

Instructional Program Review Four Column Report

Program Review - Medical Assisting

Mission Statement: To educate and develop competent and professional medical assistants who will serve their community.

Has mission statement changed since last review?: No

Align your discipline mission to college mission: 1. challenges, and empowers our diverse, multicultural community of learners to realize their goals;

Semester submitted: Spring 2015

Major developments and changes: None

Year One Objectives: To expand the delivery of at least 2 Medical Assisting courses in hybrid and/or online formats.

Status of Year One Objectives: Ongoing

Year Two Objectives: Update Medical Assisting and Medical Transcription certificate patterns if needed

Investigate and design (if determined feasible) new certificate patterns to be offered in the Medical Assisting discipline.

Status of Year Two Objectives: New

Year Three Objectives: Investigate the requirements for and feasibility of seeking national accreditation for certificates offered in the Medical Assisting discipline.

Status of Year Three Objectives: New

<i>List Program Objectives or Data</i>	<i>Describe Objectives or Data</i>	<i>Evaluation of Objectives and/or Data Analysis</i>	<i>Action Plans</i>
<p>Success Rates by Course for Ethnicity, Age and Gender - Analyze course success rates by Ethnicity, Age and Gender</p> <p>Objective Status: Ongoing</p> <p>Type: Data Analysis</p>	<p>Direct: Institutional Research or Other Data - Analyze course success rates by Ethnicity, Age and Gender</p>	<p>Report Submitted: 2014 - 2015 (Spring 2015)</p> <p>Performance Target Met: In progress</p> <p>OVERALL SUCCESS RATE</p> <p>There has been a light decrease in success rates from 2009 (70.1%) to 2014 (68.7%). The reason for this decrease is unclear. However, it is believed to be in part due to the decrease in the student success rates in MDA-1A (63.9% in 2014). This is a beginning course with no prerequisite that is required for a number of allied health programs. Many students who take this course are unprepared for the level of difficulty of the class.</p> <p>Overall, medical assisting has a slightly lower success rate than the college (71.9%).</p>	<p>Action Plan: Rise success rates by 10%. (05/19/2015)</p>

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		<p>ETHNICITY The success rates of student by ethnicity show that African American/Blacks and Hispanic/Latinos have the lowest overall success rates (57.3% and 63.5% respectively). In 2011-2012, there was an increase in success rates in both these ethnic groups (African American/Black - 70.4% and Hispanic/Latino - 69.9%). It is unclear as to why the increase in that academic year.</p> <p>AGE The medical assisting program has slightly higher success rates in the age groups 25 - 50 or older than the College. However, the 19 or younger and 20-24 have significantly lower success rates than the College (48.7% and 62.1% respectively). The overall low success rates of these age groups is attributed to the low success rates of these age groups in MDA-1A (45.6% and 56.8%).</p> <p>GENDER Success rates for males and females are evenly distributed (69.7% and 68.3% respectively). (05/18/2015)</p>	
<p>Continue to incorporate new technologies/software into the Medical Assisting program - Continue to incorporate new technologies/software into the Medical Assisting program with the use of an EHR program/simulation Objective Status: Ongoing Type: Other types of Objectives</p>	<p>Student Success - Continue to incorporate new technologies/software into the Medical Assisting programs Performance Target : Add new technologies - EHR software</p>	<p>Report Submitted: 2014 - 2015 (Spring 2015) Performance Target Met: In progress In 2009 HITECH was signed into law as part of the American Recovery and Reinvestment Act. Its purpose is to stimulate the adoption of electronic health records (EHR) and supporting technology in the United States. Since HITECH became law an increasing number of hospitals, clinics and physician offices have implemented the use of EHRs. As the medical assisting program strives to provide students with the skills required to be successful it is important to provide the students with ability to use EHRs and other technologies currently being used in healthcare facilities. (05/18/2015)</p>	<p>Action Plan: Request funds for EHR software, 10 tablets, computer and server. (05/18/2015) Action Plan Number: 1</p>
<p>Professional development for faculty - Offer professional development opportunities for faculty Objective Status: New Type: Other types of Objectives</p>	<p>Report(s) - Offer professional development opportunities for faculty.</p>	<p>Report Submitted: 2014 - 2015 (Spring 2015) Performance Target Met: In progress It is important for faculty to remain current in changes, advances and evolving technologies occurring in healthcare and medical assisting. There are a number of professional</p>	<p>Action Plan: To obtain funds to send 2 faculty members to professional conferences (05/18/2015) Action Plan Number: 2</p>

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		<p>conferences sponsored by publishers and professional organizations that provide valuable information and updates in the healthcare and medical assisting field. These conferences would be invaluable to faculty in assisting them remain current in the field. (05/18/2015)</p>	
<p>Curriculum Currency - Expand delivery methods in at least 2 medical assisting classes Objective Status: Ongoing Type: Curriculum</p>	<p>Schedule of Classes - To expand the delivery options of at least 2 medical assisting courses in hybrid and/or online formats Performance Target : To redesign at least 2 courses for delivery in either a hybrid and/or online format</p>	<p>Report Submitted: 2014 - 2015 (Spring 2015) Performance Target Met: In progress Redesign at least 2 medical assisting courses to be delivered in a hybrid and/or online format. (05/18/2015)</p>	<p>Action Plan: Redesign and launch at least 2 courses in CurricUNET for delivery in hybrid and/or online format by fall 2015. (05/18/2015)</p>
<p>Market the medical assisting certificates more effectively - Market the medical assisting program more effectively by developing materials to provide interested students/counselors from high schools and other entities pertinent information about the program. Objective Status: New Type: Other types of Objectives</p>	<p>Schedule of Classes - Market the medical assisting program more effectively by developing materials to provide interested students/counselors from high schools and other entities pertinent information about the program. Performance Target : To acquire marketing material for medical assisting program</p>	<p>Report Submitted: 2014 - 2015 (Spring 2015) Performance Target Met: In progress It is important to have marketing materials (brochures and flyers) available for prospective students and other interested parties during field trips or at career fairs. They provide visual and written information about the program. (05/18/2015)</p>	<p>Action Plan: To obtain an increase in budget to cover printing costs. (05/19/2015) Action Plan Number: 3</p>
<p>AAMA accreditation through CAAHEP or ABHES - Investigate requirements for and feasibility of seeking national accreditation by CAAHEP or ABHES the for certificates offered in the medical assisting discipline so that students may take the CMA exam offered by the AAMA. Objective Status: New Type: Other types of Objectives</p>	<p>Accreditation - Investigate requirements and possibly seek accreditation for national certification for certificates offered in the medical assisting discipline. Performance Target : Investigate requirements for national certification by fall 2015.</p>	<p>Report Submitted: 2014 - 2015 (Spring 2015) Performance Target Met: In progress Many employers are seeking employees that have state or national certification. In order to obtain AAMA certification, students must graduate from an ABHES or CAAHEP accredited school. AAMA certification will provide students with a competitive advantage in seeking employment especially as it is a national certification. (05/18/2015)</p>	<p>Action Plan: Investigate requirements for AAMA accreditation by Fall 2015 (05/18/2015)</p>
<p>New certificate patterns - Investigate and design (if determined feasible) new certificate patterns to be offered in medical assisting discipline.</p>	<p>College Catalog - Investigate and design (if determined feasible) new certificate patterns to be offered in medical assisting discipline.</p>	<p>Report Submitted: 2014 - 2015 (Spring 2015) Performance Target Met: In progress The medical assisting discipline will contact various interested parties including the Inland Empire Deputy</p>	<p>Action Plan: Determine if new certificate patterns are feasible and, if so, work with Dr. Graveen and BITS department to develop</p>

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<p>Objective Status: New Type: Curriculum</p>	<p>Performance Target : Determine if new certificate patterns for coding and health information technology are feasible offerings in the MVC service area.</p>	<p>Sector Navigator to determine if the addition of coding and health information technology certificates are feasible offerings in the MVC service area. (05/19/2015)</p>	<p>certificates. (05/19/2015)</p>
<p>Summary of SLO Assessment for 2015 Four-Year Reports - Status of SLO Assessment Objective Status: Ongoing Type: Assessment</p>	<p>SLO Assessments - Referring to the "IPR-Report on Assessment" in Ad Hoc Reports, review the SLO Assessment Result Dates to ensure that all SLOs have been assessed in 2012 or later. In narrative form, please describe your progress in assessing your courses and programs over the last four years. Include information about the ways in which you are using assessment results to improve teaching and learning in your courses and/or programs. Performance Target : (1) All SLOs have an Assessment Result Date of 2012 or later. (2) Assessment results are used to improve teaching and learning in your courses and/or programs.</p>	<p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: In progress Currently all SLOs have been assessed with the exception of MDA-54 and MDA-61. MDA-61 was assessed in fall, 2011 and partially assessed in spring 2012. Since that time, the course has been offered but cancelled due to low enrollments. It will be offered again in spring 2016. MDA-54 is partially assessed and will be completed at the end of the fall 2015 semester. (10/06/2015)</p>	<p>Action Plan: To complete the assessment of MDA-54 in fall 2015 and the assessment of MDA-61 in spring 2016. (10/06/2015)</p>
<p>Summary of Curriculum Status for 2015 Four-Year Report - Status of Course Outlines of Record (CORs) Objective Status: Ongoing Type: Curriculum</p>	<p>CurricUNET - A major part of the program review process is to complete a thorough review of the Course Outlines of Record (CORs). Referring to the "IPR - Report on CORs and Course Offering/Rotation" in Ad Hoc Reports, review the COR dates to ensure that all CORs are dated 2010 or later. (To make changes to the IPR-Report on CORs, you must return to Course SLO Assessment.) Performance Target : All Course</p>	<p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes Every course in the medical assisting curriculum has been launched and moving through the approval process. (10/06/2015)</p>	<p>Action Plan: Follow up with launched CORs to make sure they successfully complete the approval process. (10/06/2015)</p>

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	Outlines of Record have a date of 2010 or later.		
<p>Successful Completion Analysis for 2015 Four-Year Report - Analysis of data on success (2003-2014) Objective Status: Ongoing Type: Data Analysis</p>	<p>Direct: Institutional Research or Other Data - Referring to the data in your Four-Year Program Review Data Files folder in the Document Repository, please analyze trends in success that you believe are important for your planning and resource needs. Please also include the data file(s) by relating it to the document. Performance Target : Please state your performance target.</p>	<p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes The success rate for medical assisting has been between 62% - 68%. This lower success rate is due in part to the number of MDA-1A courses offered (4-5 per semester) in comparison to the other coursed in the MDA discipline with higher success rates. MDA-1A is a introductory course open to all students. Many students take the course unprepared for the amount of time required to be successful in a language course. The other courses in the MDA discipline have success rates of 70% or above. (10/06/2015)</p>	<p>Action Plan: To continue to review MDA success rates and look at methods to improve the success rates in all courses especially in MDA-1A (10/06/2015)</p>
<p>Retention Analysis for 2015 Four-Year Report - Analysis of data on retention (2003-2014) Objective Status: Ongoing Type: Data Analysis</p>	<p>Direct: Institutional Research or Other Data - Referring to the data in your Four-Year Program Review Data Files folder in the Document Repository, please analyze trends in retention that you believe are important for your planning and resource needs. Please also include the data file(s) by relating it to the document. Performance Target : Please state your performance target.</p>	<p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes Student retention in the medical assisting discipline has increased since 2009-2010 from 82.9% to 87.8%. (10/06/2015)</p>	<p>Action Plan: To continue to monitor and support students' success in medical assisting courses. (10/06/2015)</p>
<p>Enrollment Analysis for 2015 Four-Year Report - Analysis of data on enrollment (2003-2014) Objective Status: Ongoing Type: Data Analysis</p>	<p>Direct: Institutional Research or Other Data - Referring to the data in your Four-Year Program Review Data Files folder in the Document Repository, please analyze trends in enrollment that you believe are important for your planning and resource needs. Please also include the data file(s) by relating it to the document. Performance Target : Please state</p>	<p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes Enrollments were higher from 2009 - 2013 when the economy was in recession. The enrollment numbers from 2014 are lower due to the recovery in the economy. (10/06/2015)</p>	<p>Action Plan: Work with discipline and department to recruit new students into medical assisting by promoting program through various avenues such as local high school fairs. (10/06/2015)</p>

List Program Objectives or Data	Describe Objectives or Data	Evaluation of Objectives and/or Data Analysis	Action Plans
<p>Efficiency Analysis for 2015 Four-Year Report - Analysis of data on efficiency (2010-2014) Objective Status: Ongoing Type: Data Analysis</p>	<p>your performance target.</p> <p>Direct: Institutional Research or Other Data - Referring to the data in your Four-Year Program Review Data Files folder in the Document Repository, please analyze trends in efficiency that you believe are important for your planning and resource needs. Please also include the data file(s) by relating it to the document.</p> <p>Performance Target : The State target for efficiency is 525. Compare your discipline/program's efficiency levels to this State benchmark, including (if applicable) a discussion of course enrollment limitations that may not allow you to achieve the benchmark.</p>	<p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes Medical assisting has met the efficiency target of 525 - see related document. (10/06/2015) Related Documents: MOV MDA PR Data.docx</p>	<p>Action Plan: To continue to monitor efficiency levels. (10/06/2015)</p>
<p>CTE Labor Market Analysis for 2015 Report - Review of Labor Market Data Objective Status: Ongoing Type: Data Analysis</p>	<p>Direct: Institutional Research or Other Data - Per California Education Code Section 78016, labor market information shall be reviewed every two years to ensure that each program does all of the following:</p> <ul style="list-style-type: none"> (1) Meets a documented labor market demand. (2) Does not represent unnecessary duplication of other manpower training programs in the area. (3) Is of demonstrated effectiveness as measured by the employment and completion success of its students. <p>Performance Target : (1) Program meets a documented labor market</p>	<p>Report Submitted: 2015 - 2016 (Fall 2015) Performance Target Met: Yes According to the State of California Employment Development Department , the labor market for medical assistants has a projected growth rate of 24% with 290 new job openings per year in the Inland Empire Area through 2022. (10/06/2015)</p>	<p>Action Plan: To develop externship program to assist students in job placement (10/06/2015)</p>

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demand.
 (2) Program has demonstrated effectiveness as measured by the employment and completion success of its students.

Copy IPR - Report on CORs and Course Offering/Rotation with Notes and SLO Status

Course ID	Course Name	SLO Status	Official date of COR in CurricUNET	COR Notes	Course Offering and Rotation Plan
MDA-1A	Medical Terminology 1A	Active	01/20/2015		
MDA-1A	Medical Terminology 1A	Inactive/Historical	12/01/2003		
MDA-1B	Medical Terminology 1B	Active	01/20/2015		
MDA-1B	Medical Terminology 1B	Inactive/Historical	12/01/2003		
MDA-54	Clinic Medical Asst	Active	01/20/2015		
MDA-54	Clinic Medical Asst	Inactive/Historical	12/01/2003		
MDA-58A	Medical Transcription	Active	04/21/2015		
MDA-58A	Medical Transcription	Inactive/Historical	12/01/2003		
MDA-59	Medicl Office Procedures	Active	01/20/2003		
MDA-59	Medicl Office Procedures	Active	01/20/2015		
MDA-59	Medicl Office Procedures	Inactive/Historical	12/01/2003		
MDA-60	Survey Human Disease	Active	01/20/2015		
MDA-60	Survey Human Disease	Inactive/Historical	12/01/2003		
MDA-61	Pharmacology for Med Personnel	Active	01/20/2015		
MDA-61	Pharmacology for Med Personnel	Inactive/Historical	12/01/2003		
MDA-62	CPT-Coding	Active	01/20/2015		
MDA-62	CPT-Coding	Active	01/20/2015		Spring 2016
MDA-62	CPT-Coding	Inactive/Historical	12/01/2003		
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IPR - Report on Assessment with SLO Status

Course ID	Course Name	SLO Name	SLO Status	Assessment Result Date
MDA-1A	Medical Terminology 1A	SLO 1	Active	03/31/2015
		SLO 1	Active	09/29/2015
		SLO 2	Inactive/Historical	10/06/2015
		SLO 2A	Active	10/04/2015
		SLO 3	Inactive/Historical	10/06/2015
		SLO 4	Active	10/04/2015
MDA-1B	Medical Terminology 1B	SLO 1	Active	10/04/2015
		SLO 2	Inactive/Historical	10/06/2015
		SLO 2A	Active	10/04/2015
		SLO 3	Inactive/Historical	10/06/2015
		SLO 3A	Active	10/04/2015
		SLO 4	Inactive/Historical	10/06/2015
MDA-54	Clinic Medical Asst	SLO 1	Inactive/Historical	
		SLO 1A	Active	
		SLO 2	Active	10/06/2015
		SLO 3	Inactive/Historical	
		SLO 3A	Active	
		SLO 4	Inactive/Historical	
		SLO 4A	Active	
		SLO 5	Inactive/Historical	
		SLO 5A	Active	
MDA-58A	Medical Transcription	SLO 1	Inactive/Historical	10/04/2015
		SLO 2	Active	10/04/2015
		SLO 3	Inactive/Historical	
		SLO 4	Active	10/04/2015
		SLO 5	Inactive/Historical	
		SLO 6	Inactive/Historical	
		SLO 7	Active	10/04/2015
MDA-59	Medicl Office Procedures	SLO 1	Inactive/Historical	10/05/2015
		SLO 1A	Active	09/15/2015
		SLO 2	Inactive/Historical	10/05/2015
		SLO 2A	Active	09/15/2015

Course ID	Course Name	SLO Name	SLO Status	Assessment Result Date
		SLO 3	Inactive/Historical	10/05/2015
		SLO 3A	Active	09/15/2015
		SLO 4	Inactive/Historical	10/05/2015
		SLO 4A	Active	09/15/2015
		SLO 5	Inactive/Historical	10/06/2015
		SLO 5A	Active	09/15/2015
		SLO 6	Inactive/Historical	10/06/2015
		SLO 7	Inactive/Historical	10/05/2015
		SLO 8	Inactive/Historical	10/05/2015
		SLO 9	Inactive/Historical	10/05/2015
MDA-60	Survey Human Disease	SLO 1	Inactive/Historical	10/04/2015
		SLO 1A	Active	10/04/2015
		SLO 2	Inactive/Historical	10/04/2015
		SLO 3	Inactive/Historical	10/04/2015
		SLO 4	Inactive/Historical	10/04/2015
		SLO 5	Inactive/Historical	10/04/2015
		SLO 6	Inactive/Historical	10/04/2015
MDA-61	Pharmacology for Med Personnel	SLO 1	Inactive/Historical	10/05/2015
		SLO 1A	Active	10/05/2015
		SLO 2	Inactive/Historical	10/05/2015
		SLO 3	Inactive/Historical	10/05/2015
		SLO 4	Inactive/Historical	10/05/2015
MDA-62	CPT-Coding	SLO 1	Inactive/Historical	10/05/2015
		SLO 1A	Active	10/05/2015
		SLO 2	Inactive/Historical	10/05/2015
		SLO 2A	Active	10/05/2015
		SLO 3	Inactive/Historical	10/05/2015
		SLO 4	Inactive/Historical	10/05/2015
		SLO 5	Inactive/Historical	10/05/2015
		SLO 6	Inactive/Historical	10/05/2015
		SLO 7	Inactive/Historical	10/05/2015
		SLO 8	Inactive/Historical	10/05/2015
PR-MDA	Program Review - Medical Assisting	SLO 1		