

IMPERIAL VALLEY COLLEGE
PROGRAM REVIEW COMPLIANCE FORM AND REQUEST FOR RESOURCES

DEPARTMENT NAH - Med Assista

ACADEMIC YR 12-13

Comprehensive Program Review

Annual Assessment

Request for Resources (check all that apply)

For Comprehensive Program Review, include your Program Review data as well as your SLO/SAO assessment findings in order to update to your Comprehensive Program Review. Any changes to area needs and subsequent requests for additional resources must be reported at this time.

If your program is scheduled for a Comprehensive Program Review all forms are to be completed and submitted to the appropriate Dean/VP. If only an annual Program Review Assessment only and have no changes to area needs, sign below and submit this form to appropriate Dean/VP. If changes are made as a result of your annual assessment of program review data, please complete the appropriate Request for Resource form and submit to appropriate Dean/VP.

Susan (Amey) 2-28-13
Program Chair/Director Date

[Signature]
Signature of Area Dean

[Signature] 2-28-13
Area Vice President Date

Include the following documents to this Program Review Compliance form if you are requesting additional resources:
Comprehensive Program Review
Request for Resources Form
SLO/SAO Assessments
Request for Resources Forms

**Academic Program Evaluation – Medical Assistant
Division – Health and Sciences
Department – Nursing and Allied Health**

AHP COURSES

TERM	Enrollment	Fill Rate	# of Sections	Mass Cap	Avg. Class Cap	Avg. Class Size	FTEF	FTEF	PRODUCTIVITY (FTEF/FTEF)	Completion Rate	Success Rate
Fall 2009	319	120.38%	12	265	22.08	26.58	48.1	3.79	12.69	87%	73%
Spring 2010	332	120.73%	13	275	21.15	25.54	47.94	3.66	13.1	88%	78%
Fall 2010	337	129.62%	12	260	21.67	28.08	46.4	3.59	12.92	90%	77%
Spring 2011	315	118.87%	13	265	20.38	24.23	47.14	3.99	11.81	93%	82%
Fall 2011	315	116.67%	11	270	24.55	28.64	37.35	2.53	14.76	92%	83%
Spring 2012	286	105.15%	11	272	24.73	26	38.77	3.03	12.8	94%	85%
% Change Fall Semesters 09 - 11	-1.25%	-3.08%	-8.33%	1.89%	11.19%	7.75%	-22.35%	-33.25%	16.31%	6%	14%
% Change Spring Semesters 10 - 12	-13.86%	-12.90%	-15.38%	-1.09%	16.93%	1.80%	-19.13%	-17.21%	-2.29%	7%	9%

PROGRAM COMPLETION

Number of certificates completed Between Fall 2009 and Spring 2012	Number of Associate Degrees Completed Between Fall 2009 and Spring 2012
37	N/A

MEDICAL ASSISTANT -CERTIFICATE

Required Courses for Certificate: AHP 070, 072, 074, 080, 082, 084, 086, 100

MEDICAL ASSISTANT - ENROLLMENT, FILL RATES & WAIT LISTS

Course	Course Cap	ENROLLMENT - # OF SECTIONS						Fill Rate						Wait Lists 1/8/2013
		F09	S 10	F 10	S 11	F 11	S 12	F09	S 10	F 10	S 11	F 11	S 12	
AHP 070	20	27 - 1	23 - 1	27 - 1	24 - 1	22 - 1	21 - 1	135%	115%	135%	120%	110%	105%	
AHP 072	20	25 - 1	24 - 1	25 - 1	22 - 1		31 - 1	125%	120%	125%	110%		155%	
AHP 074	32					31 - 1	30 - 1					124%	93.75%	
AHP 080	20	30 - 1		31 - 1		29 - 1	6 - 1	150%		155%		145%	30%	20
AHP 082	20	27 - 1		25 - 1			31 - 1	135%		125%			155%	16
AHP 084	20		26 - 1		24 - 1				130%		120%			
AHP 086	20		25 - 1		23 - 1				125%		115%			
AHP 100	30	130 - 4	143 - 4	130 - 3	153 - 4	173 - 5	139 - 4	144.44%	119.17%	144.44%	127.50%	144.17%	115.83%	30

The enrollment and fill rates have been over cap with the exception of spring 2012 AHP080 where an additional section was offered out of the usual sequence. Wait lists in 080,082 demonstrate demand.

MEDICAL ASSISTANT - PRODUCTIVITY (FTES/FTEF)

Course	FTES						FTES						FTES					
	F09	S 10	F 10	S 11	F 11	S 12	F09	S 10	F 10	S 11	F 11	S 12	F09	S 10	F 10	S 11	F 11	S 12
AHP 070	4.17	3.55	4.17	3.7	3.39	3.24	0.3	0.3	0.3	0.3	0.30	0.3	13.9	11.83	13.9	12.33	11.3	10.8
AHP 072	3.86	3.7	3.86	3.39		4.78	0.3	0.3	0.3	0.3		0.3	12.87	12.33	12.87	11.3		15.9
AHP 074					6.38	6.17					0.13	0.13					49.08	47.5
AHP 080	4.63		4.78		4.47	0.93	0.23		0.23		0.23	0.23	20.13		20.78		19.43	4.04
AHP 082	4.17		3.86			4.78	0.23		0.23			0.23	18.13		16.78			20.8
AHP 084		4.01		3.7														
AHP 086		5.14		4.73				0.13		0.13				39.54		36.38		
AHP 100	13.37	14.71	13.37	15.72	17.80	14.31	0.8	0.80	0.80	0.80	1.00	0.80	16.71	18.39	16.71	19.65	17.8	17.9

MEDICAL ASSISTANT - COMPLETION & SUCCESS RATES

Course	Completion Rate						Success Rate					
	F09	S 10	F 10	S 11	F 11	S 12	F09	S 10	F 10	S 11	F 11	S 12
AHP 070	93%	100%	96%	92%	86%	95%	93%	100%	96%	88%	77%	95%
AHP 072	96%	92%	100%	95%		97%	88%	92%	96%	86%		94%
AHP 074					100%	100%					100%	100%
AHP 080	100%		100%		97%	67%	87%		81%		93%	67%
AHP 082	96%		100%			97%	96%		96%			90%
AHP 084		96%		100%				96%		96%		
AHP 086		100%		96%				100%		91%		
AHP 100	78%	80%	85%	90%	93%	91%	52%	66%	70%	71%	81%	78%

Completion and success rates are consistently above 90% for all AHP classes with the exception of the aberrant data for Spring 2012 AHP 080. Completion rates for AHP 100 have trended higher since spring 2011. Success rates for AHP 100 have been lower but are trending higher since fall 2010.

Recent Enrollment Demand: High Medium Low _____

Projection for Future Demand : Growing Stable Declining

Opportunity Analysis: (Successes, new curriculum development, alternative delivery mechanisms, interdisciplinary strategies, etc.)

Program consists of 2 parts- "Front Office" (AHP070, 072,074) and "Back Office" (AHP080-086 courses).

Front office courses have accepted students over cap every semester which has created a backlog and led to increased demand for the back office courses, which are only offered once a year. Additionally the deletion of summer classes has impacted the demand and scheduling.

The back office courses include lab experiences such as phlebotomy (especially in AHP 080 and have required additional personnel to assist instructor. Additionally the increased student numbers in AHP080 have increased the need for supplies. This has strained the current budget.

The MA Program has spent over budget for the past 2 years. The faculty have agreed to limit enrollment to cap in the 070-074 courses to decrease the demand for the "back office" courses. Faculty also agreed that they would like to conduct graduate surveys to assess employment in the field. Anecdotal information from faculty is that students are employed after completing the certificate program.

Summary of Program "Health" Evaluation: (Including consideration of size, score, productivity and quality of outcomes)

Program has success and completion rates ranging from 91-100% with one exception in Spring 2012 for AHP080 (67%) that faculty explained as a major scheduling issue. Program is offered only in the evenings and on weekends and has 3 part-time faculty who all work full-time in their field.

**Student Learning Outcomes and Program Learning Outcomes
Summary of SLO Assessments**

Program faculty have been through training on SLOs/PLOs and have been working diligently to complete their assessments on schedule.

Student learning Outcomes Assessments

#	Course Title	Dept	Units	F 10 - Crs SLOs	S 11 - Crs SLOs	F 11 Crs SLOs	S 12 Crs SLOs	F 12 Crs SLOs	S 13 - Crs SLOs
70	Admin Medical Asst I	NAH	4.5	1	2	3	3	0	TBA
72	Admin Medical Asst II	NAH	4.5	0	2		0	4	TBA
74	Clinical Externship I	NAH	2	1		2	0	1	TBA
80	Specimen Collection & Lab Proc.	NAH	3.5	1		2	3		TBA
82	Exam Room Procedures	NAH	3.5	1			2		TBA
84	Pharm and Admin of Med	NAH	3.5			2		2	
86	Clinical Externship II	NAH	2		1	2		2	

Success Rate of Student Learning Outcomes

Success rates in Medical Assisting Courses have ranged from 90% to 100% with only one exception due to unusual circumstances. This reflects the successful achievement of the identified SLOs.

PLO Assessments

- **Outcome 1:** Successfully complete front office/administrative externship with an employer assessment of student using Front Office/Administrative Clinical Externship Evaluation Rubric for AHP 074
- **Outcome 2:** Successfully complete back office/clinical externship with an employer assessment of the student using Clinical Externship Evaluation Rubric for AHP 086
- **Outcome 3:** Successfully identify correct medical terminology used in patient care and procedures based on exam in AHP 100

Success of PLOs

- **PLO # 1-** Success rate in AHP 074 has been 100%

- **PLO # 2-** Success rate in AHP 086 has ranged from 91% to 100%
- **PLO # 3-**Success rate for AHP 100has trended upward from 70% in F2010 to 81% in F2011, 78% in S2012

Future Goals of Program

1. Conduct graduate follow-up survey to number and % of graduates who obtain employment and Medical Assistant professional Certification
2. Explore professional accreditation for the program.
3. Explore serving as a Certification testing site (current closest site is SD)
4. Explore requiring an Anatomy/Physiology course as pre-requisite.

Resource Requests

Any Identified Needs: Staffing, Technology, Budget/Planning, Facilities, Professional Development, Marketing

1. **Staffing:** Need to utilize a content expert for the phlebotomy lab in AHP080 and budget should reflect that cost.
2. **Facilities:** Storage is at a critical point. Instructional items stored in a location that is not always available to the MA instructors or students
3. **Technology:** Continue to replace aging computers and equipment such as the Pyxis used for medication management
4. **Budget:** Additional supply budget to address the actual cost for teaching phlebotomy and other MA procedures.
5. **Marketing:** Need assistance in informing students of the program.