disciplinary areas. Students will be prepared to successfully complete the certification exam of the American Association of Medical Assistants and gain employment in their field of study.

*Marshall Community & Technical College*  
*Institutional Effectiveness & Outcomes Assessment*

**IE/OA 2. STATEMENTS OF INTENDED OUTCOMES**

**Program-Degree or Certificate**

**Medical Assistant-Associate in Applied Science**

**Team Members**

Janet B. Smith, MA Program Coordinator, Dr. Judith Scherer, Dean of Academic Affairs, Kim Burcham, Adjunct Faculty, MA Advisory Board.

**Date**

September 8, 2003

**Program Mission Statement**

The mission of the Allied Health Division is to train allied health students in the field of Medical Assisting to be competent in clinical, administrative and trans-disciplinary areas. Students will be prepared to successfully complete the certification exam of the American Association of Medical Assistants and gain employment in their field of study.

**STATEMENT OF INTENDED OUTCOME 1**

Identify, document, and assess elements that determine quality and comprehension in administrative, clinical and trans-disciplinary medical assistant competencies.

**STATEMENT OF INTENDED OUTCOME 2**

Adequately prepare students to take the medical assistant certification exam to become certified by the American Association of Medical Assistants.

**STATEMENT OF INTENDED OUTCOME 3**

Students will be prepared to function in all aspects of the medical office including the clinical, clerical and administrative functions.

**STATEMENT OF INTENDED OUTCOME 4**

Students will demonstrate appropriate professional competencies, such as communication skills, ethics, teamwork and the use of technology

**STATEMENT OF INTENDED OUTCOME 5**

Current General Education Outcomes

- Communication/Interpersonal Skills
  - Oral
  - Written
- Computer Literacy
- Social Sciences

Quantitative Skills/Science

**Marshall Community & Technical College**

**Institutional Effectiveness & Outcomes Assessment**

**IE/OA 3. CURRICULUM AUDIT**

<b>Curriculum Audit Grid*</b>																					
<b>Program Degree or Title</b>		<b>Medical Assistant</b>			<b>Courses (listed in required sequence for student progression through program)</b>																
<b>Intended Outcomes</b>		AAT 136	AH 151	COM 111	EME 105	IT 101	MAT 115	AAT 253	COM 112	FCS 210	IT 150	SCI 257	SS 215	AAT 265	HIT 201	LAS 248	MA 201	MA 204	MA 202	AC 108	AH 216
1.	Identify, document, and assess elements that determine quality and comprehension in administrative, clinical and trans-disciplinary medical assistant competencies.	E	I	E	I	E	I	I	E	I	I	I	I	E	I	I	I	I	E	E	I
2.	Adequately prepare students to take the medical assistant certification exam to become certified by the American Association of Medical Assistants.	E	I	E	I	E	I	I	E	I	I	I	I	E	I	I	I	I	E	E	I
3.	Students will be prepared to function in all aspects of the medical office including the clinical, clerical and administrative functions.	E	R	E	R	E	I	I	E	I	E	E	I	R	I	I	I	I	E	E	I
4.	Students will demonstrate appropriate professional competencies, such as communication skills, ethics, teamwork and the use of technology	E	R	E	R	E	I	I	E	I	E	E	I	R	I	I	I	I	E	E	I
5.	*Current General Education Outcomes																				
	*Communication/Interpersonal Skills																				
	-Oral				R			E	R						E		R		R		
	-Written			R											R		R	R	R		
	*Computer Literacy	R				R					R							R			
	*Social Sciences		R							E		R					R		R		
	*Quantitative Skills/Science		R							E		R					R		R		
*Modeled after Hatfield (1999)		I = Introduced      E = Emphasized      R = Reinforced																			
<b>Introduces</b> -Student is not familiar with content/skill, behavioral, or affective disposition. Instruction concentrates on introducing students to the content area/skill and bring them to some predetermined level of competence.		<b>Emphasizes</b> -Student should have brought basic content/skill to the component area. Instruction concentrates on enhancing content/strengthening skill and adding new content material/building more complex skills based on entrance competency.							<b>Reinforces</b> – Student bring reasonable knowledge/content/skill/competency to the situation as a result of content/skill being taught and/or emphasized at some previous point in their educational career. Instructional activity continues to build upon previous competency and reinforces content/skill competency.												

# *Marshall Community & Technical College*

## *Institutional Effectiveness & Outcomes Assessment*

### **IE/OA 4. ASSESSMENT MEASURES**

**Program – Degree or Certificate**

Medical Assistant-Associate in Applied Science

**Team Members**

Janet B. Smith, MA Program Coordinator, Dr. Judith Scherer, Dean of Academic Affairs, Kim Burcham, Adjunct Faculty, MA Advisory Board.

**Date**

September 10, 2003

\*For each Outcome assessment measure, designate the assessment result/level that indicates

- Student learning has exceeded standards
- Student learning has met standards
- Student learning is below standards

**Statement of Intended Outcome 1**

Identify, document, and assess elements that determine quality and comprehension in administrative, clinical and trans-disciplinary medical assistant competencies.

**Assessment Measure #1**

MA 201, MA 202 skills competency checklists.

**Assessment Measure #2**

Capstone Mock MA exam.

**Assessment Measure #3**

Student graduate survey.

**Statement of Intended Outcome 2**

Adequately prepare students to take the medical assistant certification exam to become certified by the American Association of Medical Assistants.

**Assessment Measure #1**

Results of certification exam from the AAMA with breakdown of competencies.

**Assessment Measure #2**

**Assessment Measure #3**

**Statement of Intended Outcome 3**

Students will be prepared to function in all aspects of the medical office including the clinical, clerical and administrative functions

**Assessment Measure #1**

Skills competency checklists in MA 201 and MA 202.

**Assessment Measure #2**

Internship evaluations by internship site.

**Assessment Measure #3**

**Statement of Intended Outcome 4**

Students will demonstrate appropriate professional competencies, such as communication skills, ethics, teamwork and the use of technology

**Assessment Measure #1**

Employer survey

**Assessment Measure #2**

Internship evaluation by internship site.

**Assessment Measure #3**

**Statement of Intended Outcome 6**

Current General Education Outcomes

- Communication/Interpersonal Skills
  - Oral
  - Written
- Computer Literacy
- Social Sciences

Quantitative Skills/Science

**Assessment Measure #1**

MA 202 final presentation with > 80%.

**Assessment Measure #2**

Internship site evaluations.

**Assessment Measure #3**

# MARSHALL COMMUNITY & TECHNICAL COLLEGE

## *Institutional Effectiveness & Outcomes Assessment*

### **IE/OA 5. ASSESSMENT TIMETABLE**

<b>Assessment Timetable Specifying Measures for Each Outcome</b>									
<b>Program Outcomes</b>		<b>2001-2002</b>		<b>2002-2003</b>		<b>2003-2004</b>		<b>2004-2005</b>	
		<b>Fall</b>	<b>Spring</b>	<b>Fall</b>	<b>Spring</b>	<b>Fall</b>	<b>Spring</b>	<b>Fall</b>	<b>Spring</b>
1. Identify, document, and assess elements that determine quality and comprehension in administrative, clinical and transdisciplinary medical assistant competencies.	YR 1 STS	Completion of first year classes with a GPA of 2.5.	Completion of first year classes with a GPA of 2.5.	Completion of first year classes with a GPA of 2.5.	Completion of first year classes with a GPA of 2.5.	Completion of first year classes with a GPA of 2.5.	Completion of first year classes with a GPA of 2.5.	Completion of first year classes with a GPA of 2.5.	Completion of first year classes with a GPA of 2.5.
	YR 2 STS	Completion of MA 201, MA 204 with a C or better.	Completion of MA 202, MA 203, and MA 205 with a C or better.	Completion of MA 201, MA 204 with a C or better.	Completion of MA 202, MA 203, and MA 205 with a C or better.	Completion of MA 201, MA 204 with a C or better.	Completion of MA 202, MA 203, MA 205 with a C or better.	Completion of MA 201, MA 204 with a C or better.	Completion of MA 202, MA 204, MA 205 with a C or better.
2. Adequately prepare students to take the medical assistant certification exam to become certified by the American Association of Medical Assistants.	YR 1 STS								
	YR 2 STS		Successful completion of mock CMA test in MA 202.		Successful completion of mock CMA test in MA 202.		Successful completion of mock CMA test in MA 202.		Successful completion of mock CMA test in MA 202.
3. Students will be prepared to function in all aspects of the medical office including the clinical, clerical and administrative functions.	YR 1 STS			Human Relations paper		Capstone project			
	YR 2 STS								
	YR 2 STS-Summer		Evaluation of student by Internship site in MA 207.		Evaluation of student by Internship site in MA 207.		Evaluation of student by Internship site in MA 207.		Evaluation of student by Internship site in MA 207.

4. Student will demonstrate appropriate professional competencies , such as communication skills, ethics, teamwork, and the use of technology	YR 1 STS								
	YR 2 STS		Team project- MA 202.		Team project- MA 202		Team project-MA 202.		Team project- MA 202.
	YR 2 STS-Summer		Internship valuation.		Internship evaluation		Internship evaluation.		Internship evaluation.

6. *Current General Education Outcomes	YR 1 STS								
	YR 2 STS								
	Part-time STS								
*Communication/Interpersonal Skills	YR 1 STS								
	YR 2 STS								
	Part-time STS								
-Oral	YR 1 STS								
	YR 2 STS								
	Part-time STS								
-Written	YR 1 STS								
	YR 2 STS								
	Part-time STS								
*Computer Literacy	YR 1 STS								
	YR 2 STS								
	Part-time STS								
*Social Sciences	YR 1 STS								
	YR 2 STS								
	Part-time STS								
*Quantitative Skills/Science	YR 1 STS								
	YR 2 STS								
	Part-time STS								

# Marshall Community & Technical College

## IE/OA 6. OUTCOMES ASSESSMENT TOOLS (FEEDBACK LOOP)

An Outcomes Assessment Plan should be in accord with the College's Mission Statement, the Division's Mission Statement, and the Program's intended outcomes. Ongoing Assessment Techniques should assess the effects of the program and its services upon campus students and the workforce:

### Marshall Community and Technical College Mission Statement

*Mission Statement Revised (pending)*

*Marshall Community and Technical College is a comprehensive student-centered college focused on teaching and learning, and responsive to changing and diverse needs.*

*Vision Statement (pending)*

*Values (pending)*

### Program Mission Statement

1. What is our program mission?

The mission of the Allied Health Division is to train allied health students in the field of Medical Assisting to be competent in clinical, administrative and trans-disciplinary areas. Students will be prepared to successfully complete the certification exam of the American Association of Medical Assistants and gain employment in their field of study.

2. How do our goals relate to the college mission statement?

3. What are we trying to achieve with our students?

1.

2.

3.

Program Outcomes Upon completion of the program, <u>What must students know?</u>	Assessment Methods Used for Each Program Outcome	What standards or benchmarks (such as %) did you use?	How did you use the assessment results in program planning?	What dates were the assessment data reviewed and program/ curriculum revised?
Identify, document, and assess elements that determine quality and comprehension in administrative, clinical and trans-disciplinary medical assistant competencies.	Competency skills checklists. Capstone mock MA exam. Student graduate surveys.	Checklists > 90% Mock MA exam >75%	Noted that many MA graduates were not taking the MA certification exam. Will implement mock exam in MA 202-Spring 2004.	Spring 2003 Spring 2004 Spring 2005 Ongoing
Adequately prepare students to take the medical assistant certification exam to become certified by the American Association of Medical Assistants.	Results of the CMA exam. (Note 100% passage rates of students who attempt exam.)	At least 50% of graduates take certification exam.	AAMA results of students certification exam. Offer preparation for certification exam in MA 207. Will be implemented in Spring 2004	Spring 2003 Spring 2004 Spring 2005 Ongoing.
Students will be prepared to function in all aspects of the medical office including the clinical, clerical and administrative functions.	Competency skills checklists.  Internship evaluations of students	Checklists>90 % Students must receive average or > average scores.	Based on internship evaluations it was noted that students could use more practice with injections and sticks. Incorporated into curriculum in MA 202, MA 203 in Spring 2003.	Spring 2003. Spring 2004 Spring 2005 Ongoing
Students will demonstrate appropriate professional competencies, such as communication skills, ethics, teamwork and the use of technology	Employer surveys. Internship evaluations of students.	Students must receive a 3-average or > on employer surveys.	To assist with oral communication skills, students will give a presentation in MA 202-capstone course beginning in Spring 2004.	Spring 2003 Spring 2004 Spring 2005 Ongoing
Current General Education Outcomes • Communication/Interpersonal Skills				

<ul style="list-style-type: none"><li>○ Oral</li><li>○ Written</li><li>• Computer Literacy</li><li>• Social Sciences</li></ul> Quantitative Skills/Science				
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<b>PROGRAM ASSESSMENT METHODS</b>	<b>Would Like To Try This X</b>	<b>Have Used This X</b>	<b>Title of Course That Assessment Method Was Used In</b>
<b><u>PRE-ENTRY ASSESSMENT</u></b>			
Application forms/Student Information		X	Application to program.
Placement Tests			
Competencies		X	MA 201, MA 202
<u>Other??</u>			
<b><u>MID-PROGRAM ASSESSMENT</u></b>			
Internship/Fieldwork Performance Review		X	Internship
Skills Proficiency Tests		X	MA 202
Student Focus Groups			
<u>Other??</u>			
<b><u>END OF MAJOR ASSESSMENT</u></b>			
Summary Project, Paper			
Student GPA		X	Entrance to program
Portfolios			
Competency Exam		X	Mock CMA exam
Oral Presentation		X	MA 202
Are students performing better/worse than predecessors on Capstone Experience? Basis for judgment?			
Exit Interview, Oral and/or Written		X	AAT 265
Licensure/Certification Practice Tests		X	Mock CMA exam
Licensure/Certification Exam Pass Rates		X	
Alumni Satisfaction Survey			
Community Needs Assessment			
Advisory Committees and Employer Feedback		X	
Placement Effectiveness			
Employment and/or Employer Satisfaction Measures			
Dropout and Non-Completer Rates			
Program Demographics – # Students Beginning, # Halfway, # Completes; % Change in Completes Over Time			
Program Review & Specialized Accreditation		X	MA Program Review
Internship/preceptor report		X	MA 207
Employer surveys		X	

<b>CLASSROOM ASSESSMENT METHODS</b>	<b>Would Like to Try This X</b>	<b>Have Used This X</b>	<b>Title of Course that Assessment Method Was Used In:</b>
Classroom Activities (handouts)		X	MA 201,202, 203
Daily Assignments		X	ALL COURSES
Evaluation Instruments From Other Sources			
Exam Evaluations		X	ALL COURSES
Faculty Self-Assessment		X	ALL COURSES
Notebooks			
Oral Presentation		X	COM 112, HIT 201, MA 202
Placement Tests			
Portfolio			
Pre-Test, Post-Test			
Prompts (Journals/Index Cards)			
Quizzes		X	ALL COURSES
Student Evaluations using MCTC format			
Student Focus Groups			
Student-Generated Test Questions			
Student Information			
Student Self-Assessment			
Student Focus Groups			
Student Input – Free form oral and written			
Team Assessments by Students			
Weekly Questions Drop Box	X		
Writing (Para, Essays, Reports, etc.)			
Minute Paper (CAT)	X		
Muddiest Point (CAT)	X		
One-sentence Summary (CAT)			
Other CAT's			