

Assessment Guide

Program/Discipline: Medical Office Assistant Division: Family & Health Careers

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Part I: Determine Expectations (CONTENT to be assessed)

| Process | Program or discipline response |
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| List expected learning outcomes | Basic entry level skills to an ambulatory clinic setting, taking temps, blood pressure, weight, accurately reporting in charts |
| Identify where expected outcomes are addressed in the curriculum | Course outlines Syllabus On-going testing and assessing |
| Determine methods and criteria to assess outcomes | Demonstrations Testing Examination |
| Describe level of expected performance | Certification standards of accrediting body. |
| Identify and collect baseline information | Results from previous year of certification. Exam results |

Part II: Determine Timing, Cohort(s), Assign Responsibility (PEOPLE assignments)

| Process | Program or discipline response |
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| Determine whom you will assess | Each student in the MOA Program Employer surveys Graduate surveys |
| Establish a schedule for assessment (Guideline: assess a maximum of 3 outcomes per year) | Students are assessed in December, March and June, on a quarterly basis. |
| Determine who will interpret results | Faculty meets at least one time per quarter to discuss changes in curriculum, scheduling, and advising. |

Part III: Interpreting and Sharing Results to Enhance Institutional Effectiveness (COMMUNICATION)

| Process | Program or discipline response |
|---|--|
| Interpret how results will inform teaching/ learning and decision making | Changes to curriculum, cooperative education program, scheduling, advising, based on assessment results. |
| Determine how and with whom you will share interpretations | Division chairman, instructors, students as appropriate, Advisory Committees. |
| Decide how your program or discipline will follow-up on implemented changes | Annual Report forms. Review basis by the Program Coordinator. |