

## Outcome Assessment Plan, Results and Analysis 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"> <li>● 70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet</li> <li>● 70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool</li> </ul> <p>Externship:</p> <ul style="list-style-type: none"> <li>● 100% of students will achieve an average of <math>\geq 3.0</math> on their extern ratings</li> </ul>	<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>88% of students achieved an average of 4.0-5.0 on the clinical evaluation sheet.</p> <p>88% of students achieved an average of 4.0-5.0 on the administrative evaluation of Student Tool Externship:</p> <p>100% of students achieved an average of <math>&gt;3.0</math> on their extern ratings</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"> <li>70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet</li> <li>70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool</li> </ul> <p>Externship:</p> <ul style="list-style-type: none"> <li>100% of students will achieve an average of <math>\geq 3.0</math> on their extern ratings</li> </ul>	<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>88% of students achieved an average of 4.0-5.0 on the clinical evaluation sheet. 88% of students achieved an average of 4.0-5.0 on the administrative evaluation of</p> <p>Student Tool Externship: 100% of students achieved an average of <math>&gt;3.0</math> on their extern ratings</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"> <li>70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet</li> <li>70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool</li> </ul> <p>Externship:</p> <ul style="list-style-type: none"> <li>100% of students will achieve an average of <math>\geq 3.0</math> on their extern ratings</li> </ul>	<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>88% of students achieved an average of 4.0-5.0 on the clinical evaluation sheet. 88% of students achieved an average of 4.0-5.0 on the administrative evaluation of</p> <p>Student Tool Externship: 100% of students achieved an average of <math>&gt;3.0</math> on their extern ratings</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"> <li>70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet</li> <li>70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool</li> </ul> <p>Externship:</p> <ul style="list-style-type: none"> <li>100% of students will achieve an average of <math>\geq 3.0</math> on their extern ratings</li> </ul>	<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>88% of students achieved an average of 4.0-5.0 on the clinical evaluation sheet. 88% of students achieved an average of 4.0-5.0 on the administrative evaluation of</p> <p>Student Tool Externship: 100% of students achieved an average of <math>&gt;3.0</math> on their extern ratings</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"> <li>70% of students will achieve an average of 4.0-5.0 on the clinical evaluation sheet</li> <li>70% of students will achieve an average of 4.0-5.0 on the administrative evaluation of Student Tool</li> </ul> <p>Externship:</p> <ul style="list-style-type: none"> <li>100% of students will achieve an average of <math>\geq 3.0</math> on their extern ratings</li> </ul>	<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>88% of students achieved an average of 4.0-5.0 on the clinical evaluation sheet. 88% of students achieved an average of 4.0-5.0 on the administrative evaluation of</p> <p>Student Tool Externship: 100% of students achieved an average of <math>&gt;3.0</math> on their extern ratings</p>

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## Assessment of Outcomes Achievement Degree, Certificate, Program

Name of Degree, Certificate or Program: Medical Assisting Certificate

1. Describe assessment results.  
There was a 6% decrease in the number of students that achieved a 4.0-5.0 average in both Clinical and Administrative evaluations; the results also show a 5% increase in the number of students getting  $\geq 3$ . So while there are fewer students scoring in the higher range, we can see that as a whole, students are being given opportunities to complete objectives.
2. In reviewing the evaluations there was follow up with some of the lower scores. This determined that there are still offices that are unable to give their students full access to certain parts of the EHR limiting their ability to perform at a 4-5 level "independently". Since the preceptor must be present for EHR access. In such cases it may also be difficult for the preceptor to know which numerical level to assign.  
As discussed in the last Outcome Assessment a cross-walk was provided with this year's Administrative evaluations, giving preceptors suggestions on simple ways the more uncommon objectives could be met and while this did help there is still room for improvement. As clinics are becoming more and more specialized it is more difficult for students to get the opportunity to get the chance to complete procedure objectives at only one clinic. E.g. an EKG and PFT are rarely done in the same clinic.
3. Increasing the number of procedure opportunities students have at externship will require further discussions with clinics to confirm the reason, discuss options, and determine if it would be beneficial to go back to rotating clinic assignments.  
In addition a "training video" for preceptors to review would go a long way in guiding them towards efficient evaluating as well increasing their awareness of the student's behaviors and understanding.
4. All medical assisting faculty (full time and adjunct, theory and clinical) take part in the assessment tools of the program. In addition, all medical assisting faculty take part in reviewing written assignments that will be specifically directed at meeting specific Administrative and Clinical objectives. In the event there is only one full time faculty member, the Nursing and Health Occupations (along with the Director of Nursing and Health Occupations) will assist the faculty in reviewing and discussing the assignments for continuity. Departmental faculty involvement.
5. Work with clinics to address preceptor training and procedure practice availability

6. The 2017-2018 Outcome Assessment resulted in an Administrative Evaluation Cross-walk being provided to preceptors, giving suggestions on simple ways the more uncommon objectives could be met. Additionally students/preceptees were given these as well and special attention was paid in encouraging students to take responsibility for the part they play in performing these objectives. I believe this played a crucial role in the overall increase in rated objectives