## Course Assessment - Part B: Your Results & Analysis

#302

Your Email \*

Please select your course and name from the MA 132 - Medical Office Assistant 3 - 1092571 - Mimi Pentz - Spring drop-down menu. If your course or name are 2018 incorrect or missing, please contact Instructional Services.

### Part B: Your Results

#### **Directions**

1. Report the outcome achievement data gathered via the assignments, tests, etc. you identified for each outcome (question 3) of your Part A. (Only include data for students who completed the course. Do not include students who withdrew or earned an incomplete) Data for all 3 outcomes should be reported below. \*

Outcome #1: Assessment indicates that students are meeting this outcome successfully. I think that adding an "Outcome specific quiz" helped to cement the material.

Outcome #2: The expectations for this objective may have been set too high, or grading system may need changing. The lower grades for the presentations were more due to lack of effort or spelling and grammar. In future years I hope to dedicate time earlier in the program year to presentation preparation, reports, flow, and spelling and grammar. This should help future assessments to reflect understanding and knowledge of the material by being less effected by the issues mentioned above.

Outcome #3: Assessment indicates that students are meeting this outcome successfully. Having them begin attending AAMA chapter meetings at the beginning of the program helps to create an awareness of the benefits, as well as completing the paperwork for their exam, gives them an opportunity to fill out registration forms.

Outcome #1 *	Recognize and respond to verbal and non-verbal communications.
% of students who successfully achieved the outcome (C or above) *	Quiz: 100% Participation: 100%
Outcome #2 *	Increase sick and well-patient awareness of community resources
% of students who successfully achieved the outcome (C or above) *	77%
Outcome #3 *	Appreciate the role of the professional organization in defining ethics and providing education opportunities.
% of students who successfully achieved the outcome (C or above) *	100%

#### **ANALYSIS**

#### 3. What contributed to student success and/or lack of success? \*

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4. Helping students to realistically self-assess and reflect on their understanding and progress encourages students to take responsibility for their own learning. Please compare your students' perception of their end-of-term understanding/mastery of the three outcomes (found in student evaluations) to your assessment (above) of student achievement of the three outcomes.

100% of the students that completed the survey felt they had a "very good" or "excellent" understanding of all three outcomes listed

5. Did student achievement of outcomes meet your expectations for successfully teaching to each outcome (question 4 from Part A) \*

#1: yes #2: no #3: yes

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

Dedicated time during the 1st term of the program year to presentation preparation, reports, group speaking, and spelling and grammar.

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

Will require course adjustments by instructor: time

8. Reflect on any adjustments you made from the last assessment of this course (if applicable) and their effectiveness in student achievement of outcomes. \*

Previous assessment done by previous instructor

9. Describe how you have shared information about course outcomes with your students.

Verbal and email.

10. Please describe any changes/additions to instruction, curriculum or assessment that you made to support students in better achieving the CGCC Core Learning

Outcomes:
CLO #1: Communication. The areas that faculty are focusing on are: "Source and Evidence" and "Organization and

and

Presentation"

CLO #2: Critical Thinking/Problem Solving. The areas that faculty are focusing on are: "Student's Position" (Critical Thinking) and "Evaluate Potential Solutions" (Problem Solving).

#1: In addition to traditional communication methods Google Hangout was utilized to encourage communication of students while at externships. This was not as successful as I expected. Further investigation showed that some students did not understand that you were required to have an App to use the service on a mobile device. #2: Class was broken into groups to problem solve telephone conversations that may come up in clinic.

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