

*San Joaquin Valley College*  
**PROGRAM ASSESSMENT PLAN**  
 To be revised at each Curriculum Conference

<b>Program</b>	Clinical and Administrative Medical Assisting (CAMA)	October 2011
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**ALIGNMENT STATEMENTS**

**Mission Alignment/Program Statement of Purpose**

A concise statement outlining the purpose of the program, who it serves, in what ways, and with what result.  
 Include a one-two sentence explanation of how this program's purpose aligns with SJVC's mission.

Purpose:  
 The CAMA program provides graduates with the knowledge and specialized training necessary for employment in medical offices, medical specialty clinics, and other medical facilities. The curriculum includes theory and practical applications in both administrative and clinical medical procedures including a comprehensive externship within a medical facility. Upon completion of the program, graduates are eligible to sit for the nationally recognized Registered Medical Assistant (RMA) certification examination offered by American Medical Technologists (AMT).

**Values Alignment**

The Core Values at SJVC are: Success, Diversity, Community Involvement, Integrity, Excellence and Lifelong Learning.  
 Include a one-two sentence explanation of how this program aligns with SJVC's values.

Values Alignment:  
 The CAMA program supports the core values of SJVC by promoting career-focused education with opportunities to join student clubs and participate in community events. The curriculum is designed to serve a diverse student population with emphases on high quality education that promotes integrity, success, and excellence in a student's personal, academic, and professional endeavors.

**Institutional Learning Outcomes**

The Institutional Learning Outcomes (ILOs) at SJVC apply to all students (and employees) regardless of program or position. Our ILOs include having graduates who are confident, educated, professional, skilled, citizens, and communicators  
 Include a one-two sentence explanation of how this program aligns with SJVC's ILOs.

ILO Alignment:  
 The CAMA curriculum aligns with the SJVC ILOs by fostering an environment within each course that allows for the personal, academic, and professional success of its students; professional and communicator ILOs are at the forefront with continual exposure throughout the program including true-to-life scenarios, critical thinking exercises, and research assignments; the skilled ILO aligns through the incorporation of hands on kinetically inspired assignments and projects including mastery of industry-specific procedures, mock medical clinics, and interactive software; confident and educated ILOs are aligned by the natural progression through the program and the students ability to demonstrate satisfactory progress as they advance; The citizens ILO is aligned by the successful completion of a clinical externship where a holistic evaluation of the student is conducted allowing them to demonstrate the skills necessary to conduct themselves in accordance with the rights, responsibilities, and privileges of being an integral member of the health care team.

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**OUTCOMES**

<b>Program Outcomes</b>	
Program Outcomes (PLOs) are the detailed and specific statements about what a student will be able to demonstrate upon completion of the program.	
List your Program Outcomes below:	
<b>PLO 1</b>	Manage the front office of a health care facility and perform administrative duties such as patient charting, billing, letter writing, and handling coding procedures for insurance purposes using a variety of applicable software.
<b>PLO 2</b>	Perform clinical skills such as taking vital signs, dosage computations, venipuncture, injections, hematology, and administration of medication, specimen collection, and emergency procedures.
<b>PLO 3</b>	Distinguish the various systems of the human body and explain their function using proper medical terminology.
<b>PLO 4</b>	Communicate effectively orally and in writing and demonstrate the knowledge and skills required to be eligible and prepared for the Registered Medical Assistant (RMA) exam.
<b>PLO 5</b>	Relate and apply concepts of communication, reasoning, critical analysis, ethical behavior and appropriate interpersonal interaction to situations in his or her career and personal life.
<b>PLO 6</b>	Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all SJVC graduates.

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**ASSESSMENT PROCESS**

<b>1. Delivery of Outcomes</b>		
Describe where and how learning opportunities are provided for students to master the learning outcomes.		
	Courses	Delivery Methods
<b>PLO 1</b>  Manage the front office of a health care facility and perform administrative duties such as patient charting, billing, letter writing, and handling coding procedures for insurance purposes using a variety of applicable software.	MCA 101	Lectures, reading assignments, worksheets, demonstrations, hands-on practical applications, videos and computer simulations
	MCA 102	Lectures, reading assignments, worksheets, demonstrations, practical applications, videos and computer simulations
	AMA 23	Lectures, reading assignments, worksheets, demonstrations, oral presentations, research projects, practical applications, pegboard project, videos and computer simulations
	AMA 33	Lectures, reading assignments, worksheets, case studies, computer simulations, oral presentations, research projects, coding projects, classroom discussion/debates and videos
	AMA 203	Lectures, reading assignments, worksheets, demonstrations, videos and computer simulations
	AMA 303	Lectures, reading assignments, worksheets, demonstrations, case studies, videos and computer simulations
	CMA 32	Lectures, reading assignments, worksheets, demonstrations, research projects, practical applications, case studies, videos and computer simulations
	CMA 42	Lectures, reading assignments, worksheets, demonstrations, research projects, practical applications, case studies, videos and computer simulations
	ENG121	Course readings including textbook and other secondary materials; Class discussion and debates; Written assignments including research papers and reflections; Journals; Case studies; Homework and in-class worksheets; Oral presentations; MyWritingLab; Puzzle/Games.
<b>PLO 2</b>  Perform clinical skills such as taking vital signs, dosage computations,	MCA 101	Lectures, reading assignments, worksheets, demonstrations, practical applications, computer simulations, role playing, videos, research projects and mock office simulations

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venipuncture, injections, hematology, administration of medication, specimen collection, and emergency procedures.	MCA102	Lectures, reading assignments, worksheets, demonstrations, practical applications, computer simulations, role playing, videos, research projects, American Heart Association Basic Life Support training and mock office simulations
	CMA 201	Lectures, reading assignments, worksheets, demonstrations, practical applications, computer simulations, role playing, videos, research projects and mock office simulations
	CMA 202	Lectures, reading assignments, worksheets, demonstrations, practical applications, computer simulations, role playing, videos, research projects and mock office simulations
	CMA 31	Lectures, reading assignments, worksheets, demonstrations, practical applications, computer simulations, role playing, videos, research projects and mock office simulations
	CMA 41	Lectures, reading assignments, worksheets, demonstrations, practical applications, computer simulations, role playing, videos, research projects and mock office simulations
	CMA 42	Lectures, reading assignments, worksheets, demonstrations, practical applications, computer simulations, role playing, videos, research projects and mock office simulations
<p style="text-align: center;"><b>PLO 3</b></p> Distinguish the various systems of the human body and explain their function using proper medical terminology.	HTH 101	Lectures, reading assignments, worksheets, videos and research projects
	HTH 102	Lectures, reading assignments, worksheets, videos and research projects
	NSC1	Course readings including textbook and other secondary materials; Class discussions; Research projects; Hands-on labs/experiments; Homework and in-class worksheets; Oral presentations; Observations; Puzzle/Games.
<p style="text-align: center;"><b>PLO 4</b></p> Communicate effectively orally and in writing and demonstrate the knowledge and skills required to be eligible and prepared for the Registered Medical Assistant (RMA) exam.	<u>All Courses</u> MCA 101, MCA 102, HTH101, HTH 102, HTH 103, CL110, AMA 23, AMA 203, CMA 201, CMA 202, AMA 33, AMA 303, CMA 31, CMA 32, CMA 41, CMA 42	Lectures, reading assignments, worksheets, demonstrations, practical applications, computer simulations, research projects, group projects, role playing, class discussions and debates, guest speakers, videos, mock interviews and mock office simulations

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	HTH 500	Practical applications and observations at a medical facility
	ENG121/122	Course readings including textbook and other secondary materials; Class discussion and debates; Written assignments including research papers and reflections; Journals; Case studies; Homework and in-class worksheets; Oral presentations; MyWritingLab; Puzzle/Games.
	PHIL1C	Course readings including textbook and other secondary materials, Class discussion and debates; Journals; Written assignments including research papers and reflections; Case studies; Homework worksheets; Code of ethics assignment; Puzzle/Games.
	PSY1	Course readings including textbook and other secondary materials; Class discussions and debates; Written work including research papers; Oral Presentations; Case studies; Homework and in-class worksheets; Puzzle/Games.
	SOC1	Course readings including textbook and other secondary materials, Class discussions and debates; Written work including research paper assignment such as country and religion assignments; Oral Presentations; Homework and in-class worksheets; Puzzle/Games.
<b>PLO 5</b>  Relate and apply concepts of communication, reasoning, critical analysis, ethical behavior and appropriate interpersonal interaction to situations in his or her career and personal life.	<u>All Courses</u> MCA 101, MCA 102, HTH101, HTH 102, HTH 103, CL110, AMA 23, AMA 203, CMA 201, CMA 202, AMA 33, AMA 303, CMA 31, CMA 32, CMA 41, CMA 42	Lectures, reading assignments, worksheets, research projects, case studies, classroom discussion and debates, practical applications, computer simulations, role playing, group projects, videos, and mock office simulations
	HTH 500	Practical applications and observations at a medical facility

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	ENG121/122	Course readings including textbook and other secondary materials; Class discussion and debates; Written assignments including research papers and reflections; Journals; Case studies; Homework and in-class worksheets; Oral presentations; MyWritingLab; Puzzle/Games.
	MTH121/122	MyMathLab; Homework and in-class worksheets; Real-world applications problems; Puzzle/Games.
	PHIL1C	Course readings including textbook and other secondary materials, Class discussion and debates; Journals; Written assignments including research papers and reflections; Case studies; Homework worksheets; Code of ethics assignment; Puzzle/Games.
	PSY1	Course readings including textbook and other secondary materials; Class discussions and debates; Written work including research papers; Oral Presentations; Case studies; Homework and in-class worksheets; Puzzle/Games.
	SOC1	Course readings including textbook and other secondary materials, Class discussions and debates; Written work including research paper assignment such as country and religion assignments; Oral Presentations; Homework and in-class worksheets; Puzzle/Games.
<b>PLO 6</b>  Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all SJVC graduates	<u>All Courses</u> MCA 101, MCA 102, HTH101, HTH 102, HTH 103, CL110, AMA 23, AMA 203, CMA 201, CMA 202, AMA 33, AMA 303, CMA 31, CMA 32, CMA 41, CMA 42	Demonstrations, worksheets, mock interviews, community service, field trips, student club participation, classroom discussion and debates, research projects, group projects, monitor and model dress code policy and classroom conduct etiquette, and mock office simulations
	HTH 500	Practical applications and observations at a medical facility

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	ENG121/122	Course readings including textbook and other secondary materials; Class discussion and debates; Written assignments including research papers and reflections; Journals; Case studies; Homework and in-class worksheets; Oral presentations; MyWritingLab; Puzzle/Games.
	PHIL1C	Course readings including textbook and other secondary materials, Class discussion and debates; Journals; Written assignments including research papers and reflections; Case studies; Homework worksheets; Code of ethics assignment; Puzzle/Games.
	PSY1	Course readings including textbook and other secondary materials; Class discussions and debates; Written work including research papers; Oral Presentations; Case studies; Homework and in-class worksheets; Puzzle/Games.
	SOC1	Course readings including textbook and other secondary materials, Class discussions and debates; Written work including research paper assignment such as country and religion assignments; Oral Presentations; Homework and in-class worksheets; Puzzle/Games.

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**2. Evidence**

Describe the tools and methods used to evaluate the outcomes of the program.

	<b>Evaluation Method or Tool</b>	<b>Direct or Indirect</b>	<b>Summative or Formative</b>	<b>Criteria (Rubric)</b>	<b>Achievement Target</b>	<b>Data Collection Method</b>
<b>PLO 1</b>  Manage the front office of a health care facility and perform administrative duties such as patient charting, billing, letter writing, and handling coding procedures for insurance purposes using a variety of applicable software	Certifying Examination  American Medical Technologists (AMT) Registered Medical Assistant (RMA)	D	S		70 points	Annual AMT Examination Results
	Externship evaluation	D	S	Extern evaluation sheet	75%	eCourses
<b>PLO 2</b>  Perform clinical skills such as taking vital signs, dosage computations, venipuncture, injections, hematology, administration of medication, specimen collection, and emergency procedures.	Externship evaluation	D	S	Extern evaluation sheet	75%	eCourses
	BLS (Basic Life Support) and First Aid (American Heart Association)	D	S		80% or higher	eCourses
	Certifying Examination  American Medical Technologists (AMT) Registered Medical Assistant (RMA)	D	S		70 points	Annual AMT Examination Results
<b>PLO 3</b>  Distinguish the various systems of the human body and explain their function using proper medical terminology.	Certifying Examination  American Medical Technologists (AMT) Registered Medical	D	S		70 points	Annual AMT Examination Results



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	Assistant (RMA)					
	Externship evaluation	D	S	Extern evaluation sheet	75%	eCourses
<b>PLO 4</b> Communicate effectively orally and in writing and demonstrate the knowledge and skills required to be eligible and prepared for the Registered Medical Assistant (RMA) exam.	Certifying Examination American Medical Technologists (AMT) Registered Medical Assistant (RMA)	D	S		70 points	Annual AMT Examination Results
	Externship evaluation	D	S	Extern evaluation sheet	75%	eCourses
<b>PLO 5</b> Relate and apply concepts of communication, reasoning, critical analysis, ethical behavior and appropriate interpersonal interaction to situations in his or her career and personal life.	Certifying Examination American Medical Technologists (AMT) Registered Medical Assistant (RMA)	D	S		70 points	Annual AMT Examination Results
	Externship evaluation	D	S	Extern evaluation sheet	75%	eCourses
<b>PLO 6</b> Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all SJVC graduates.	Externship evaluation	I, D	S	Extern Evaluation Sheet	75%	eCourses
	Certifying Examination American Medical Technologists (AMT) Registered Medical Assistant (RMA)	D	S		70 points	Annual AMT Examination Results

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**3. Implementation**

This section is the planning section for the implementation of the assessment process. Remember that you don't have to evaluate everything you do every year. You can evaluate some outcomes in even years and other outcomes in odd years, thus creating a multi-year assessment plan.

- Outline the timeline for implementation; include which years each outcome will be assessed.
- Include which year your program review will be held where all prior outcomes data results will be reviewed for a holistic program discussion and where program recommendations and decisions will be made for improvement.

Identify which faculty and program stakeholders will be participating in interpreting the data and writing the Annual Report.

	<b>Outcome assessment timeline</b>	<b>Data Interpretation Team members</b>	<b>Data Interpretation Owner</b>	<b>Annual Report Writing Team Members</b>	<b>Annual Report Writing Owner</b>
<b>PLO 1-6</b>  Manage the front office of a health care facility and perform administrative duties such as patient charting, billing, letter writing, and handling coding procedures for insurance purposes using a variety of applicable software.	January Even Years	Assessment Coordinator, CAMA Faculty Members, Curriculum Technician	Curriculum Technician	Assessment Coordinator  Curriculum Technician	Curriculum Technician
Program Review Years:		EVEN	Biennial Report due:	January Odd Years	

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**COMMUNICATION**

**4. Communication of Results**

This section identifies how results will be disseminated and communicated to stakeholders and who those stakeholders are:

- Advisory Board members
- Professional organizations
- Programmatic –bodies
- Potential employers; etc.

Stakeholders	Methods of Communication	Completion Date	Owner
Advisory Board	<ul style="list-style-type: none"> <li>• Advisory Board Meeting.</li> <li>• Biennial report on SJVC website.</li> <li>• Email notification of report availability and location.</li> <li>• Program Review / Curriculum Conference</li> </ul>	January Even Years	Curriculum Technician
Division Managers Academic Deans	<ul style="list-style-type: none"> <li>• Biennial report on SJVC website.</li> <li>• Email notification of report availability and location.</li> <li>• Program Review / Curriculum Conference</li> </ul>	January Even Years	Curriculum Technician
CAMA Instructors	<ul style="list-style-type: none"> <li>• Biennial report on SJVC website.</li> <li>• Email notification of report availability and location.</li> <li>• Program Review / Curriculum Conference</li> </ul>	January Even Years	Curriculum Technician
Students	<ul style="list-style-type: none"> <li>• Biennial report on SJVC website.</li> </ul>	January Even Years	Curriculum Technician
Other interested parties	<ul style="list-style-type: none"> <li>• Availability of report on SJVC Website.</li> </ul>	January Even Years	Curriculum Technician