

Annual Report for Assessment of Outcomes
Medical Assisting Certificate
(For Degree, Certificate or Core Outcomes)

To complete this Assessment Report, please address the questions below, and send to learningassessment@pcc.edu by **June 20, 2011**; subject line: REPORT Assessment [SAC]

1. Describe changes that have been implemented towards improving students' attainment of outcomes that resulted from outcome assessments carried out in the previous academic year.

(Information provided here may be referenced, inserted into or summarized in Program Review 2.C.iii (for Core Outcomes) or 6.B.iii (for CTE Degree and Certificate outcomes).

In 10-11, all SACs should have reported on the Critical Thinking Core Outcome. Were any changes to content, materials, pedagogy, etc made as a result?

The correlating MA outcome for critical thinking is as follows:

“Integrates the principles of mathematics and scientific knowledge with administrative and clinical medical assisting practice”

As of Fall 2011 the MA program will no longer be offering MTH 22A (Measurements) because we have identified related instruction within the program. We have also introduced more practical critical thinking exercises within the lab courses, such as more real life medication calculation activities. The SAC felt the more time doing real life problems for our CTE program versus learning to solve square foot issues was more beneficial to the students.

2. Identify the outcomes assessed this year, and describe the methods used.

What were the results of the assessment (i.e., what did you learn about how well students are meeting the outcomes)?

(Information provided here may be referenced, inserted into or summarized in Program Review 2.C.i& ii (for Core Outcomes) or 6.B.i & ii (for CTE Degree and Certificate outcomes)

a. Describe the method(s) you used.

Include relevant information about:

- The students (how many, where in your program (one class, a group of classes, end of degree?)
- The nature of the assessment (written work, project, exam, performance task, observation etc).
- How was the assessment evaluated?

Each cohort we start begins with 24 students (Fall/Spring and end with a one year certificate. All students take a national certification exam and those results are sent to me every quarter. I assess the scores and see overall where the students are lacking in subject matter.

Students must also show competency of skills through demonstration of proficiency of all skills taught within the program.

At the end of each term the students were asked to fill out a self evaluation form and then sat one on one with the core instructor to discuss the results.

Overall assessment is performed by reviewing the results of the national exam, work product (proficiency scores) and evaluation of the surveys.

b. Results: What did you learn?

How well did your students do? Do the assessment results match your aspirations for your students? Did your assessment indicate any areas or aspects in which student achievement could be better?

(If your assessment was scored in some way, it would be helpful to report some of that information. Scores that can be taken apart into meaningful components are often helpful in determining areas that might need attention.)

1. Outcome	2. Maps to a Core Outcome	3. Assessment Setting/Method	4. Assessment Results (2010-11)
Communicates effectively with persons through the use of verbal & non-verbal skills, written abilities, active listening, and information technologies within ambulatory care settings	Prof. Comp. Communication Cultural Awareness	CMA National Certification Exam (disaggregated results-- general, admin, clinical— reviewed by SAC for general trends) Module Proficiency Assessments (Students must pass these to pass each course. SAC reviews these annually and adjusts program according to results.)	From June 2010-June 2011 all PCC graduates passed the National Medical Assisting certification exam. Our graduates ranked in the 96 th percentile nationally during this period. All students passed each proficiency with a 80% or better.
Integrates the principles of mathematics and scientific knowledge with administrative and clinical medical assisting practice	Prof. Comp. Critical Thinking	CMA National Certification Exam (disaggregated results-- general, admin, clinical— reviewed by SAC for general trends) Module Proficiency Assessments (Students must pass these to pass each course. SAC reviews these annually and adjusts program according to results.)	From June 2010-June 2011 all PCC graduates passed the National Medical Assisting certification exam. Our graduates ranked in the 96 th percentile nationally during this period. All students passed each proficiency with a 80% or better.
Demonstrates the ability to meet personal needs as a mature, adaptable person and member of the medical	Prof. Comp. Communication Self Reflection	Module Proficiency Assessments (Students must pass these to pass each course. SAC reviews	All students passed each proficiency with an 80% or better.

assisting profession		these annually and adjusts program according to results.)	
Thinks creatively and critically in the identification, analysis, and resolution of problems, issues, truth claims, and ethical issues	Prof. Comp. Critical Thinking Community and Env. Resp	CMA National Certification Exam (disaggregated results-- general, admin, clinical— reviewed by SAC for general trends) Module Proficiency Assessments (Students must pass these to pass each course. SAC reviews these annually and adjusts program according to results.)	From June 2010- June 2011 all PCC graduates passed the National Medical Assisting certification exam. Our graduates ranked in the 96 th percentile nationally during this period. All students passed each proficiency with a 80% or better.
Commits to practice medical assisting within the standards and guidelines of medical assisting program of program accreditation and medical assistant certification standards	Prof. Comp.	CMA National Certification Exam (disaggregated results-- general, admin, clinical— reviewed by SAC for general trends) Module Proficiency Assessments (Students must pass these to pass each course. SAC reviews these annually and adjusts program according to results.)	From June 2010- June 2011 all PCC graduates passed the National Medical Assisting certification exam. Our graduates ranked in the 96 th percentile nationally during this period. All students passed each proficiency with a 80% or better.

3. Identify any changes that should, as a result of this assessment, be implemented towards improving students' attainment of outcomes.

(Information provided here may be referenced, inserted into or summarized in Program Review 2.C.iii (for Core Outcomes) or 6.B.iii (for CTE Degree and Certificate outcomes)

This is an important part of what is expected as a result of assessment. It is not enough to say “we are doing great”. We are expected to be self-examining, and curious about what we might do better.

Overall the results from the CMA National Exam showed a small weakness in medical records/electronic health records scores. The SAC has recently implemented new EHR curricula into the program and the response has so far been good. We will look at the scores over the next years to make sure we made a good addition.

Professional communication is being strengthened in our curricula in response to some clinical sites expressing average professional communication skills. We have done this by adding Tanya Maldonado from Career Services into our curricula to do lectures and activities regarding this and related topics.