



Medical Assistant

**Wisconsin Indianhead Technical College
31-509-1 One-Year Technical Degree**

**2019
Program Review**

ACADEMIC PROGRAM REVIEW PROFILE

Program Number & Name: 31-509-1 Medical Assistant		
Program Academic or Assistant Dean	Title and Location	Phone and e-mail
Mari Jo Ulrich	Academic Dean/ Allied Health Ashland	Ext. 3167 / MariJo.Ulrich@witc.edu
Team Lead(s)	Title and Location	Phone and e-mail
Melissa Neal	Medical Assistant Instructor Rice Lake	Ext. 9482 melissa.neal@witc.edu
Janel Krolikowski	Medical Assistant Program Director	Ext. 5295 janel.krolikowski@witc.edu
Team Members	Title and Location	Phone and e-mail
Dede Maki	Counselor/Superior	Ext 6213 dede.maki@witc.edu
Sonja Von Frank	Academic Support Instructor/Superior	Ext. 6330 sonja.vonfrank@witc.edu
Steve Dus	Dean of Students/New Richmond	Ext. 4301 steven.dus@witc.edu
Pat Kinney	General Studies Mathematics/ Ashland	Ext. 3110 patrick.kinney@witc.edu
Kristy Reuille	Medical Assistant Instructor/ Superior	Ext. 6324 kristy.reuille@witc.edu
Mari Jo Ulrich	Academic Dean; Allied Health, EMS, Nursing/ Ashland	Ext. 3167 marijo.ulrich@witc.edu

**If you have more than 8 team members, right click within the member table above and choose insert row above or below.

Self-Study Areas:

<p>Required Elements: Analysis of trends from Program Effectiveness Data Profile, Analysis of results of previous program improvement plans, Progress/results of TSA (including program & employability essentials)</p>	<p>1) 1st- 2nd year retention- 60% 2016-2017. Focusing on pre- medical assistant students. 2) Course success rate and trends regarding face-to-face vs online. Focusing on courses below 80% success rate.</p>
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<p>Choose from a minimum of 2 of the following other areas to study</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Academic Advising <input type="checkbox"/> Accreditation/National or State Standards, Regulations, Compliance <input type="checkbox"/> Advisory Committees <input type="checkbox"/> Assessment of Student Learning <input type="checkbox"/> Budgeting Efficiencies/Costs per FTE <input type="checkbox"/> Career Outlook/Future Occupational Trends <input type="checkbox"/> Career Pathways <input type="checkbox"/> Collaboration/Partnerships <input type="checkbox"/> Curriculum Currency/modifications <input checked="" type="checkbox"/> Delivery Methods/Distribution of Offerings/Scheduling <input type="checkbox"/> Dual Enrollment <input type="checkbox"/> Equipment <input type="checkbox"/> Facilities <input type="checkbox"/> Faculty Credentialing/Development Needs <input type="checkbox"/> Online/Technology <input type="checkbox"/> Recruitment <input type="checkbox"/> Other _____
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Program Information:

Capacity (new students admitted/year):	83	
Number of Faculty:	FT: 6	PT:2
Statewide Curriculum:	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>

Program Accredited by:	CAAHEP
Date of Last Accreditation	2014
Date of Next Accreditation	2022
Is a visit required? If so, when is the next visit?	Yes
Program Licensed by:	N/A
Date of Last Licensing:	N/A
Date of Next Licensing:	N/A
Is a visit required? If so, when is the next visit?	N/A
Please list other program and individual association and organizational memberships:	N/A

Note: The accreditation, licensing, and membership information listed above will be listed in the annual WITC Fact Book.

SELF-STUDY CATEGORY RESULTS

Program and Category	
Program: 31-509-1 Medical Assistant	
Category: Analysis of Trends from Program Data Profile	
See below in document mgmt area 2018 & 2019 data day data profile analysis document	
Resources Contact(s) for this Category:	
Strengths	Opportunities
Mandatory orientation for FT MA students	Increase student's knowledge of the MA program to potential students during the admissions counseling.
Detailed discussion of rigor at MA orientation	Retention of our first year to second year students, Pre-MA, and PT MA students.
Detailed discussion of rigor on 1st day of semester for FT and PT MA students	
Past MA students attend MA orientation to advise new MA students	
**If you have more than 8 strengths and opportunities, right click within the table above and choose insert row above or below.	
What items in this category MUST be addressed on our improvement plan?	Create and online orientation for Pre-MA students and workflow process with admissions/counselors.

	MA instructors will create an online orientation that will be incorporated into the admissions process. This will align Pre-MA students and PT MA students with MA adviser.		
What items in this category MIGHT be addressed on the improvement plan?	Ask counselors to relay detailed information of the rigor of the course with admitted Pre- MA and PT students. Create a check-sheet for counselors to go over in detail with Pre-MA and PT MA students discussing rigor, instructor email and adviser information.		
Team Rating			
Please indicate by an (X) the team rating of your program on this category.			
<i>All areas need improvement</i>	<i>Some areas meet expectations, but most areas need improvement</i>	<i>All areas meet expectations —few areas need improvement</i>	<i>Exemplary—all areas exceed expectations—use as a model for other programs</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Additional Comments: (optional)			

SELF-STUDY CATEGORY RESULTS

Program and Category	
Program: 31-509-1 Medical Assistant	
Category: Progress/results of TSA (includes program outcomes and Employability Essentials)	
Resources Contact(s) for this Category: Brenda Kretzschmar	
Strengths	Opportunities
All objectives are embedded in the program prior to practicum.	Have TSA data available/accessible to all faculty.
100% Completion of TSA of all graduates on four campuses.	Compare WITC MA completion rates to other WTCS Medical Assistant Programs.
**If you have more than 8 strengths and opportunities, right click within the table above and choose insert row above or below.	
What items in this category MUST be addressed on our improvement plan?	Improve accessibility of program data to include all program faculty.

What items in this category MIGHT be addressed on the improvement plan?	Gather the 16 Medical Assistant Programs data from WTCS, technical skills assessment rates for review of program faculty.		
Team Rating			
Please indicate by an (X) the team rating of your program on this category.			
<i>All areas need improvement</i>	<i>Some areas meet expectations, but most areas need improvement</i>	<i>All areas meet expectations — few areas need improvement</i>	<i>Exemplary—all areas exceed expectations—use as a model for other programs</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Additional Comments: (optional)			
Enter text.			

SELF-STUDY CATEGORY RESULTS

Program and Category	
Program: Medical Assistant	
Category: Academic Advising - 1st-2nd Year Retention (60% 2016-2017) Focusing on Pre-MA Students	
Resources Contact(s) for this Category:	
Strengths	Opportunities
Early alerts and referrals to counselors.	Absence of Pre-MA students on MA faculty advising lists.
Math Foundations for Health offered each semester and summer on each campus by student support (ABE)	Deficiency of admission process for Pre- MA students.
Face-to-face (mandatory) orientation.	Pre-MA students are not mandated to attend MA orientation at the point of their admission.
FT MA faculty are advisers for all MA students,	
Bridge for study skills for Human Body Health and Disease course. (FT and PT students)	

Academic support center is scheduled to come to our classroom on the first day of each semester.			
Statewide curriculum is followed.			
**If you have more than 8 strengths and opportunities, right click within the table above and choose insert row above or below.			
What items in this category MUST be addressed on our improvement plan?	<p>Mandatory 1st semester Academic Support Workshop. (FT MA students and highly recommended for Pre-MA students)</p> <p>Workshop focus is on test taking, note taking, math skills, and reading/writing.</p> <p>MA instructors in attendance, students notified of date/time at the start of 1st semester. Participation by academic support center, MA faculty, math lab and reading/writing instructors. Scheduled during 3rd week of semester for 4-5 hours.</p> <p>Partner with Tammy Will to better equip our MA students for success.</p>		
What items in this category MIGHT be addressed on the improvement plan?	Attend a monthly meeting with counselors on each campus each semester to update program changes, keeping lines of communication open. Continue to enrich the knowledge of the resources available for students: study skills, note taking, soft skills, test taking, preparation and organizational skills.		
Team Rating			
Please indicate by an (X) the team rating of your program on this category.			
<i>All areas need improvement</i>	<i>Some areas meet expectations, but most areas need improvement</i>	<i>All areas meet expectations —few areas need improvement</i>	<i><u>Exemplary</u>—all areas exceed expectations—use as a model for other programs</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Additional Comments: (optional)			

SELF-STUDY CATEGORY RESULTS

Program and Category			
Program: Medical Assistant			
Category: Delivery Methods/Distribution of Offerings/Scheduling - Course success rate and trends online vs face-to-face courses.			
Resources Contact(s) for this Category:			
Strengths	Opportunities		
Majority of MA program courses are face-to-face.	More face-to-face advisement with Pre-MA students taking MA courses.		
MA program has a statewide curriculum and we abide by the policies and guidelines.	Find ways to utilize the new CRM to connect with students and potential students as soon as possible in the admission process.		
All faculty are healthcare professionals and have worked in the field.			
Two of the three online courses in the MA program are taught by MA faculty.			
**If you have more than 8 strengths and opportunities, right click within the table above and choose insert row above or below.			
What items in this category MUST be addressed on our improvement plan?	Formulate a welcome letter, created by the MA lead instructors, sent to all admitted students in the MA program. (Utilizing USPS as well as electronic mail)		
What items in this category MIGHT be addressed on the improvement plan?	MA faculty hold an open house to welcome admitted students with hours advertised. Suggest that all online faculty create a welcome video to students that is posted on their online course(s).		
Team Rating			
Please indicate by an (X) the team rating of your program on this category.			
<i>All areas need improvement</i>	<i>Some areas meet expectations, but most areas need improvement</i>	<i>All areas meet expectations —few areas need improvement</i>	<i><u>Exemplary</u>—all areas exceed expectations—use as a model for other programs</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Additional Comments: (optional)			

ACADEMIC PROGRAM IMPROVEMENT PLAN

PROGRAM:	Medical Assistant
Defined Outcome	Students obtain knowledge in test taking, note taking, and time management.
Metric:	
50% of Medical Assistant Students in attendance at workshop.	
Action Plan/Action Items & Person(s) Responsible:	Timeline & Resources:
Action Plan #1- 1st Semester Academic Support Workshop (3 campuses) Responsibility: All full-time Medical Assistant Faculty.	- Time to organize and prepare workshop. Move to Fall 2021 per Melissa Neal
1. Partner with Tammy Will and Tim McRaith to organize the workshop for the MA program.	
2. Meet with instructors to discuss expectations.	
3. Determine best time frame for staff, faculty and students.	
4. Implement workshop	
**If you have more than 8 action items, right click within the table above and choose insert row above or below.	
Divisional Dean Comments:	
<input checked="" type="checkbox"/> I approve this plan.	
Vice President Comments:	
<input type="checkbox"/> I approve this plan	
<i>Note: (A mid-year and year-end update will be required each year during implementation.)</i>	
Implementation Update (June 30, 2020):	
Instructions: Enter update text in box below, check a box below, and enter metric and results	
From Melissa Neal 4/2020: We have put together a draft of how the workshop will be implemented. We have also had conversations with all MA faculty regarding time frames, expectations, ideas etc. Our next step would be to reach out to the support staff and discuss their involvement in the workshop and determine a date on each campus.	
<input type="checkbox"/> Met (include metric result)	
<input type="checkbox"/> Partially Met (include metric)	
<input checked="" type="checkbox"/> Not Met (include metric)	

ACADEMIC PROGRAM IMPROVEMENT PLAN

PROGRAM:	Medical Assistant
Defined Outcome	Students feel welcomed and have contact with adviser prior to the start of the program.
Metric:	
80% of all admitted students in the Medical Assistant program receive a welcome letter prior to the start of the semester.	
Action Plan/Action Items & Person(s) Responsible:	
Action Plan #2 Welcome letter sent to Medical Assistant students. Responsibility: All full-time Medical Assistant faculty.	Timeline & Resources
	- Plan and organize letter and process. Move to Spring 2022 per Melissa Neal
1. Connect with Admission Adviser on all four campuses.	
2. Determine open-enrollment dates.	
3. Determine best time to send out letters.	
4. Create tracking tool. (Lisa Hall)	
5. Create welcome letter.	
6. Implement process on all four campuses.	
**If you have more than 8 action items, right click within the table above and choose insert row above or below.	
Divisional Dean Comments:	
<input checked="" type="checkbox"/> I approve this plan.	
<i>Note: (A mid-year and year-end update will be required each year during implementation.)</i> Implementation Update (June 30, 2020): <b style="color: red;">Instructions: Enter update text in box below, check a box below, and enter metric and results	
From Melissa - 4/2020: We have a draft set for the letter. We have discussed the letter with all MA faculty. We also discussed a tracking method with Lisa Hall regarding keeping track of how/when these letters would be sent and to be aware of duplicates. We will still need to determine dates of enrollment and best times to implement etc.	
<input type="checkbox"/> Met (include metric result)	
<input type="checkbox"/> Partially Met(include metric)	
<input checked="" type="checkbox"/> Not Met (include metric)	