

INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019

CURRENT YEAR: 2018-2019

PROGRAM: MAST

CLUSTER: : SCIENCE, MATH, NURSING/ALLIED HEALTH, KINESIOLOGY, HEALTH SCIENCES AND ATHLETICS

LAST YEAR CPPR COMPLETED: 2017-2018

NEXT SCHEDULED CPPR: 2021-2022

CURRENT DATE: 2/26/2019

The Annual Program Planning Worksheet (APPW) is the process for:

- reviewing, analyzing and assessing programs on an annual basis
- documenting relevant program changes, trends, and plans for the upcoming year
- identifying program needs, if any, that will become part of the program's resource plan
- highlighting specific program accomplishments and updates since last year's APPW
- tracking progress on a Program Sustainability Plan if established previously.

This APPW encompasses the following degrees and/or certificates:

Medical Assisting Associate in Science, Medical Assisting Certificate of Achievement, Medical Assisting, Certificate of Specialization, and Phlebotomy Certificate of Specialization

General Program Update

The Medical Assisting courses continues to be taught by one full-time faculty member, and the Phlebotomy courses are taught by part-time faculty members. Teaching Assistants have been hired to assist the faculty members with the lab set-up and supervision of the high number of invasive skill check-offs, including blood withdrawal and intramuscular injections. The medical assisting program has added chrome books to provide instruction on electronic medical record documentation. The projected job outlook continues to grow to 23% from 2014 to 2025 as baby boomers continue to access medical services,

Program Sustainability Plan Update

Was a Program Sustainability Plan established in your program's most recent Comprehensive Program Plan and Review?

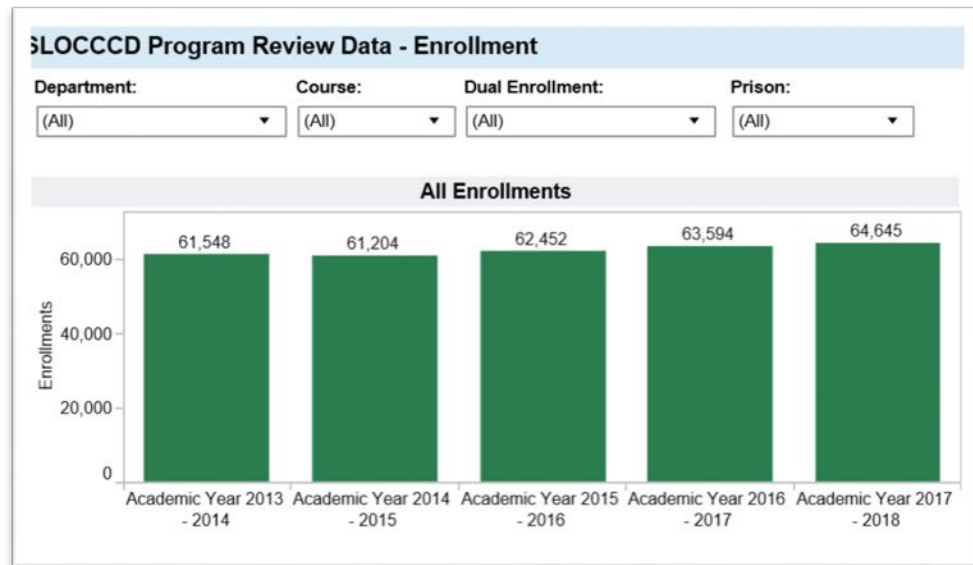
Yes ☐ If yes, please complete the Program Sustainability Plan Progress Report below.

No ☒ If no, you do not need to complete a Progress Report.

INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019

Data Analysis and Program-Specific Measurements

1. General Enrollment:

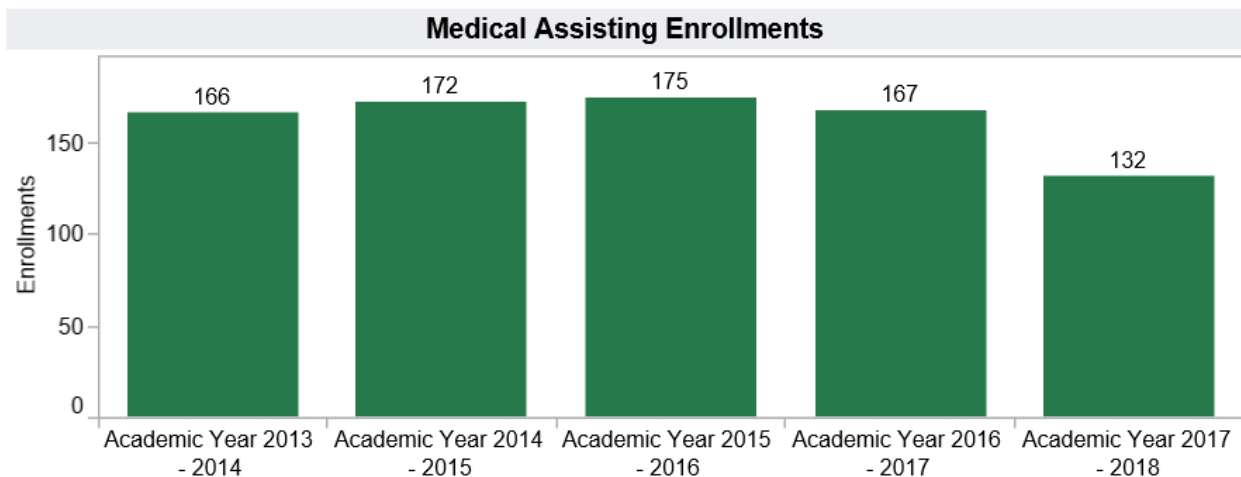


General Enrollment: Medical Assisting

The above enrollment chart numbers represent students enrolled in the FastTrack Medical Assisting courses, MAST 110, 111, and 111L. Students must complete all three courses to obtain the Certificate of Specialization, and must enroll in MAST 111 and 111L concurrently. We are looking at increasing enrollment, which in turn will increase the needs of the program regarding staff, space and equipment.

SLOCCCD Program Review Data - Enrollment

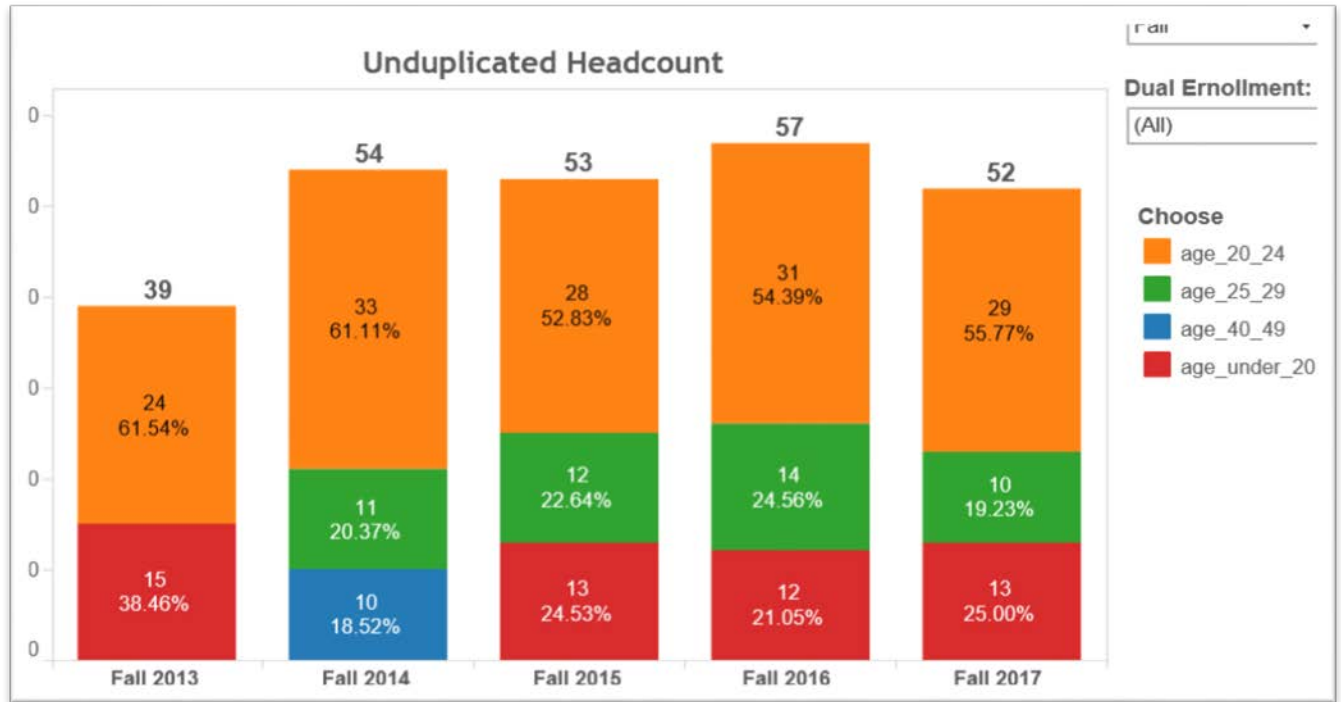
Department: Medical Assisting Course: (Multiple valu... Dual Enrollment: (All) Prison: (All)



INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019

General Enrollment: Phlebotomy in the above chart

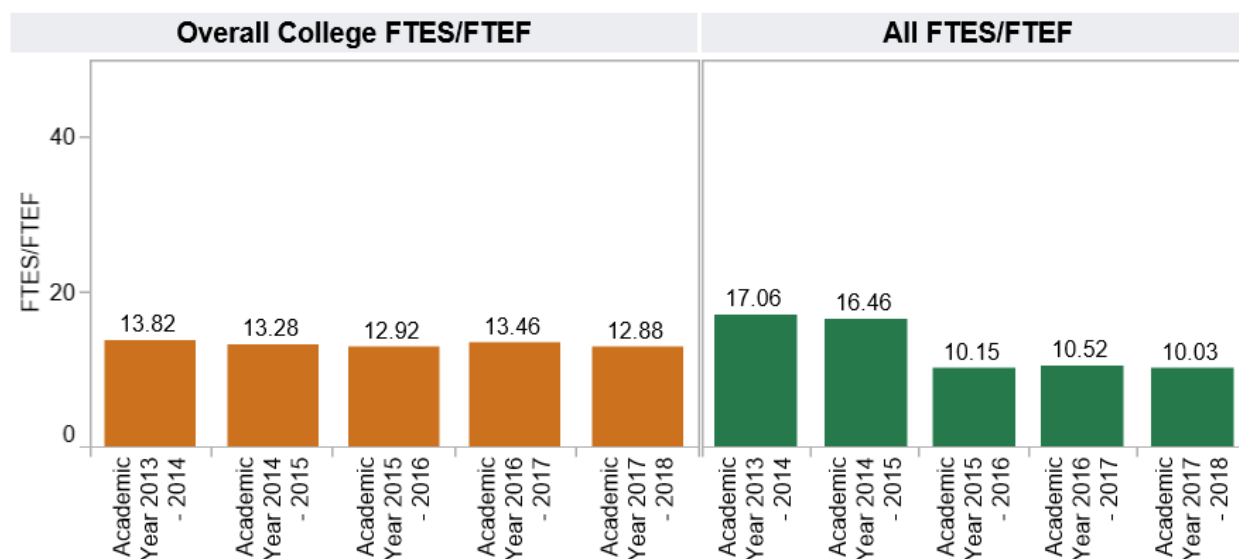
The above enrollment chart numbers represent students enrolled in the Phlebotomy courses, MAST 109 (theory) and 109L (Lab/Externship). This area fell because there two sessions offered each semester instead of three as of 2017. Students must complete both MAST 109 & 109L to obtain their Certificate of Specialization.



General Enrollments: Medical Assisting and Phlebotomy: Age

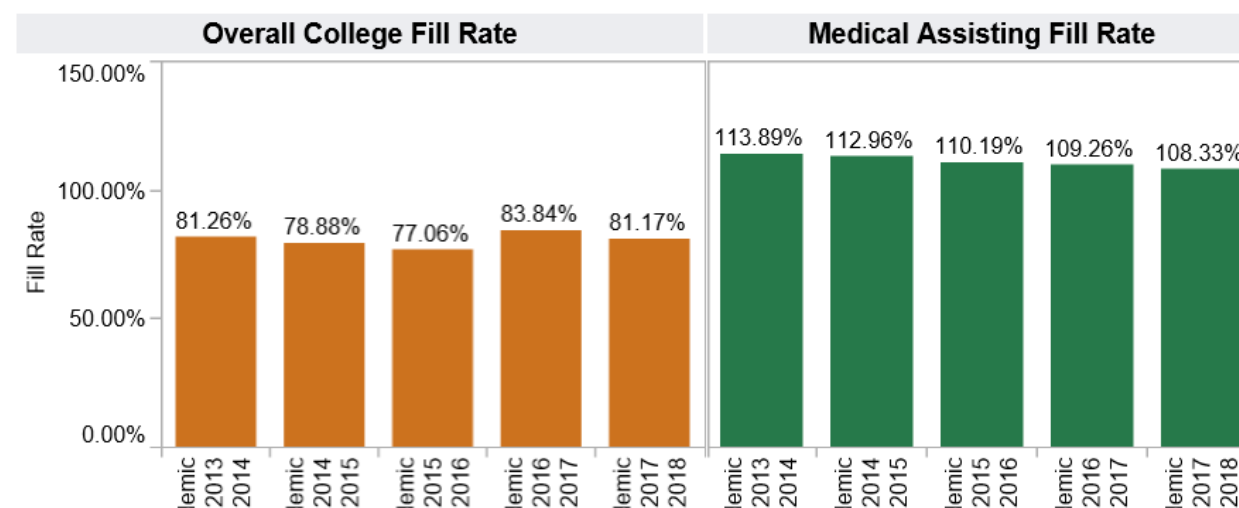
The above chart reflects the age categories of students enrolled in both Medical Assisting and Phlebotomy courses. These courses capture students from under age 19 to 29 years of age. Most of the students are female and between the ages of 20 to 24 years old.

INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019



SLOCCCD Program Review Data - Student Demand (Fill Rate)

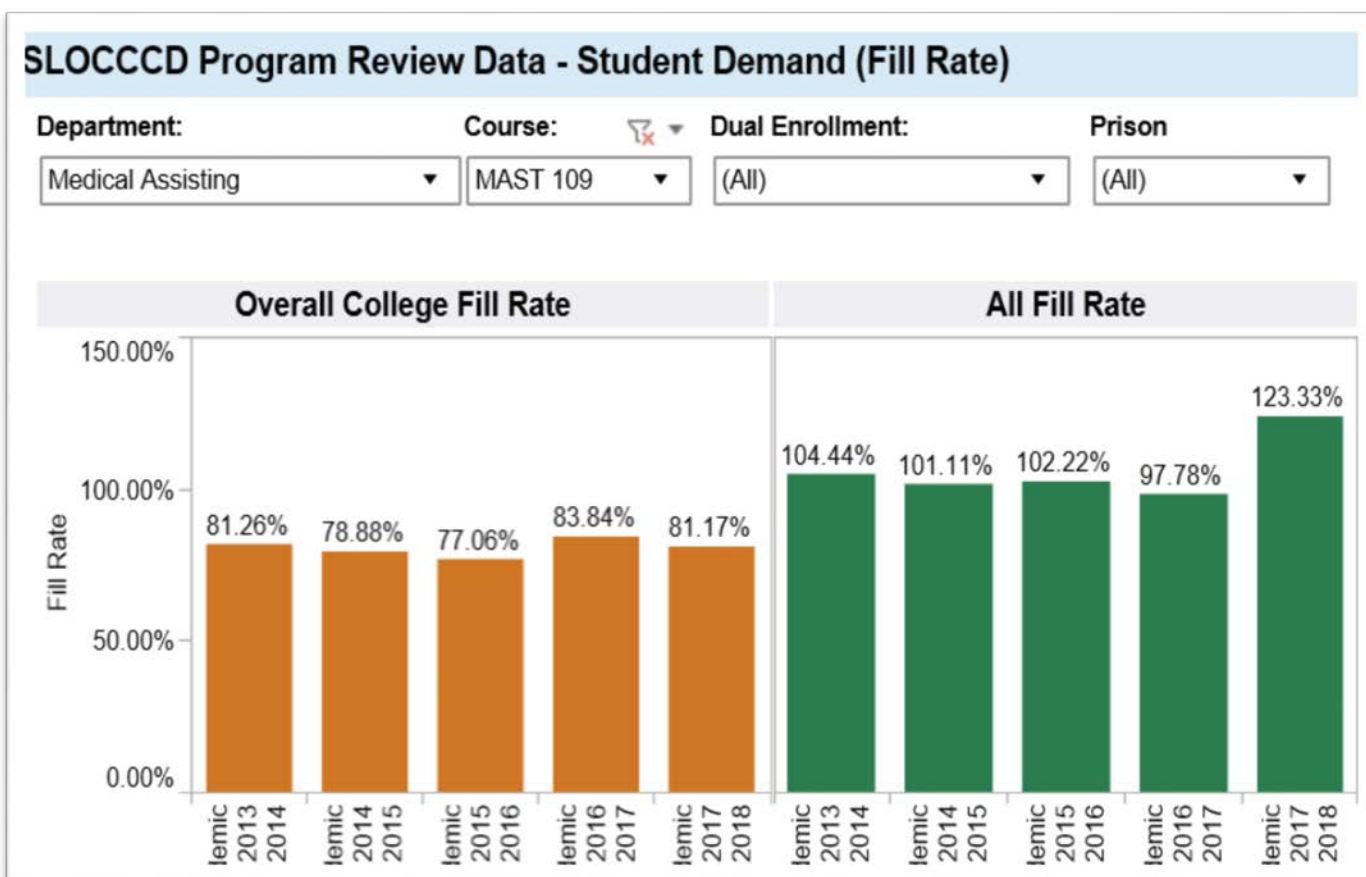
Department:
 Course:
 Dual Enrollment:
 Prison:



Student Demand/Fill Rate: Medical Assisting (MAST 110, 111, and 111L)

The demand/fill rates in the Medical Assisting courses, MAST 110, 111, and 111L, exceed the overall college fill rates. These courses are dependent on availability of clinical facilities for student externship placement. Even though we have a good number of clinical sites to choose from it can still be very challenging to place students for externship. New staff, new computer systems, unusually long orientations or timing of orientations, and exceptionally busy seasons can make placing a student into a clinical site for externship quite difficult

INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019

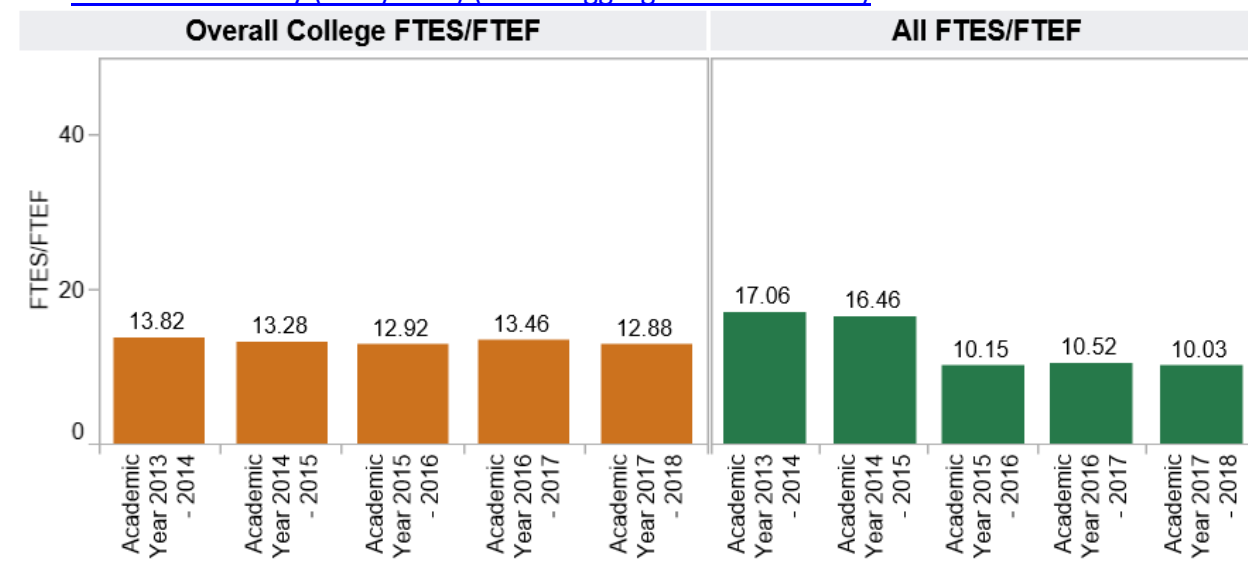


Student Demand/Fill Rate: Phlebotomy (MAST 109, 109L)

The demand/fill rates in the Phlebotomy courses, MAST 109 and 109L, exceed the overall college fill rates, and turn away students on a wait list every semester. Although the fill rates and waitlist status may be indicative of the need to add sections, it is not possible at this time. These courses are dependent on availability of clinical facilities for student externship placement and employment outlook.

INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019

2. [General Efficiency \(FTES/FTEF\) \(Insert Aggregated Data Chart\)](#)



General Efficiency: Medical Assisting 110, 111, and 111L

The above chart shows the efficiency data. The Medical assisting classes are capitated for 20 students and Phlebotomy at 15 students.

Classes are kept small due to the many competencies and procedures along the staff and space confinements

3. [General Student Success – Course Completion \(Insert Aggregated Data Chart\)](#)

INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019

Med Assist 110, 111, 111

SLOCCCD Program Review Data: Successful Course Completion

Select Department:

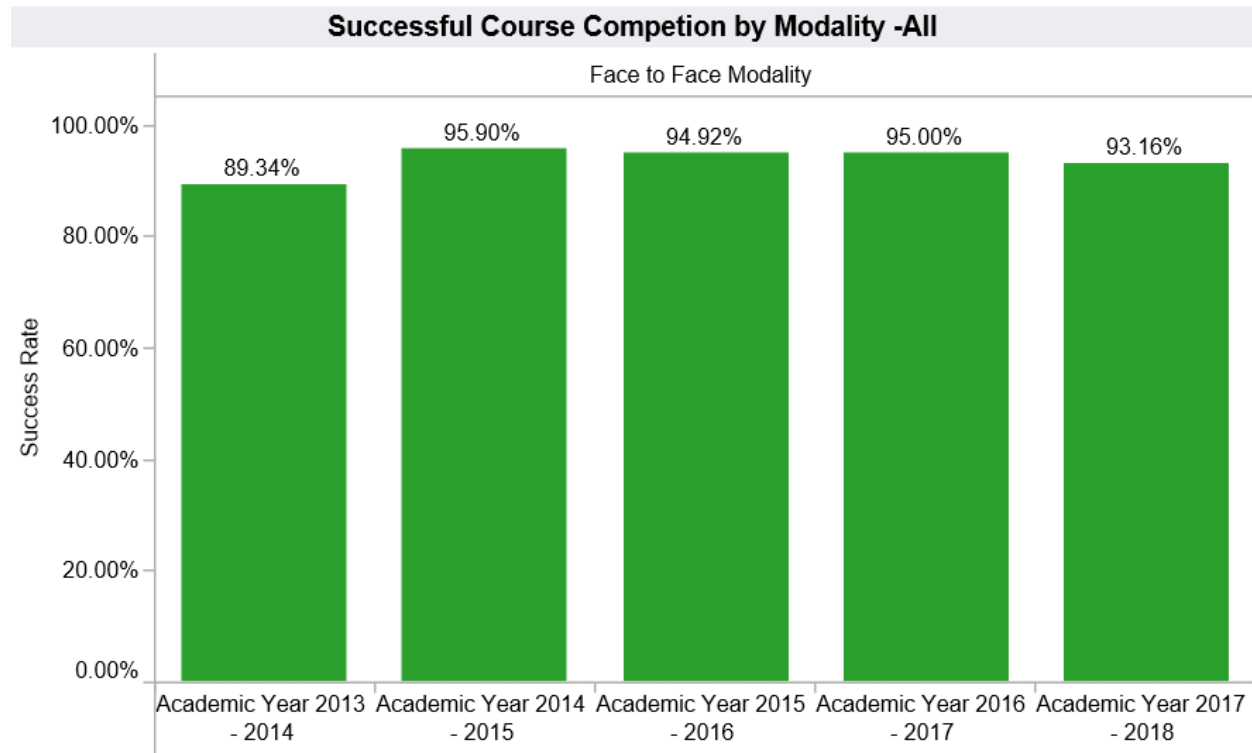
Medical Assisting ▼

Course:

(Multiple values) ▼

Legend:

■ Face to Face Modality



The success rate for Medical Assisting averages about 93%.

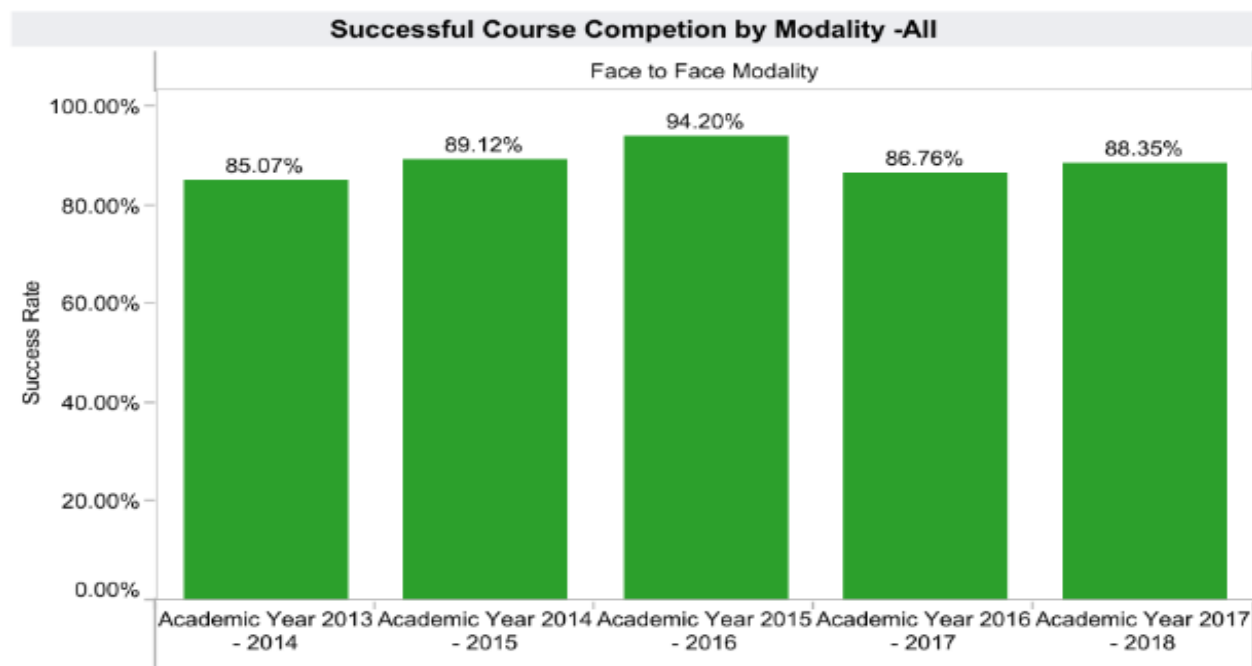
INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019

SLOCCCD Program Review Data: Successful Course Completion

Select Department:
All

Course:
Multiple values

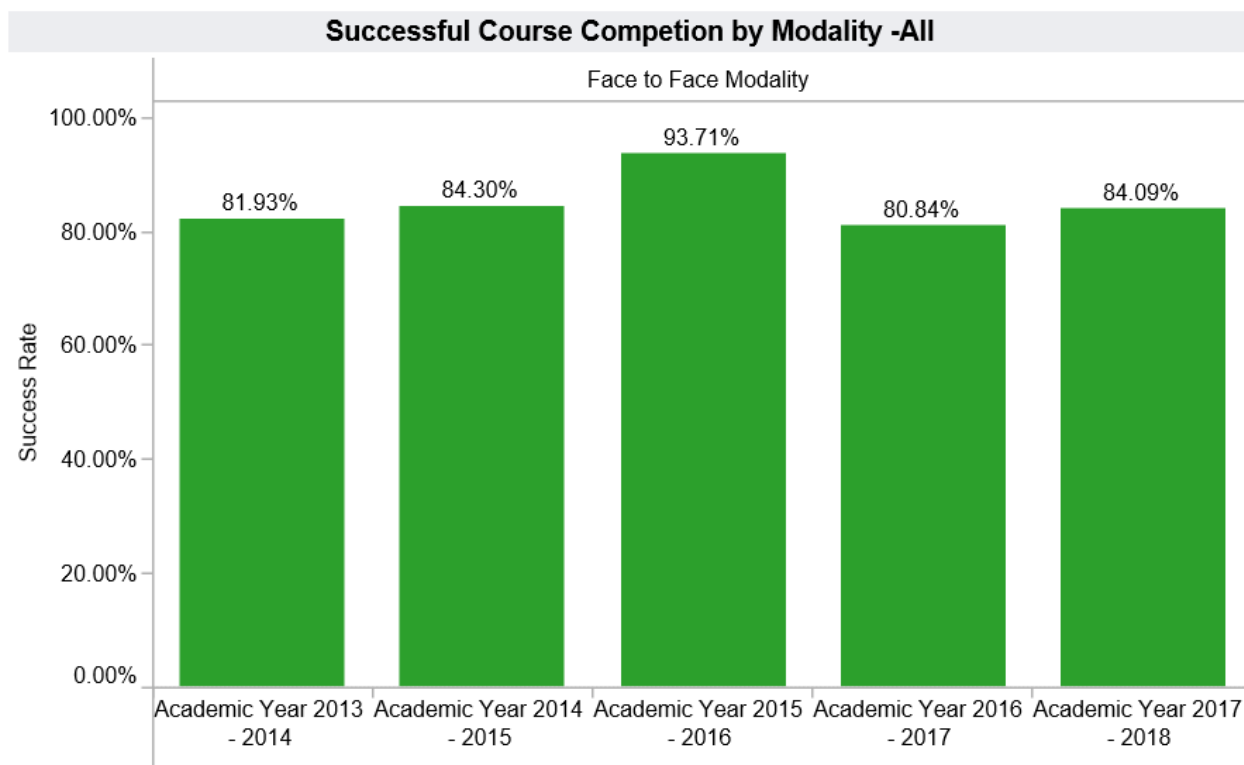
Legend:
Face to Face Modality



Successful Course Completion by Modality Table - All						
		Academic Year 2013 - 2014	Academic Year 2014 - 2015	Academic Year 2015 - 2016	Academic Year 2016 - 2017	Academic Year 2017 - 2018
Face to Face Modality	Department Success Rate	74.56%	74.16%	75.66%	75.66%	76.88%
	Total Department Enrollments	51,005	48,714	48,233	47,128	44,806
Online Modality	Department Success Rate	69.84%	69.40%	69.39%	70.44%	71.37%
	Total Department Enrollments	7,101	8,112	9,950	10,442	12,312

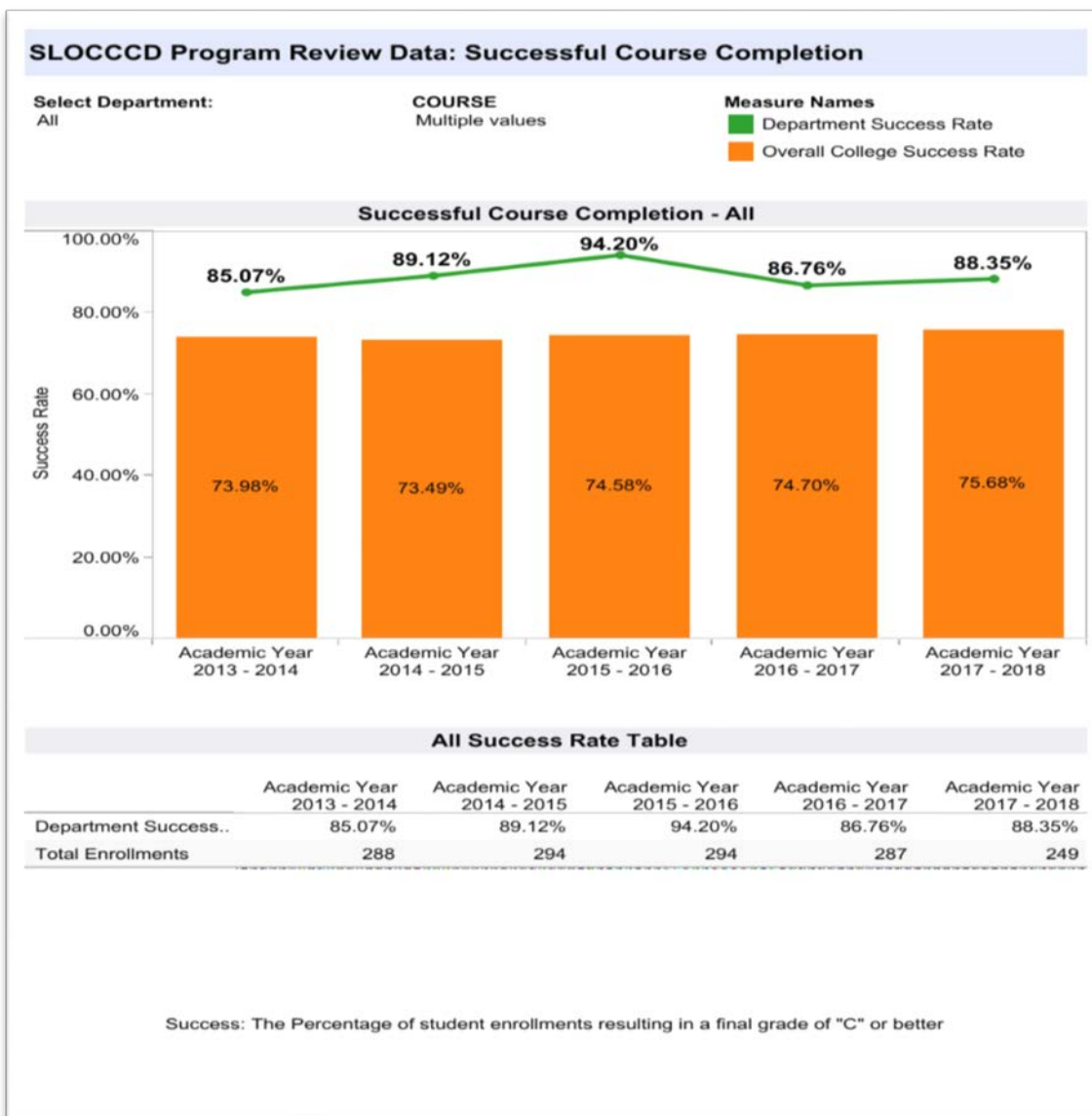
The course completion rates have been above 85% the past three years Phlebotomy 109 and 109L successful course completions are increasing. We have strived to increased supervision and guidance in the lab portion for both Med Assisting and Phlebotomy with Teaching Assistants, which provides students with more attention and confidence as they attain skills.

INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019



4. [Student Success—Course Modality](#)

INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019



Student Success/Course Completion: Medical Assisting and Phlebotomy (MAST 109, 109L, 110, 111, 111L):

The above data represents both Med Assisting and Phlebotomy course successful completions. Medical Assisting and Phlebotomy courses are above the overall college success rate.

INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019

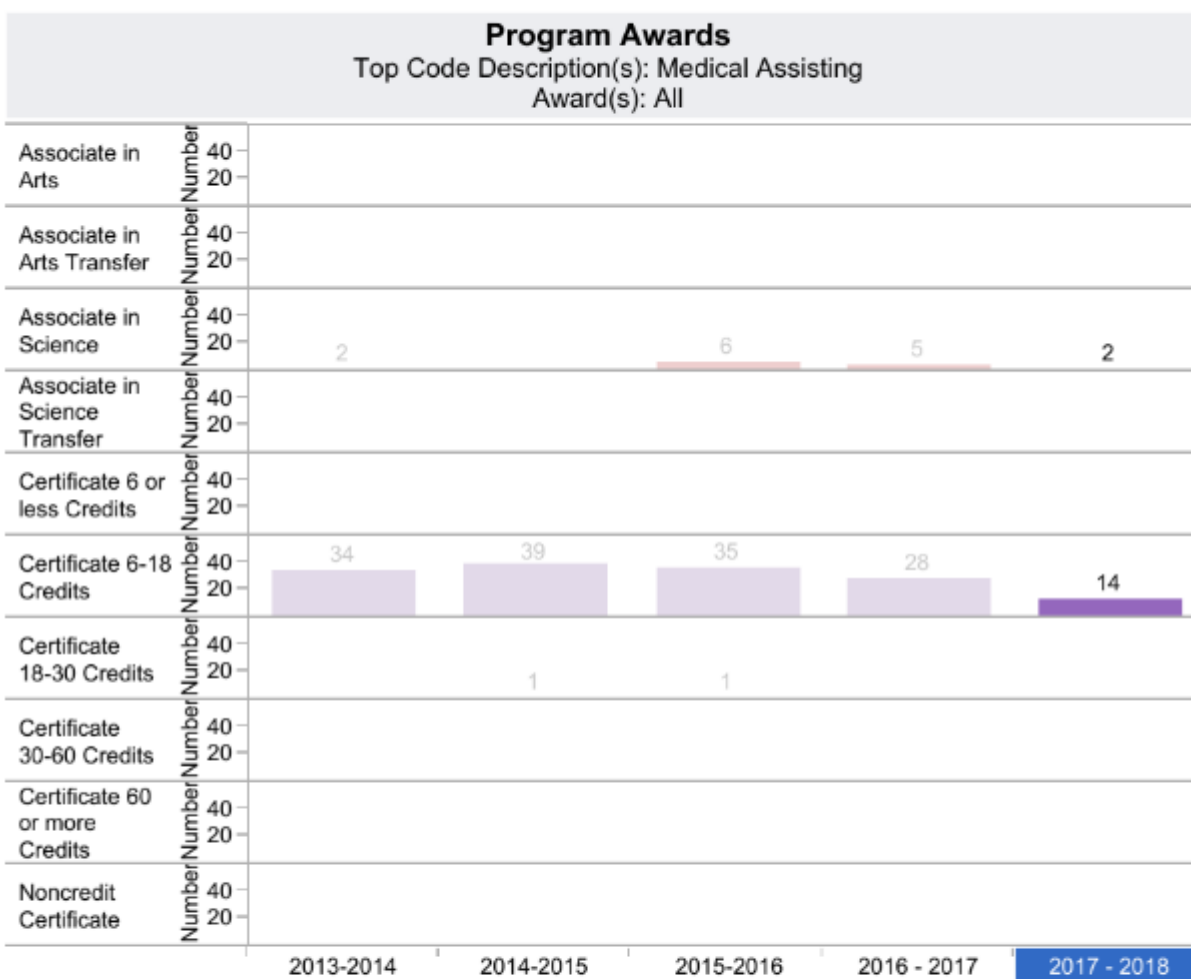
5. Degrees and Certificates Awarded (Insert Data Chart)

INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019

SLOCCCD Program Review Data: Degrees and Certificates Awarded

Program:
Medical Assisting

Award Type:
All



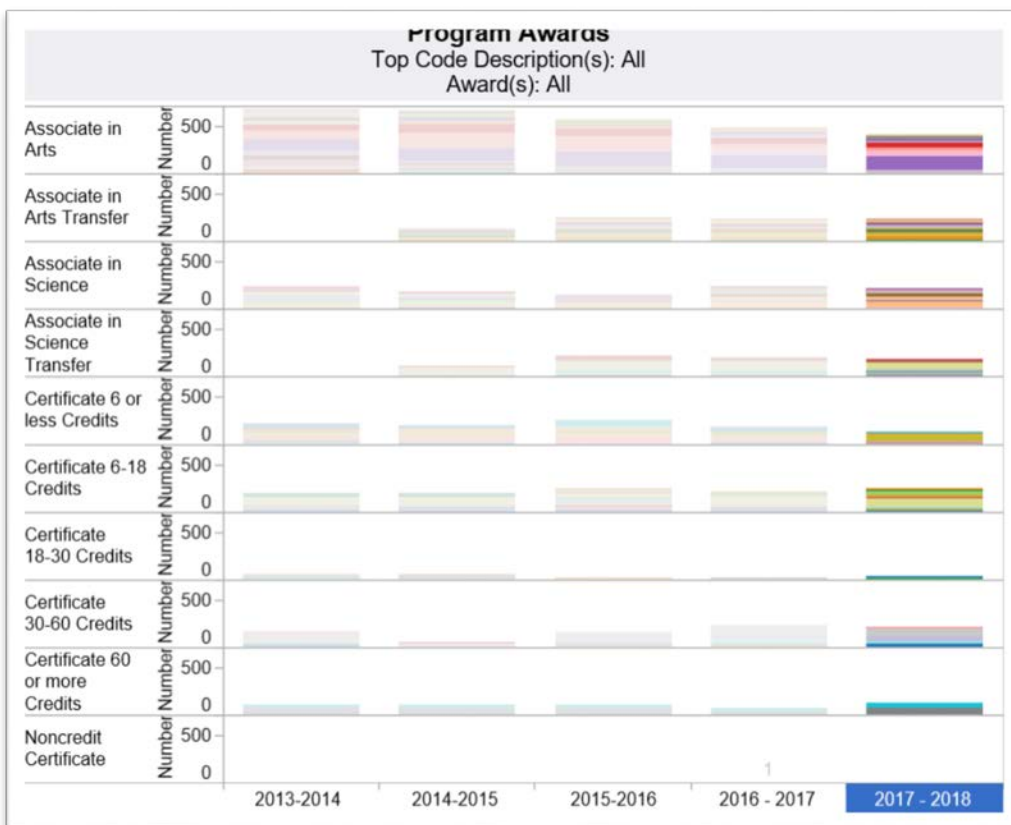
Program Awards Table						
Award T..	Award	2013-2014	2014-2015	2015-2016	2016 - 2017	2017 - 2018
Associate in Science	Medical Assisting (AS)	2		6	5	2
	Total	2		6	5	2
Certificate 6-18 Credits	Medical Assisting (CS)	34	39	35	28	14
	Total	34	39	35	28	14
Certificate 18-30 Credits	Medical Assisting (CA)		1	1		
	Total		1	1		

Program Awards: The number of degrees and certificates awarded by program type

Certificates: Medical Assisting The above chart is certificates awarded in the Medical Assisting courses.

INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019

In the Fall of 2018 there were an unusual amount of student who did not complete the program for various reasons.



Certificates: Phlebotomy The above chart is certificates awarded in the Phlebotomy courses.

Other Relevant Program Data

Medical Assisting students completing the program have one year to take the California Certification Medical Assistant examination. One method used to track how many students which have become certified is to go into the website and input each student's name individually. There was a drop in Degrees/Certificates awarded due to the fact that in Phlebotomy the courses offered were reduced from 3 to 2 in 2016.

Program Outcomes Assessment and Improvements Checklist and Narrative

Checklist:

- ☒ Location of current SLO assessment cycle calendar is: V:drive/nursing/CPAS_formerly SLOs_for_Nursing-and_Allied Health/Program_Course_Assessment_Cycles/MAST_Assessment Cycle Calendar 2016-2022. The master calendar *San Luis Obispo County Community College District Timeline of Learning Outcome Assessment* details the student learning outcome assessment cycle for the entire district. It is accessed from the Institutional Research webpage on the Outcomes and

INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019

Assessment link.

(https://public.tableau.com/views/CYCLE_1/Master_Cycle?:amp;;embed=y&:display_count=no&:showVizHome=no#1).

- ☒ The SLO assessment cycle calendar was last updated in 2018 The current calendar on the V: drive runs through 2022. The master calendar runs through 2026.
- ☒ All MAST courses scheduled for assessment in Fall 2018 were assessed.
- ☒ Date of last completed MAST course assessments in eLumen is December 2018.
- ☒ A sustainability plan has not been established for the Medical Assisting Program.

Narrative:

The following changes have been implemented over the previous year as a direct result of the Program and Student Services Learning Outcomes Assessments.

- Survey methods are being reviewed to increase survey responses and accuracy of data.
- We continue to research methods to more efficiently and accurately track students who take and pass the state certification exams in both Medical Assisting and in Phlebotomy. The California certifying Board for Medical Assistants the California Department of Public Health- Lab Field Services do not analyze and publish this data, so we individually track this on their website and rely on word of mouth, which is challenging and inefficient. The Phlebotomy national certification testing is done by NCCT by which the instruction can access the results.
- As suggested from our Community Advisory Board we have implemented the use of the Electronic Health Record along with 20 chrome books for our students to chart electronically. We will need more should we expand our enrollment as well as storage for them. We may also need to supply the software program which approximately 166.00 per student.

Program Planning / forecasting for the next academic Year

Briefly describe any program plans for the upcoming academic year. These may include, but are not limited to the following: *(Note: you do not need to respond to each of the items below). If there are no forecasted plans for the program, for the upcoming year, indicate: NONE.*

- A. New or modified plans for achieving program learning outcomes.
 - B. Anticipated changes in curriculum, scheduling or delivery modality
 - C. Levels, delivery or types of services
 - D. Facilities changes
 - E. Staffing projections
 - F. Other
-
- A. New or modified plans for achieving program learning outcomes
 - Budget requests that are related to SLOs have been included in the 2017-2018 Resource Plan including:
 - Professional development for faculty to remain current in education trends, medical assisting and phlebotomy content.
 - Update equipment to meet what is utilized in the clinical patient care environment and replacement of equipment that is consistently worn and used during the year such as IV arms.

INSTRUCTIONAL ANNUAL PROGRAM PLANNING WORKSHEET FOR 2018-2019

- B. Anticipated changes in curriculum, scheduling or delivery modality
- Medical Assisting is looking at adding 5 students for a cap of 25. Phlebotomy is looking at lecturing to one larger section, and separating this group into smaller lab courses to meet safe supervision while practicing invasive skills. The number of Phlebotomy students is essentially as large as our healthcare facilities can manage for the skills training externship. Currently we offer 2 sections of 15 students each semester, totaling 80 annually. The Phlebotomy program may need to decrease this number to accommodate clinical facility needs and following a review of the job market.
- C. Levels, delivery or types of support services
- Continue to collaborate with the following college departments to best serve the Medical Assisting and Phlebotomy students:
 - Career Connections
 - Admissions and Records
 - Counseling
 - Research
 - Community resources – guest speakers from healthcare facilities
- D. Facilities changes
- Increased office space for part-time faculty. Currently they share office space.
 - Additional skills lab practice space.
- E. Staffing projections
- To accommodate the high volume of student skills with adequate supervision, Teaching Assistant (TA) will continue to be needed.
 - Currently, Phlebotomy offers 2 sections that are taught by part-time faculty which potentially could be better served and managed by a full-time faculty member.
 - The Phlebotomy program requires a program director, with minimal qualifications set forth in the Department of Public Health regulations. Currently the part-time faculty do not meet these qualifications. It would be very beneficial to have a program director that also taught in the program.
- F. Strategies for responding to the predicted budget and FTES target for the next academic year
- Continue to evaluate community needs to determine the best number of students to enroll in the MAST certificate courses.
 - Work closely with the foundation to maintain community partnerships