

Outcome Assessment Plan and Results for degrees or certificates

AAS or Certificate: **Medical Assisting Certificate 2019-20**

| 1. Outcome | 2. Criteria or Target | 3. Measurement Tool (course and assignment) | 4. When/how and by who analysis of assessment will be accomplished | 5. Program Assessment |
|--|---|---|---|-----------------------|
| <i>Students who complete this certificate of completion should be able to:</i> | | | | |
| <p>1. Communicate effectively with persons through the use of verbal and non-verbal skills, written abilities, active listening, and information technologies within ambulatory care settings.</p> | <ul style="list-style-type: none"> ● 70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet ● 70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool <p>Externship:</p> <ul style="list-style-type: none"> ● 100% of students will achieve an average of ≥ 3.0 on their extern ratings | <p>MA270 Administrative Evaluation of Student Tool</p> <p>MA270 Clinical Evaluation of Student Tool</p> | <p>Administrative Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Clinical Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Externship: In addition to the above, during regularly scheduled meetings with the student during externship, the Program Coordinator will evaluate the students</p> | |

| | | | | |
|---|---|---|---|--|
| <p>2. Integrate the principles of mathematics and scientific knowledge with administrative and clinical medical assisting practice</p> | <ul style="list-style-type: none"> 70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet 70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool <p>Externship:</p> <ul style="list-style-type: none"> 100% of students will achieve an average of ≥ 3.0 on their extern ratings | <p>MA270 Administrative Evaluation of Student Tool</p> <p>MA270 Clinical Evaluation of Student Tool</p> | <p>Administrative Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Clinical Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Externship: In addition to the above, during regularly scheduled meetings with the student during externship, the Program Coordinator will evaluate the students</p> | |
| <p>3. Demonstrate the ability to meet patients' needs as a mature, adaptable person and member of the medical assisting profession.</p> | <ul style="list-style-type: none"> 70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet 70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool <p>Externship:</p> <ul style="list-style-type: none"> 100% of students will achieve an average of ≥ 3.0 on their extern ratings | <p>MA270 Administrative Evaluation of Student Tool</p> <p>MA270 Clinical Evaluation of Student Tool</p> | <p>Administrative Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Clinical Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Externship: In addition to the above, during regularly scheduled meetings with the student during externship, the Program Coordinator will evaluate the students</p> | |

| | | | | |
|--|---|---|---|--|
| <p>4. Think creatively and critically in the identification, analysis, and resolution of problems, issues, truth claims, and ethical issues.</p> | <ul style="list-style-type: none"> 70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet 70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool <p>Externship:</p> <ul style="list-style-type: none"> 100% of students will achieve an average of ≥ 3.0 on their extern ratings | <p>MA270 Administrative Evaluation of Student Tool</p> <p>MA270 Clinical Evaluation of Student Tool</p> | <p>Administrative Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Clinical Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Externship: In addition to the above, during regularly scheduled meetings with the student during externship, the Program Coordinator will evaluate the students</p> | |
| <p>5. Practice medical assisting within the standards and guidelines of medical assisting program accreditation and medical assistant certification standards.</p> | <ul style="list-style-type: none"> 70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet 70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool <p>Externship:</p> <ul style="list-style-type: none"> 100% of students will achieve an average of ≥ 3.0 on their extern ratings | <p>MA270 Administrative Evaluation of Student Tool</p> <p>MA270 Clinical Evaluation of Student Tool</p> | <p>Administrative Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Clinical Evaluation of Student Tool to be assessed by facility preceptor</p> <p>Externship: In addition to the above, during regularly scheduled meetings with the student during externship, the Program Coordinator will evaluate the students</p> | |

Submitter(s): Lorie Saito

Date Submitted: 1.22.2020

Submit to: Academic Assessment Office (kkane@cgcc.edu)