**Sinclair Community College**

**Program/Department Annual Update**

**2009-10**

**Program:** Medical Assistant Technology

**Chairperson:** Judy Kronenberger, Program Director

**Dean:** Dave Collins

**Date:** 12/07/2009

**Program outcome(s) for which data were collected during 08-09:**

**(**Note: Outcome(s) listed on Program Outcomes Assessment Plan document located at Provost website: http://www.sinclair.edu/administrative/vpi/pdreview/index.cfm)

Identify, evaluate and appropriately apply principles of office management and demonstrate competence in performing administrative clerical duties and managing medical practice finances.

**Program outcome(s) for which data are being collected this year (09-10):**

**(**Note: Outcome(s) listed on Program Outcomes Assessment Plan document located at Provost website: http://www.sinclair.edu/administrative/vpi/pdreview/index.cfm)

Describe/apply principles of effective oral and written communication skills with patients, their families, and other health care providers.

**Directions:**

This annual update has been designed so that a one-page program review update is provided by each department on an annual basis, in conjunction with the Departmental Program Review process.

The program outcome(s) were identified by department chairs as being those under study each year. Please note the following schedule:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Program Outcomes** | **06-07** | **07-08** | **08-09** | **09-10** | **10-11** |
| **PO #1** | **Direct measure data are *collected*** | **Direct measure data are *analyzed*** | **Document *improvements*** |  |  |
| **PO #2** |  | **Direct measure data are *collected*** | **Direct measure data are *analyzed*** | **Document *improvements*** |  |
| **PO #3** |  |  | **Direct measure data are *collected*** | **Direct measure data are *analyzed*** | **Document *improvements*** |
| **PO #4** |  |  |  | **Direct measure data are *collected*** | **Direct measure data are *analyzed*** |
| **PO #5** |  |  |  |  | **Direct measure data are *collected*** |

**Please e-mail this completed form to** [**angie.didier@sinclair.edu**](mailto:angie.didier@sinclair.edu) **by December 18, 2009. Thank you.**

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| **Please list noteworthy changes in the data set from last year:**  Students graduating from the MAS 2-year associate degree program continue to pass the national certification examination (CMA) at a higher rate (100%) compared to graduates of other programs nationally (70%).  **Please list the actions and/or improvement priorities underway from the most recent program review recommendations:**  **Program outcome(s)--data collected in 07-08**  **What actions/improvements are underway as a result of your data analysis?**  Based on the last report (dated March 3, 2009), an analysis of the Degree Completion Report, Graduate Surveys, and Employer Surveys found that there was a “lack of graduates” and “graduates seem to feel a disconnect between the time spent in school and the amount of compensation received (the average pay is $11.00).”  Although there is discussion with the program chair and assistant dean, Jenny Spegal, regarding the development of a one-year certificate medical assisting program, students admitted to the program this fall (2009) were surveyed about their preference for a one-year certificate versus a 2-year associate degree. There was a total of 28 responses and the majority (24 or 86%) indicated that they would have preferred to take 3 years to complete the associate degree program but with the rumor of a one-year certificate, they decided to come into the program to assure getting an associate degree. Because the local proprietary schools offer “short-term” associate degrees, our students may be greatly disadvantaged by not having an associate degree. This may result in lower salaries for our students than already present in the community for all medical assistants.  **Program outcome(s)--data collected in 08-09**  **How have you analyzed the data collected? What did you find? Describe the results obtained.**  To determine the academic goals of students taking MAS 103 (Medical Law and Ethics) during the fall 2009 quarter, students were categorized according to those pursuing an associate degree and those pursuing a short-term medical office receptionist certificate. There were 72 students enrolled in 1 of 3 sections offered in the fall 2009 quarter. Thirty-nine students (54%) are current first-year students in the MAS program, 12 (17%) are enrolled in the MOR certificate program, and the remaining 21 students ( 29%) are not in either the MAS program or the MOR program .  It is not known how many of the MOR students have found entry-level employment with apply principles of office management and demonstrate competence in performing administrative clerical duties and managing medical practice finances. Further, it is not known how/when these data are being collected.  Again, it is not known how many MOR students actually matriculate into the 2-year associate degree program including if/how these data are collected.  **Program outcome(s)—data collected for 09-10**  **For the outcome(s) currently under study (for 09-10 outcomes), what evidence and process do you plan to use to determine the extent to which this/these program outcome(s) have been met?**  The 2008 AAMA/CAAHEP standards include cognitive, psychomotor and affective competencies related to effective communication for the professional medical assistant. A current review is in process to look at all courses in the MAS program to assure that these competency standards are described as measurable learning outcomes on all syllabi. Further, all learning outcomes will have appropriate and measurable activities to address all three domains.  Note: Next year, you will be asked to describe the analysis (09-10 outcomes), and actions/improvements underway (08-09 outcomes).  **General Education**  **Describe any general education changes/improvements in your program/department during this past academic year (08-09).**  I am not aware of any changes/improvements made in the MAS program or the MOR certificate to address general education outcomes during this past year (2008-2009). |