

Program Outcome and Assessment(s)
2017-2018 Program Outcome (PO) Year End Reporting Form
Program Review Cycle – 2016-17

Institutional Goal 2: Increase Student Access
Institutional Goal 3: Improve Student Success

Name of Program: Medical Assisting

Mission/Purpose Statement: The faculty of the Medical Assisting department is committed to the mission and goals of Wayne Community College and to promoting excellence within the profession by educating students at the associate degree level to competently perform as a multi-skilled medical assistant who may acquire certification and become a member of the AAMA/AMT, and commit to continuing education opportunities.

Outcome # 1: Program Retention, Fall to Fall

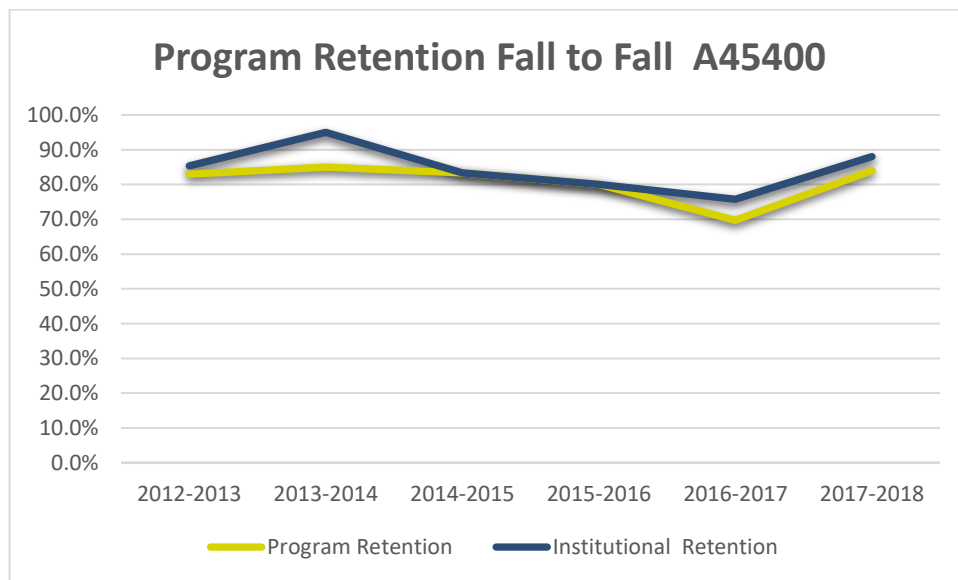
Baseline: 83.8% Fall to Fall (Average program retention – 2012-13; 2013-14; 2014-15)
Standard: 85.8% Fall to Fall
Target: 87.8% Fall to Fall

Data / Results:

Fall-to-Fall

| Year | Fall Enrollment | Grads | Return | Non-Completers | Program Retention | Program Transfer | Institutional Retention |
|-----------|-----------------|-------|--------|----------------|-------------------|------------------|-------------------------|
| 2012-2013 | 41 | 15 | 19 | 6 | 82.9% | 1 | 85.4% |
| 2013-2014 | 40 | 19 | 15 | 2 | 85.0% | 4 | 95.0% |
| 2014-2015 | 36 | 15 | 15 | 6 | 83.3% | 0 | 83.3% |
| 2015-2016 | 35 | 15 | 13 | 7 | 80.0% | 0 | 80.0% |
| 2016-2017 | 33 | 13 | 10 | 8 | 69.7% | 2 | 75.8% |
| 2017-2018 | 25 | 9 | 12 | 3 | 84.0% | 1 | 88.0% |

Sources: Curriculum Registration Progress Financial Aid Reports (CRPFA) and Entrisik Informer Report – IE – Graduates – Acad Credentials by Term by Program Code



Departmental Stats:

| Original Cohort | | | | | |
|------------------------|----------|----------------|------------|------------------------|------------------------|
| Cohort Years | Admitted | Non-Completers | Graduation | Completion Rate - 100% | Completion Rate - 150% |
| 2012-2014 | 25 | 8 | 17 | 68.0% | |
| 2013-2015 | 20 | 5 | 15 | 75.0% | |
| 2014-2016 | 20 | 5 | 15 | 75.0% | |
| 2015-2017 | 20 | 7 | 15 | 75.0% | |
| 2016-2018 | 18 | 8 | | | |

Sources: Curriculum Registration Progress Financial Aid Reports (CRPFA), Entrinsik Informer Report – IE – Graduates – Acad Credentials by Term by Program Code, and Entrinsik Informer Report – IE – FC – Application Statuses – Odom Copy

| Advanced Standing Original Cohort | | | | | |
|--|----------|----------------|------------|------------------------|------------------------|
| Cohort Years | Admitted | Non-Completers | Graduation | Completion Rate - 100% | Completion Rate - 150% |
| 2012-2014 | | | | | |
| 2013-2015 | 2 | 1 | 1 | 50.0% | |
| 2014-2016 | | | | | |
| 2015-2017 | 2 | 0 | 2 | 100.0% | |
| 2016-2018 | 2 | 1 | 1 | 50.0% | |

Sources: Curriculum Registration Progress Financial Aid Reports (CRPFA), Entrinsik Informer Report – IE – Graduates – Acad Credentials by Term by Program Code, and Entrinsik Informer Report – IE – FC Application Statuses – Odom Copy

| Advanced Standing Readmitted Students | | | | |
|--|------------|-----------------|----------------|------------|
| Cohort Years | Readmitted | Starting Cohort | Non-Completers | Graduation |
| 2012-2014 | 1 | 1 - Summer 2012 | 0 | 1 |
| 2013-2015 | | | | |
| 2014-2016 | | | | |
| 2015-2017 | | | | |
| 2016-2018 | | | | |

Sources: Curriculum Registration Progress Financial Aid Reports (CRPFA), Entrinsik Informer Report – IE – Graduates – Acad Credentials by Term by Program Code, and Entrinsik Informer Report – IE – FC Application Statuses – Odom Copy

| All Students (Original, Readmitted, Advanced Standing, & Readmitted Advanced Standing) | | | | |
|---|----------|----------------|------------|-----------------|
| Cohort Years | Admitted | Non-Completers | Graduation | Graduation Rate |
| 2012-2014 | 26 | 8 | 18 | 69.2% |
| 2013-2015 | 22 | 6 | 16 | 72.7% |
| 2014-2016 | 20 | 5 | 15 | 75.0% |
| 2015-2017 | 22 | 8 | 15 | 68.2% |
| 2016-2018 | 20 | 11 | 9 | 45.0% |

Sources: Curriculum Registration Progress Financial Aid Reports (CRPFA), Entrinsik Informer Report – IE - Graduates – Acad Credentials by Term by Program Code, and Entrinsik Informer Report – IE – FC Application Statues – Odom Copy

| MED-140 | | | | | | |
|-------------|-------------|----------|-----------|----------------|----------------|-----------------|
| Cohort Year | Term | Enrolled | Completed | Non-Completers | Not in Program | Completion Rate |
| 2014-2016 | Spring 2015 | 17 | 15 | 2 | 0 | 88.2% |
| 2015-2017 | Spring 2016 | 17 | 14 | 3 | 0 | 82.4% |
| 2016-2018 | Spring 2017 | 16 | 14 | 2 | 0 | 87.5% |
| 2017-2019 | Spring 2018 | 11 | 11 | 0 | 0 | 100.0% |

Sources: Curriculum Registration Progress Financial Aid Reports (CRPFA) and Entrinsik Informer – IE – Students in a Specific Course with Final Grades

2018-2019 Strategies / Action Items:

| Item # | Strategies / Action Items <i>(Action items identified in the 2017-18 year-end report)</i> | Results <i>(State the progress/results of the action items identified based on your method of assessment. Provide number/percent accomplished.)</i> |
|--------|---|---|
| 1 | Continue intrusive advising- by using the check sheet and Aviso | Continued to keep the check sheet but did not receive training on how to enter the sheet in Aviso. |
| 2 | Utilize Aviso to issue early alerts for MED courses that are taught by the MA faculty. | Kept a departmental log of the amount of early alerts that were sent via Aviso. The adjunct faculty gave 3 early alerts via Aviso. |
| 3 | Recruit high school students to join the CCP | Went to the CCP showcase and spoke with several students about the MA CCP. We have had 11 enrolled in Spring 2019 and two additional for summer 2019. |

Provide narrative for analysis of program retention. *(Based on the data, provide a narrative of your analysis of fall to fall retention. Indicate factors that may have affected your retention. State any changes you plan to address for next year that may affect / increase your retention.)*

The retention rate for the program has increased from last year. However, it has remained steady over the past few years. However, the program did not meet the standard and target set forth by the school, but they did meet the program retention guidelines of 60% that is set forth by the accreditation. This was reported on the annual report that has been submitted and accepted by the Medical Assisting Education Review Board (MAERB). With the addition of the CCP we should see an increase in the amount of students that apply and complete the medical assisting program. The program director will utilize the new action items to help increase retention and increase success of the program.

Provide narrative for analysis of standard/target. *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? If you met your standard/target, what percentage would you like to increase your standard/target? Please provide an overall analysis of the results of your standard/target. Provide percentage of increase/decrease.)*

After reviewing, the standard and target percentages the MA program did not meet them this year the medical assisting faculty would like to see them changed. According to the standard that is, set forth by MAERB the retention standard is 60% the program continuously meets this goal so we would like to see the standard set

at 80%, which is the average of the past 6 years of data. The target we would like to see set at 85% which would be an increase from the standard and the baseline. The department sees these short-term goals as very attainable.

2019-2020 Strategies / Action Items: *(Identify new action items as a results of your review and assessment of previous year data and action item results.)*

| Item # | Action Items <i>(Identify action items as a result of your program outcome assessment.)</i> | Assessment of Action Items <i>(State the method of assessment; how you plan to evaluate/assess the results of the action items.)</i> |
|---------------|--|---|
| 1 | Continue intrusive advising- by using the check sheet and aviso | Keep a log and update the students folders at the end of the semester |
| 2 | Utilize Aviso to issue early alerts for MED courses that are taught by the MA faculty and recommend the success coach if needed. | Keep a log |
| 3 | Continue recruiting efforts for the CCP and AAS students | Work with recruiting to send the information out about the MA program |