**Academic Bi-Annual Review: Medical Assisting**

**Years Two and Four of the Program Review Cycle**

The Coconino Community College bi-annual review consista of two areas: an update to the Program Review Action Plans/Recommendations and a review of program student learning outcomes, results, actions taken, and future actions since either the last program review or bi-annual review.

Prior to completing the Bi-Annual Review form, the Assessment Coordinator provides the program with the most recently completed Program Review Actions Plans/Recommendations, Program Assessment Reports with associated assignments and rubrics, and a summary of related Course Assessment Reports. In Year Four, the previous Bi-Annual Review information is provided as well.

Provide a status update to any of the recommendations. Then analyze the attached student learning assessment data and provide any future actions to be taken based on that data. In Year Four, provide an update on previously stated future actions from the previous bi-annual report. Attach any department/program minutes or other appropriate documentation that recorded discussion of updates to recommendations or of student learning assessment.

**I. ACTION PLAN/RECOMMENDATION UPDATE**

**1. Action Item 1:** Improve the number of industry exams taken by graduates to 80%.

**2. Anticipated date for completion:** To be completed before next program review.

**3. List potential benefits to student success:** This will help students meet their goals of gainful employment .

**4. Status Update:** Upon review of available documentation from the last year of completed students, 4 out of 10 students have taken the test. This shows improvement over prior years which saw 10-20% of graduates sitting for the national medical assistant exam and passing. This improvement was achieved by having the students create their account during the exit interview and sending their completion letter during that meeting to the American Medical Technologists. This helps students overcome most barriers to signing up for the exam.

**5. Last reviewed date:** 5/1/21

**1. Action Item 2:** Gather class level data to determine effectiveness of individual classes for meeting program outcomes.

**2. Anticipated date for completion:** To be completed before next program review.

**3. List potential benefits to student success:** Verification of program effectiveness.

**4. Status Update:** Since undertaking this goal, all assessment activities for the lecture classes have been moved to McGraw Hill Connect, which is an online learning management system that covers all classwork within the medical assisting program. This should help with the collection of assessment data, beginning Fall 2021. Assessment activities for the lab classes will still be gathered during in-person practical exams since this is the most effective way to test laboratory skills. An example of assessment data collected from in-person practical exam given during the Spring 2021 semester is below:

* Students were to administer a deltoid shot showing appropriate technique, meeting safety standards, and charting appropriately. Points were deducted for mistakes based on the importance of the error. Students were required to achieve a score of 70% or better to pass. Out of 11 students, 10 passed with a score of 70% or higher, 0 students scored lower than 70%, and due to COVID, 1 student was unable to take the practical exam before the term had ended. The student was instead issued an online alternate exam which resulted in a score of 100%. This assessment correlates to all program outcomes (apply office management skills to perform daily medical office tasks, apply clinical skills to a medical office, display professional behavior in a medical setting, and explain legal and ethical issues in the healthcare setting) and shows that the current program teaching methods are effective.

**5. Last reviewed date:** 5/1/21

**1. Action Item 3:** Gather employment data after graduation to ensure that students are being gainfully employed.

**2. Anticipated date for completion:** to be completed before next program review

**3. List potential benefits to student success:** Verification of program effectiveness

**4. Status Update:** Since the original review was written, the CTE department has hired a CTE specialist who will be working to gather this data. This should improve the process substantially. With this being a new method of collection, no information is available yet. Data collection will begin with the Summer 2021 graduates.

**5. Last reviewed date:** 5/1/21

**II. ASSESSMENT OF STUDENT LEARNING**

**1. Program Outcome/Measure:** Apply clinical skills to a medical office

**2. Course Assessment Gathered:** Deltoid Injection Practical

**3. Method of Assessment:** Practical Exam

**3. Semester Information Gathered:** Spring 2021

**4. Results of Assessment:** All student completed the assessment in a satisfactory manner

**5. Associated Benchmarks:**

**III. ANALYSIS**

Current in class assessment of practical skills shows that students are receiving the clinical skills necessary for entry level gainful employment. Other assessment information forthcoming from McGraw Hill Connect will be used to understand how students are retaining the information necessary for success in both clinical and administrative medical assistant tasks.

**IV. UPDATE ON ANY PREVIOUS ACTIONS:** For action item 1, a new procedure was added to the exit interview of medical assistants who have completed internships. In this procedure, students were given step by step directions on how to sign up for the exam and what to expect, and forms were sent automatically to the American Medical Technologists to give students a head start on signing up for the exam. While a 40% rate is still not good, sadly, it is an improvement from former statistics. Action items 2 and 3 are still in progress and will require further future evaluation.

**V. FUTURE ACTIONS:** Action item 1 is better, but still not good enough, so the process will need to be changed further. Starting Fall 2021, students coming in for the exit interview will now log in to their AMT account and begin the application to take the test before leaving the campus. This should remove barriers to completing the application and hopefully increasing the number of students taking the test. For action item 2, I will need to continue to collect more data, especially the data coming from McGraw Hill connect starting Fall 2021. For action item 3 I will need to collaborate with the CTE Specialist to make sure that I get the employment data so we can check the effectiveness of current practices in terms of gainful employment.