

# MEDICAL ASSISTING PROGRAM

## 2019 Program Review

### MJC Program Review 2019

Modesto Junior College's Program Review process is divided into 3 sections:

- Program Analysis (SWOT Analysis)
- Goal Setting and Activities
- Resource Request

### Program Analysis

#### Internal Strengths

##### **1. What strengths does the analysis of student data reveal?**

71% employed after 1 year. 75% term-to-term retention rate 73% of students are employed within six month after exiting the program. (COE) The five-year weighted average for Graduate Satisfaction of the Certified Medical Assisting program at Modesto Junior College in Modesto, CA is 100%, based on the most recent Annual Report form submitted to the Medical Assisting Education Review Board (MAERB) and the Commission on Accreditation of Allied Health Education Programs (CAAHEP).

##### **2. Are there specific aspects of the program that are exemplary or could serve as a model?**

Mirrors community ethnicity and demographic. Program students are satisfied with the education they receive at Modesto Junior College, as there is 100% graduate satisfaction rate over the past five years. (MAERB)

##### **3. What do others see as the program's strengths?**

The program prepares students to enter workforce within two semesters all for less than \$3000.00. Students earn their Medical Assisting Certificate and prepare for the national certification. Fully accredited through CAAHEP upon recommendation of (MAERB). Students work in both administrative and clinical areas of a medical facility. Five-year average for Employer (industry) satisfaction: 100% (MAERB).

##### **4. How well are students meeting program learning outcomes, skills, or competencies; and how are they relevant to careers in your discipline or industries for which you help prepare students?**

All students in the Medical Assisting Program must meet 100% of competencies and this is usually done on the first attempt (95%).

Students receive preparation for certification exam, which is required by industry

## Internal Weaknesses

### **5. What gaps are observed by reviewing the student data?**

Less than 50% make living wage.

### **6. What disproportionate gaps need to be addressed?**

Students must manage work, family and school schedules.

### **7. What are areas in which the program could improve? (curriculum, scheduling, modality, other?)**

Need to continually upgrade computers, software and technology to remain relevant and current. Hiring faculty for the labs which would enable more options in scheduling labs.

### **8. Where are there gaps in the program on how students are meeting learning outcomes, skills, or competencies?**

Percentage passing CMA exam is 70% over the past 5-years.(MAERB) This year the program has revamped the capstone course (MDAST 326) in order to increase the passing rate for the certification exam with new resources for student success.

## External Opportunities

### **9. Where are potential opportunities for expansion, improvement, or new program development?**

Hybrid modality adds flexibility for scheduling labs which enables students to schedule around work and family obligations. With more faculty the program could open labs in the evening which would enable more students the opportunities to take the program; especially those who need to work during day and those with child care issues. The program is extremely interested in expanding to Columbia. The need for additional faculty is essential for this project to succeed.

### **10. What are some industry or disciplinary trends that could enhance the program?**

Demand for Medical Assistant is increasing by 12% over next 5 years. There is expected to be more than 4,500 job opportunities available annually due to replacement need and job growth.(COE) Going hybrid, increased EMR practice and implementation. Compete with other online schools.

## External Threats

### 11. How are changing resources, technology, employer, or transfer requirements affecting the program's ability to serve students?

Continued need to upgrade technology in order to meet industry demands

### 12. What are some current industry or disciplinary trends that could have a negative impact on the program?

Recent cost for students to complete their practicum. (students now are being asked by the facility to pay in order to do their practicum at their facility). Increased from industry with paperwork, requirements to allow students to participate in their practicum. (interviewing students prior to accepting them in their facilities). Different requirements for each site. Low wages in comparison to other vocations.

### 13. What other obstacles does the program face?

Difficulty securing practicum sites and meeting their demands.(paperwork, costs).

## Goal Setting and Activities

### Goals

Program Goal	Mission Alignment	Area of Focus
Improve student success and providing more flexible schedule.	Innovative Education	Program Design
Increase completion rates by enabling students to manage work, family and school obligations	Innovative Education	Student Support
To address the data of the living wage and the program needs to work with the institutional data. Currently, there is one occupation in the standard occupational classification (SOC) system related to medical assisting. There are many occupation title, description and need to capture in this data.	Workforce Needs	Internship/Service Learning

### Activities

Activities	In Support of Goal #	Outcome or Deliverable
Revise courses to hybrid modality.	Goal #1	Revised modality approved- Fall 2019
Split labs to offer choices and align to appropriate faculty to student ratio.	Goal #2	Fall 2019 offer both morning and afternoon labs

Work with Center of Excellence in the research employment data with multiple job titles.

Goal #3

Fall 2020

## Resource Requests

Category	Request	Activity #	Estimated Cost
Prof. Devel.	National Conferences	3	5000
Equipment	Web cams, microphones for creating content for online courses.	1	5000
Technology	Ongoing need for upgrading computers, software and manikins to meet industry needs	1	60000
Personnel	Full-time faculty needed to fill current need. Classified staff need to handle increasing requirements from clinical sites, support the program and as well as demands from accreditation board.	1	110000
Personnel	Classified staff need to handle increasing requirements from clinical sites, support the program and as well as demands from accreditation board.	1	60000