

MODESTO JUNIOR COLLEGE

MEDICAL ASSISTING PROGRAM

Advisory Committee Minutes

Thursday April 14, 2022

12:00 – 1:30

ZOOM

Meeting ID: 937 2132 4158

Password: 263152

	Agenda Item	Reviewed	Discussion	Action Required	Lead Person	Goal Date
1.	Introductions Shirley Buzbee (Program Director), Chelsea Coulson (Professor), Amy Duffy (Professor), Janelle Gray (Public Member), Martha Lee (Administrative Specialist), Melinda Martin (Part-time Instructor), Roland Nyegaard, MD (Medical Director), Dorothy Peek (Instructional Support Assistant), Melina Prull (Program Graduate), Charlene Richards (Office Manager), Martha Robles (Division Dean) Pat Weisel (Public Member)					
2.	Follow-up from 10-14-2021 Advisory Meeting <ul style="list-style-type: none">Minutes were approved as written by Shirley Buzbee and Melinda Martin.					
3.	Program Goals & Learning Objectives: <ul style="list-style-type: none">Dorothy Peek reviewed the current program goals and learning objectives with the Advisory Committee members.					

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4.	<p>STUDENT COURSE EVALUATION SURVEYS</p> <p>Amy Duffy explained how the medical assisting program adopted a hybrid modality shortly before the COVID pandemic began. The faculty wanted to know how the students were receiving this change. The students who began the program in the last three semesters (fall 2020, spring 2021, fall 2021) were surveyed. 100% of the students surveyed stated they would take another online course. Student comments addressed issues such as:</p> <ul style="list-style-type: none"> • How to reach an online instructor and receive a timely response • Appreciation for a well-organized online courses • Appreciation for multiple grading opportunities • Appreciation for receiving encouraging, verbal responses from online instructors. <p>When surveying students to determine what factors in priority affect their selection of a course, students listed\</p> <ul style="list-style-type: none"> • The instructor • The day and time the course is offered • The requirements for the course • Whether or not there is a cost incentive to take a particular course. This factor was among the bottom three incentives. <p>79% of the students surveyed preferred online courses and 21% of the students surveyed preferred face-to-face courses. Overall, the students surveyed responded well to the hybrid modality of the medical assisting program.</p>					
5.	<p>Program Changes</p> <ul style="list-style-type: none"> • Practicum Sites Overall are understaffed, stressed, and do not offer the same quality of supervision of our students as they did pre-pandemic. • Practicum Hours Due to practicum site preferences, starting fall 2022, practicum will be Monday through Friday instead of Monday through Thursday. Faculty will zoom with their students three times a week during the six-week practicum. • New Core Curriculum Competencies The curriculum competencies were last updated in 2015. They are being updated again now in 2022. Some competencies were removed due to lack of relevance such as making bank deposits, and a few more competencies were added in the areas of explanation of benefits, telehealth appointments, paper and electronic medical records as well as communication skills and behavioral issues. Communication skills is an area that needs strengthening. In addition to building student confidence in communicating with patients in their new role, students are experiencing the increasing challenge of dealing with angry, aggressive patients. Students are given scenarios to strengthen their communication skills focusing on attitude, tone and terminology. Students must be able to receive feedback without becoming defensive, able to take direction well and able to get along well with others Faculty zoom every two weeks at 7 p.m. with the students to review their journal entries and discuss their practicum experiences. Journaling has proven to be a very effective tool for showing student progress and providing helpful information about the clinical sites as well. 					

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6.	<p>Program Accreditation</p> <p>The accreditation site visit went and review of the self-study went very well. The program did not receive any citations. The program staff and the Advisory Committee were acknowledged for being exceptional. The site visitors zoomed with each student individually. They looked at everything including cupboards and storage areas. Martha Robles commended everyone involved in preparing the self-study and everyone participating in the site visit, saying they all should be very proud of their accomplishments. Shirley Buzbee also expressed her appreciation to the medical assisting faculty and staff as well as to the advisory committee members for their hard work, professionalism and continuing support.</p>					
7.	<p>Other Business</p>					