

# Course Assessment– Part B: Your Results & Analysis

#17

Your Email \*

Please select your course & name from the list. Contact Instructional Services if your course or name are incorrect or missing.

MA 132 – Lee-Greene

## Results

1a. Report the outcome achievement data gathered via the assignments, test, etc. you identified in question 3 of your Part A. \*

For outcome 1: Students wrote reflective papers on each of the guest speakers that presented overviews of their agencies work. In each paper the student was asked to write what the organizations primary goal was, how the institution assisted in patient care and how the student might be able to utilize the services of the agency in their career as a medical assistant.

For outcome 2: Students interviewed with employers for extern site placement including writing a resume and a cover letter to present to those potential employers.

For outcome 3: Students applied to sit for their exam on May 4th with all of them planning to actually take the exam during the week of July 1, 2015. I will not have the pass rate on those exams until June of 2016.

1b. Report the percentage of students who mastered each outcome that you identified in question 3 of your Part A.

Recognize and respond to verbal and non-verbal communication.

### Outcome #1 \*

% of students who successfully achieved the outcome: \*

96%

### Outcome #2 \*

Apply for employment in healthcare including writing a resume, interview and follow-up.

% of students who successfully achieved the outcome: \*

100%

### Outcome #3 \*

By the sixth week of spring term students will have selected a test date to sit for their CMA(AAMA) national exam.

% of students who successfully achieved the outcome: \*

100%

Reflect on you assessment results and provide analysis, considering what contributes to student success and/or lack of success. Include feedback from student course evaluations as appropriate. \*

Outcome 1: Students felt that their ability to respond to verbal and non-verbal messages was improved by 66%. I believe that the students for the first few speakers did not really know what they were suppose to write about and how their questions of the speaker impacted the outcome of responding to verbal and non-verbal communication.

Outcome 2: Students reflected that they did not know how to write a resume or interview so their understanding

went up by 63%. I think many of them did not know that this writing would affect their grade.

Outcome 3: The outcome is worded poorly for evaluation at this time. At the end of the course all they could do was apply to get an appointment to sit for the exam. I will not know the results of the exam until they take it and they tell me. An actual report comes from the AAMA in about a year after the students take their exam.

---

Based on your analysis in the questions above, what course adjustments are warranted (curricular, pedagogical, etc.)? \*

For the communication piece, I will clarify what the student is expected to learn from the speaker and rather than allow them to free-write – give them reflective questions to answer.

I will have them write the resume earlier in the term so we have a final product to review at the end of the term. I will also do some practicing on interview techniques and have them write a reflective paper on how they think their interviewing skills were during the actual interview.

I will have them apply at the beginning of the term, because if they apply after mid-month their testing date actually is delayed by a month. So by applying on May 20th, that made their date to sit for the exam after July 1; but if I had them apply the first of May, their date to sit would have been after June 1.

---

What resources would be required to implement your recommended course adjustments (materials, training, equipment, etc.)? What Budget implications result? \*

None

---

Were your assessment methods accurate indicators of student learning? Why or why not? Any additional comments?

This is a tough class to assess because there really are no tests or clear instructions on what exactly they are suppose to write. So I plan to give them more direction so I am clearer that they are actually learning something that will help them in their role as a medical assistant.

---

(OPTIONAL) Reflect on any adjustments you made from the last assessment of this course and their effectiveness in student achievement of outcomes?

Created <b>18 Jun 2015</b> 12:12:35 PM	
PUBLIC	