

Course Assessment Report
Washtenaw Community College

Discipline	Course Number	Title
Medical Office Worker	114	MED 114 03/08/2023- Medical Assistant Lab I
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).

3.

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

5.

II. Assessment Results per Student Learning Outcome

Outcome 1: Identify common pathology related to each body system including signs, symptoms, and etiology.

- 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 the 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
130	64

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.

Not all the students listed on the rosters completed the courses. some stopped coming to class, but did not drop the class. They were counted as total number but not in students 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.

All students registered for the class were given the opportunity to take exams via Blackboard. They could take the exams at home or on campus. There was a window of 4-5 days where the exams were open. This allowed all students to take when and where they had access.

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

- The exams were graded in Blackboard.
- Questions related to the Outcome (Outcome#1) were pulled and counted.
- The number of students who answered the questions were calculated
- The number of students who gave the correct answers to the questions were calculated
- An Excel spreadsheet was used to track the number of students assessed, the number of questions used, how many correct answers there were, and the percentage of each.

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:

- 24 of the 28 registered students were assessed = 86% of registered students
- 21 out of 24 students assessed scored 75% or higher =87.5%
- Total number of questions used 26 (multiple-choice)
- 22 out of 26 questions had 75% or higher students answer correctly = 85%

2021:

- 23 of the 27 registered students were assessed = 85% of registered students
- 20 out of 23 students assessed scored 75% or higher =87%
- Total number of questions used 26 (multiple-choice)
- 23 out of 26 questions had 75% or higher students answer correctly = 88%

2022:

- 17 of the 21 registered students were assessed = 81% of registered students
- 16 out of 17 students assessed scored 75% or higher =94%
- Total number of questions used 26 (multiple choice)
- 26 out of 26 questions had 75% or higher students answer correctly = 100%

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

89% of the students assessed for this learning outcome successfully scored 75% or higher. They met the standard of success for this outcome for the 3 years evaluated.

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.

Most students for the 3 years evaluated met the standard of success for this learning objective. We will continue to review questions used on exams and update questions as needed. We will also make sure information is covered and reviewed in the course.

Outcome 2: Measure and record blood pressure, temperature, pulse, respirations, height, weight, length (infant), head circumference (infant), and pulse oximetry.

- Assessment Plan
 - Assessment Tool: Skill competency 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
 - 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
130	62

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.

Some of the students listed on the roster, stopped coming to class/lab and did not complete the course. They never dropped the course. They did not complete the skills required to pass the class. They did not test for the skills either.

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.

All students were required to come to campus for the lab portion of this class. Skills are demonstrated and practiced in lab. The students were given two attempts to test and pass skill check offs. They must pass the skill check offs with an 85% or better final score. To pass the class the student must pass ALL required skill tests.

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

Skill check off sheets for the following skills were assessed

- Temperature
- Pulse/Respirations
- Blood Pressure
- Height/Weight
- Pulse oximetry
- Length (infants)
- Head Circumferences

Students needed to score 85% or better to pass the skill check off.

Skill check off sheets were used for each skill. Steps in the procedure are checked off as student completes them. Missed or incorrect steps are subtracted from score and percentage is calculated.

All students must complete and pass skill checkoffs with a score of 85% or higher to pass the class.

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

- 7 skills tests were assessed
- 24 out of 27 registered students skill tested = 89%
- 24 out of 24 students passed with a score of 85% or higher= 100%

Standard of Success Met

2021

- 7 skills tests were assessed
- 21 out of 27 registered students skill tested = 78%
- 21 out of 21 students tested passed with a score of 85% or higher= 100%

Standard of Success Met

2022

- 7 skills tests were assessed
- 17 out of 21 registered students skill tested = 81%
- 17 out of 17 students tested passed with a score of 85% or higher= 100%

Standard of Success Met

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

Students were able to pass the skill tests with scores above 85%. During part of the assessment period, COVID protocols limited the times that students could be on campus.

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.

All of the students tested met the standard of success. To make sure that students continue to be successful, we must make sure to give students the opportunity to have extra time outside of lab hours to practice skills to improve their ability of becoming proficient in those skills.

Outcome 3: Identify methods of controlling the growth of microorganisms.

- 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
- 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
130	64

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.

Not all of the students registered for the course completed or attended the full course and were not evaluated.

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.

All students registered for the class were given the opportunity to take exams via Blackboard. They could take the exams at home or on campus. There was a window of 4-5 days where the exams were open. This allowed all students to take the exam when and where they had access.

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

- The exams were graded in Blackboard.
- Questions related to the Outcome (Outcome #3) were pulled and counted.
- The number of students who answered the questions were calculated
- The number of students who gave the correct answers to the questions were calculated

- An Excel spreadsheet was used to track the number of students assessed, the number of questions used, how many correct answers and the percentage of each.

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:

- 24 of the 28 registered students were assessed = 86% of registered students
- 23 out of 24 students assessed scored 75% or higher =96%
- Total number of questions used 10 (multiple-choice)
- 10 out of 10 questions had 75% or higher students answer correctly = 100%

2021:

- 23 of the 27 registered students were assessed = 85% of registered students
- 19 out of 23 students assessed scored 75% or higher =83%
- Total number of questions used 10 (multiple-choice)
- 10 out of 10 questions had 75% or higher students answer correctly = 100%

2022:

- 17 of the 21 registered students were assessed = 81% of registered students
- 15 out of 17 students assessed scored 75% or higher =82%
- Total number of questions used 10 (multiple-choice)
- 9 out of 10 questions had 75% or higher students answer correctly = 90%

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

Student successfully met this learning 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.

Most students for the 3 years evaluated met the standard of success for this learning objective. We will continue to review questions used on exams and update questions as needed.

Outcome 4: Analyze pathology for each body system including diagnostic measures and treatment modalities.

- 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
130	64

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.

Not all the students listed on the rosters completed the courses. some stopped coming to class but did not drop the class. They were counted as total number but not in students assessed.
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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.

All students registered for the class were given the opportunity to take exams via Blackboard. They could take the exams at home or on campus. There was a window of 4-5 days where the exams were open. This allowed all students to take the exams when and where they had access.

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

- The exams were graded in Blackboard.
- Questions related to the Outcome (Outcome#4) were pulled and counted.
- The number of students who answered the questions were calculated
- The number of students who gave the correct answers to the questions were calculated
- An Excel spreadsheet was used to track the number of students assessed, the number of questions used, totaled how many students correctly answered and the percentage of each.

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 Data Summary

- 28 students registered with 24 students assessed = 86%
- 22 students out of the 24 students assessed scored 75% or better = 92%
- 19 out of 21 questions had a score of 75% or better 90% of questions

Fall 2021 Data Summary

- 28 students registered with 23 students assessed = 82%

- 23 students out of the 23 students assessed scored 75% or better = 100%
- 21 out of 21 questions had a score of 75% or better 100% of questions

Fall 2022 Data Summary

- 17 out of 21 registered students were assessed = 81%
- 17 students out of the 17 students assessed scored 75% or better = 100%
- 21 out of 21 questions had a score of 75% or better 100%

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

97% of the students assessed for this learning outcome successfully scored 75% or higher. They met the standard of success for this outcome for the 3 years evaluated.

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.

Most students for the 3 years evaluated met the standard of success for this learning objective. We will continue to review questions used on exams and update questions as needed.

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 was no previous assessment report.

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 course seems to be meeting the needs of students. I think that students having the ability to meet with instructors on campus and off campus (via ZOOM) has helped students to be more involved in the courses. This combination of lecture

and lab gave the students the opportunity to practice what was discussed during the lectures. This helped them to be successful in meeting the objectives of the class successfully.

This is the first lab course in the program. Many students enter the program with limited knowledge in Medical Terms and basic Anatomy. The students successfully meeting these outcome standards shows that they have achieved a basic level of understanding of common disease or conditions they may encounter in the field.

Almost 90% of the students met the learning outcomes. We will continue to update the questions as situations change out in the field. We will continue to make sure the information the students are learning is as up to date as possible and fit the sites they will be employed.

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

Updates will be given in meetings with program faculty.

- 4.

Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Outcome Language	Two of the outcomes are very similar in language. I would like to replace #4 with a different learning objective, one with skill tests that better reflects what the student will be able to do when they complete the class. Current outcome 4- Analyze pathology for each body system including diagnostic measures and treatment	The Medical Assisting (MA) program is a skills-based program. The updated language better represents the program and the achievement of the students by using skills-based objectives for assessment, especially in courses with labs as with this course.	2024

	modalities will be changed. New outcome 4- Perform electrocardiology and pulmonary function tests.		
Assessment Tool	The assessment tool will be changed to a skill test instead of test questions.	The skill test will better reflect what the students have learned in this lab class.	2024

5. Is there anything that you would like to mention that was not already captured?

Nothing at this time.

III. Attached Files

[MED 114 Assessment Summary](#)

Faculty/Preparer: Rhonda Johns **Date:** 06/26/2023
Department Chair: Kristina Sprague **Date:** 07/20/2023
Dean: Shari Lambert **Date:** 08/15/2023
Assessment Committee Chair: Jessica Hale **Date:** 01/04/2024