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

Program	*Clinical Medical Assisting (CMA)*	October 2012

ALIGNMENT STATEMENTS

Mission Alignment/Program Statement of Purpose
- Include a one-two sentence explanation of how this program's purpose aligns with SJVC's mission.

The CMA 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 CMA 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 CMA 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

Program Outcomes 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:	
PLO 1	Manage the front office of a heath 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.
PLO 2	Perform clinical skills such as taking vital signs, dosage computations, venipuncture, injections, hematology, and administration of medication, specimen collection, and emergency procedures.
PLO 3	Distinguish the various systems of the human body and explain their function using proper medical terminology.
PLO 4	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.
PLO 6	Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all SJVC graduates.

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ASSESSMENT PROCESS

Assessment Methods
Describe 2-4 assessment methods and/or tools used to evaluate student achievement of PLOs.
- Criteria are rubrics, skill sheets or other tools used to measure whether the outcome has been met.
- Achievement target describes the expected mastery level of the PLOs (e.g. 85% or level 3 on a 4 point rubric).

Achievement target is not the same as a passing grade.

	Evaluation Method or Tool	Direct or Indirect	Summative or Formative	Criteria (Rubric)	Achievement Target	Data Collection Method
PLO 1 Manage the front office of a heath 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
PLO 2 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) for Health Care Professionals 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
PLO 3 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

	Assistant (RMA)					
	Externship evaluation	D	S	Extern evaluation sheet	75%	eCourses
PLO 4 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
PLO 5 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

Program Review & Curriculum Conferences
This section outlines the cycle of the evaluation.
- Indicate which year your program reviews are held.

Indicate which year your curriculum conferences are held.

	Outcome assessment timeline	Data Interpretation Team members	Data Interpretation Owner	Annual Report Writing Team Members	Annual Report Writing Owner

PLO 1-5 Manage the front office of a heath 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, CMA Faculty Members, Curriculum Technician	Curriculum Technician	Assessment Coordinator Curriculum Technician	Curriculum Technician

Program Review Years: January Even Years	**Curriculum Conference Years:** January Odd Years

COMMUNICATION

Communication of Results
This section identifies how results will be disseminated and communicated to stakeholders:
• A draft of the Program Review Report is completed by the Curriculum Technician or designee and made available to program constituents for evaluation. After the evaluation period, all documentation is uploaded to InfoZone where it is permanently housed.
• A draft of the Biennial Report is completed by the Curriculum Technician or designee after a Curriculum Conference and made available to program constituents for evaluation. After the evaluation period, all documentation is uploaded to InfoZone where it is permanently housed.
• Campus management and Program Directors forward information to Advisory Board members, employers, potential employers or other stakeholders who may be interested in the information.