

Course Assessment Report Washtenaw Community College

Discipline	Course Number	Title
Medical Office Worker	101	MED 101 08/26/2022- Introduction to Medical Assisting
College	Division	Department
Health Sciences	Health Sciences	Allied Health
Faculty Preparer		Rhonda Johns
Date of Last Filed Assessment Report		

I. Review previous assessment reports submitted for this course and provide the following information.

1. Was this course previously assessed and if so, when?

No

2. Briefly describe the results of previous assessment report(s).

4. Briefly describe the Action Plan/Intended Changes from the previous report(s), when and how changes were implemented.

II. Assessment Results per Student Learning Outcome

Outcome 1: Differentiate between scope of practice and standards of care for medical assistants.

- Assessment Plan
 - Assessment Tool: Outcome-related questions on departmental exam
 - Assessment Date: Fall 2022
 - Course section(s)/other population: All
 - Number students to be assessed: All
 - How the assessment will be scored: Answer key
 - Standard of success to be used for this assessment: 80% of students will score 75% or above
 - Who will score and analyze the data: Departmental faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2022, 2021, 2020		

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
82	72

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

The total number of students assessed did not match the total number of enrolled students because some of the students stopped attending the class and were not assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

Exam questions were posted in Blackboard with a three-day window, allowing all enrolled students to take it when and where it was convenient to them.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The questions that related to Outcome #1 were compiled and the percentage of students who scored 75% or higher was calculated for each assessment year. This report included Fall of years 2020, 2021, and 2022.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

Fall 2020 - 27 of 27 students assessed scored 75% or higher.

Fall 2021 - 25 of 25 students assessed scored 75% or higher.

Fall 2022 - 20 of 20 students assessed scored 75% or higher.

The standard of success was met for each year.

Overall, 100% of students scored 75% or higher, meeting the standard of success.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The majority of the students in each assessment year scored above the standard for this outcome.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

We will continue to monitor questions used in assessments and make sure that the most up-to-date information is being taught and used in assessments.

Outcome 2: Identify styles and types of verbal communication.

- Assessment Plan
 - Assessment Tool: Outcome-related questions on departmental exam
 - Assessment Date: Fall 2022
 - Course section(s)/other population: All
 - Number students to be assessed: All
 - How the assessment will be scored: Answer key
 - Standard of success to be used for this assessment: 80% of students will score 75% or higher
 - Who will score and analyze the data: Departmental faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2022, 2021, 2020		

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
82	72

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

The number of students assessed differs from the number of students enrolled because some of the students stopped coming to class before the assessment.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

The students were given the opportunity to take the exam with the assessment questions. This is a virtual class, and the exam questions were posted in Blackboard. The exam was open with a 3-day window that made the exam available to students to take it at their convenience on or off campus.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The questions that related to Outcome #2 were compiled and the percentage of students who scored 75% or higher was calculated for each assessment year. This report included Fall of years 2020, 2021, and 2022.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

2020- 27/27 (100%) of students scored 75% or higher on assessment.

2021- 22/25 (88%) of students scored 75% or higher on assessment.

2022 - 17/20 (85%) of students scored 75% or higher on assessment.

The standard of success were met for each assessment year.

Overall, 66/72 (92%) of students scored 75% or higher, meeting the standard of success.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The majority of the students in each assessment year scored above the standard for this outcome.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

We will continue to monitor questions used in assessments and make sure that the most up-to-date information is being taught and tested on.

Outcome 3: Differentiate between subjective and objective information.

- Assessment Plan
 - Assessment Tool: Outcome-related questions on departmental exam
 - Assessment Date: Fall 2022
 - Course section(s)/other population: All
 - Number students to be assessed: All
 - How the assessment will be scored: Answer key

- Standard of success to be used for this assessment: 80% of students will score 75% or higher
- Who will score and analyze the data: Departmental faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2021, 2020, 2022		

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
82	72

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

The number of students assessed differs from the number of students enrolled because some of the students stopped coming to class before the assessment.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

The students were given the opportunity to take the exam with the assessment questions. This is a virtual class, and the exam questions were posted on Blackboard. The exam was open with a three-day window that made the exam available to students to take at their convenience on or off campus.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The questions that related to Outcome #3 were compiled and the percentage of students who scored 75% or higher was calculated for each assessment year. This report included Fall of years 2020, 2021, and 2022.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes
Fall 2020 - 25/27 (93%) of students scored 75% or higher on assessment.
Fall 2021 - 23/25 (92%) of students scored 75% or higher on assessment.
Fall 2022 - 18/20 (90%) of students scored 75% or higher on assessment.
The standards of success were met for each assessment year.

Overall, 68/72 (94%) of the students scored 75% or higher, meeting the standard of success.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The majority of the students in each assessment year scored above the standard for this outcome.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

We will continue to monitor questions used in assessments and make sure that the most up-to-date information is being taught and being used in assessment questions.

Outcome 4: Use and pronounce medical terminology accurately to communicate information to providers and patients.

- Assessment Plan
 - Assessment Tool: Outcome-related questions on departmental exams
 - Assessment Date: Fall 2022
 - Course section(s)/other population: All
 - Number students to be assessed: All
 - How the assessment will be scored: Answer keys
 - Standard of success to be used for this assessment: 80% of students will score 75% or higher on the outcome-related questions
 - Who will score and analyze the data: Departmental faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2022, 2021, 2020		

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
82	72

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

The number of students assessed differs from the number of students enrolled because some of the students stopped coming to class before the assessment.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

The students were given the opportunity to take the exam with the assessment questions. This is a virtual class, and the exam questions were posted on Blackboard. The exam was open with a 3-day window that made the exam available to students to take at their convenience on or off campus.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The questions that related to Outcome #4 were compiled and the percentage of students who scored 75% or higher was calculated for each assessment year. This report included Fall of years 2020, 2021, and 2022.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

Fall 2020 - 27/27 (100%) of students scored 75% or higher on assessment.

Fall 2021 - 22/25 (88%) of students scored 75% or higher on assessment.

Fall 2022 - 17/20 (85%) of students scored 75% or higher on assessment.

The standards of success were met for each assessment year.

Overall, 66/72 (92%) of students scored 75% or higher, meeting the standard of success.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The majority of the students in each assessment year scored above the standard for this outcome. They met the standards both in skill assessment and test questions.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

We will continue to monitor questions used in assessments and make sure that the most up-to-date information is being taught and being used in assessment questions.

Outcome 4: Use and pronounce medical terminology accurately to communicate information to providers and patients.

- Assessment Plan

- Assessment Tool: Skill check sheets
- Assessment Date: Fall 2022
- Course section(s)/other population: All
- Number students to be assessed: All
- How the assessment will be scored: rubrics
- Standard of success to be used for this assessment: 80% of students will score 85% or higher on the skill checks.
- Who will score and analyze the data: Departmental faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2020, 2021, 2022		

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
82	72

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

The number of students assessed differs from the number of students enrolled because some of the students stopped coming to class before the assessment.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

The students had opportunities in both the on-ground and the virtual classes to be assessed on medical terminology. All students still attending classes were given opportunities to be assessed.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Students were graded by skill checkoff sheets each class year.

The total number of students evaluated was calculated for each year. Of those students, the total of the students who passed the skill check with a score of 85% or better for each year.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this

learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes
Fall 2020 - 27/27 students scored 85% or higher.
Fall 2021 - 25/25 students scored 85% or higher.
Fall 2022 - 20/20 students scored 85% or higher.
Overall, 100% of students scored 85% or higher, meeting the standard of success.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The majority of the students in each assessment year scored above the standard for this outcome. They met the standard both in skill assessment and test questions.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

We will continue to monitor questions used in assessments and make sure that the most up-to-date information is being taught and being used in assessment questions.
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III. Course Summary and Intended Changes Based on Assessment Results

1. Based on the previous report's Intended Change(s) identified in Section I above, please discuss how effective the changes were in improving student learning.

There were not any previous report with intended changes.

2. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

This is an intro course to Medical Assisting. The course is meeting the needs of the students, giving them an overview of the profession. It has helped the students to better understand many concepts in other classes.

3. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

Updates are shared in department meetings and departmentally-shared documents.
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Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
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Outcomes	Remove Outcome #4.	This outcome is better assessed in the on-ground lab class.	2026
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5. Is there anything that you would like to mention that was not already captured?

None

III. Attached Files

MED 101 Assessment data

Faculty/Preparer:	Rhonda Johns	Date: 08/07/2024
Department Chair:	Kristina Sprague	Date: 08/20/2024
Dean:	Shari Lambert	Date: 08/30/2024
Assessment Committee Chair:	Jessica Hale	Date: 07/18/2026