

2020-2022 Closing the Loop Report

General Education Outcome Assessed: Communication

Program Outcome: Students will demonstrate verbal and non-verbal communication for a medical office.

Assessment 1 Date: 12/20/2020 **Assessment 2 Date:** 5/18/2021

Instructor(s) Preparing Form: Candi Milam

1. Describe the assessment activity from Assessment 1.

Students will compose a research document on some aspect of the medical field with correct professional terminology, information describing the topic, and correct grammar.

2. What changes/improvements did you make after Assessment 1?

Courses & Sections Assessed	Changes to Assessment Activity for Assessment 2
MEDA 120 WHG	Develop a process for students to follow with writing.
MEDA 170 WHC	Have the students do a peer review and/or meet with a tutor in the Writing Center.
MEDA 220 WHC	No changes at this time; will watch for consistency in results.

3. Compare the results from Assessments 1 and 2.

Assessment 1--Looking at the courses individually, student in the introduction class of Medical Assisting, which is MEDA 120, are in the lower more competent but developing stages. In, MEDA 170, the second semester of Medical Assisting, you see competent data in most fields. The last semester of Medical Assisting, the data shows students for the most part of have mastered the communication skill.

Assessment 2--Looking at the courses individually, students in the introduction class of Medical Assisting, which is MEDA 120, scored higher this assessment than the last assessment. In

MEDA 170, the second semester of Medical Assisting, students were improved in all fields which was an improvement. The MEDA 220 students, which is the third semester of Medical Assisting, the data shows students for the most part of have mastered the communication skill as shown in previous data.

4. Complete the table.

Courses & Sections Assessed	Campus	Program Established Benchmark	Assessment 1 Result (% meeting Benchmark)*	Assessment 2 Result (% meeting Benchmark)*	Change from Assessment 1 to 2 (Indicate +% for improvement, Indicate -% decline)
MEDA 120 WHG	DACC	70%	50%	100%	+50%
MEDA 170 WHC	DACC		87.5%	100%	+12.5%
MEDA 220 WHC	DACC		96.4%	100%	+3.6%

a. What stands out in your results?

Students who moved to the next class scored higher on the mechanics portion and organization portion of the assessment.

b. What are possible explanations for what you observed?

Students given clear directions, writing steps, and peer review scored higher in all areas.

5. As a result of your assessments, what are the next steps for your courses or program?

The information will be used in more writing assignments such as presentations and discussion posts.

6. How would you rate the effectiveness of your assessment(s)? Did it measure what you thought it would? What are proposed changes for future assessments?

The effectiveness of the changes made were appreciated by the students because it gave them a process to make appropriate changes to help areas which were low. The measurement was what I thought it would be given the changes made. No changes at this time since the measurement was 100%

After completing this form: Send the form electronically along with the Assessment 2 PLAR to the division Assessment Champion.