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**ABSTRACT**

The results of an evaluation of the Medical Assistant Program's first year are presented. Specifically, the matriculation, course enrollment, and program completions for the first year are compared with goals established at the program's inception. The evaluation findings were: (1) the program was offered as planned; (2) the discrepancy between established criteria and actual course enrollment was well within an acceptable range; (3) there will be five more completions of the program than were projected. Evaluative statements concerning the program by the program coordinator, department chairman, division chairman, campus dean, chairman of the Advisory Committee, and dean of education are provided. Because of the positive results of the initial year, it was recommended that the Medical Assistant Program be continued for another year. (DB)

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**PROGRAM EVALUATION REPORT**

**Medical Assistant Program**

**Takoma Park Campus**

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**Initial Year**

**1973 -- 1974**

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**Constance F. Woodall**

**Program Coordinator**

**in consultation with the**

**Office of Institutional Research and Analysis**

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**June 1974**

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## INITIAL YEAR

### EVALUATION REPORT OF THE MEDICAL ASSISTANT PROGRAM

When the Medical Assistant Program was approved by the Board of Trustees of Montgomery Community College it was with the stipulation that there would be "an annual follow-up and evaluation study of the curriculum... after each of the first five years that the curriculum is offered." This report contains the results of the evaluation conducted at the close of the program's initial year, 1973-1974. Specifically, the matriculation, course enrollment, and program completions for the first year are compared to goals established at the inception of the program. Further, the report contains evaluative statements by individuals directly and indirectly involved in the instruction and administration of the program.

#### Matriculation

The minimum number of matriculants necessary to offer the Medical Assistant Program was set at 17. The official matriculation for the Fall 1973 semester was 31. Thus, the program was offered as planned. The students by full- and part-time and degree and certificate are shown in Table I.

TABLE I  
FIRST YEAR MATRICULATION  
IN THE  
MEDICAL ASSISTANT PROGRAM\*

STATUS	MATRICULATION		TOTAL	PROJECTED	DISCREPANCY FROM GOAL
	DEGREE	CERTIFICATE			
Full-Time	22	3	25	-	-
Part-Time	2	4	6	-	-
<b>TOTAL</b>	<b>24</b>	<b>7</b>	<b>31</b>	<b>17</b>	<b>+ 14</b>

\* Official third week enrollment, fall semester

#### Course Enrollment

In each specialized course the minimum enrollment was set at 15 students. During the first two semesters a total of six of these courses were taught. One course, ST 132 Secretarial Training, fell below the criteria by three students in the Spring semester but, by special permission, was conducted. The average in the other five courses was 25 students. Thus, the discrepancy between established criteria and the actual course enrollment was well within an acceptable range. However, the enrollment in ST 132 will be very closely studied in subsequent semesters. Specialized course enrollment data for the first two semesters of the program are found in Table II.

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TABLE II  
FIRST YEAR SPECIALIZED COURSE ENROLLMENT  
IN THE  
MEDICAL ASSISTANT PROGRAM

SPECIALIZED COURSES	ENROLLMENT		DISCREPANCY FROM 15
	FALL 1973	DISCREPANCY FROM 15	
Introduction to Laboratory Techniques (ML 103)	25	+ 10	
Medical Assisting Procedures (NU 104)			22 + 7
Psychology of Interpersonal Behavior (PY 104)			29 + 14
Medical Law and Ethics (ST 109)	26	+ 11	
Medical Office Procedures (ST 110)			24 + 9
Machine Transcription II (ST 132)			12 - 3

### Graduates

As of Spring 1974 no students had completed the program and received a degree or certificate. During the Summer of 1974 we anticipate that three students will receive the AA degree and five the Certificate. At the inception of the program, only three completions were expected after two semesters and one summer session. Thus, there will be five more completions than projected.

### Program Assessments

In the President's plan for assessing the program, reports from key personnel were requested. These reports were made, as follows:

Program Coordinator. The program is approaching one year of completion with 31 students matriculated (14 more than projected) and the Practicum is currently (summer 1974) being conducted. With my experience to date, I recommend the program be continued indefinitely. The following are objectives I hope to attain in 1974-75 with the program:

1. Make adjustments in the program to fit the needs of the community, relying upon the responses from the participating physicians in the Practicum in summer 1974, advice from the Advisory Committee, and my own observations from contact with the various professional personnel in the community.
2. Closer contact with the Advisory Committee, including two meetings a year--one each semester.
3. Expand the public relations aspect of the program, which is now being improved with the release of the Medical Assistant brochure (see attachment) for the program and articles in the various news media.
4. Recruit high caliber students, with the help of local physicians, College counselors, the Office of Public Information, and other interested persons.

5. Matriculate more students so that the enrollments in ST 132 reach a minimum of 15. This can be done by accepting students who meet the 35 wpm minimum for typing and starting them in ST 131 the first semester as required by the curriculum.
6. Prepare a slide-tape presentation about the Medical Assistant Program to be sent to area facilities, including high schools.
7. Matriculate 50 students, which is the maximum allowable figure for the second year.
8. Have at least 11 graduates by the end of the second summer session, which is 5 more than projected.
9. Place 90 percent of the graduates.

Department Chairman. The Medical Assistant Program is nearing completion of its first year of operation at this time. Whereas in the PROPOSAL FOR THE MEDICAL ASSISTANT PROGRAM it was projected that during the first year of operation a minimum of 17 students would be enrolled, 2 would drop out, and 3 would receive certificates, actually, 31 students were enrolled, 4 either dropped out or were counseled out, 5 are expected to receive certificates and 3 to receive degrees at the end of the first year. Thus eight students, approximately 26 percent of those initially enrolled, are expected to graduate in August, 1974. This 26 percent completion rate exceeds the 10 to 12 percent graduation rate for the College as a whole.

It should be noted that it was not anticipated in the PROPOSAL that any students would complete the requirements for the degree by the end of the first year; however, this was made possible because several students transferred into the curriculum with previously earned general education credits and sophomore standing.

Six of the students enrolled are part-time students. Many of them take only one course at a time. Completion of the program for these students is either a long way off or not a realistic goal.

The completions expected at the end of the first year will exceed the projected third-year minimums. The following chart is taken from page 76 of the PROPOSAL. A fourth column, Actual, First Year, has been added to make easy comparison possible.

TABLE III  
PROJECTED MINIMUM NUMBERS IN THE MEDICAL ASSISTANT PROGRAM  
Three Years

	Projected First Year	Projected Second Year	Projected Third Year	Actual First Year
New Students	17	20	30	31
Returning Students	0	6	7	0
Graduates-Certificate Program	3	4	4	
Graduates-Degree Program	0	2	2	

No data are available on job placements or career advancements at this time since no students have graduated or been placed in permanent positions.



The qualitative criteria for evaluating the program outlined on pages 77 and 78 of the PROPOSAL are likewise not available at this time because certain phases of the first-year cycle have not been completed.

It has been gratifying to see the enthusiastic response of the physicians in the community who are participating in the Practicum training of the students this summer. Without exception, these physicians are pleased to know that Montgomery College has established a training program for medical office workers. Heretofore there has been no accredited local public institution involved in the training of medical assistants.

I believe the Medical Assistant Program is serving the community well. The availability of this program benefits the community by providing:

1. physicians with a supply of professionally trained medical assistants available for employment;
2. high school graduates an additional opportunity for training and education in the paramedical field;
3. mature women wishing to re-enter the job market and wanting to do so with the assurance and confidence that come from knowledge and training, the opportunity to receive that knowledge and training for a paramedical career.

Judging from the success of the program to date, the enthusiastic response of the physicians participating in the Practicum and that of the students and the instructors in the Program, the increased number of Medical Assistant Programs established in community colleges through-

out the country, the service rendered to the community, and the appropriateness of paramedical training at the community college level, it is my recommendation that the Medical Assistant Program be continued for a second year with the ultimate goal of establishing the program permanently at Montgomery College.

Division Chairman. The growth and maturation of the new Medical Assistant Curriculum is proceeding at an acceptable pace. There were early difficulties arising from a change of coordinators at the end of the first semester of the program. This problem appears to be corrected as Ms. Woodall prepares her plans and objectives for the second year of operation.

It must be reiterated that this is a new type of program for the area and State. Thus, there are difficulties that established programs do not encounter. However, it is the unique nature of the curriculum that commends it for a continuing trial period. It certainly should continue in FY 75 and an operating budget should be developed for FY 76.

Campus Dean. The Medical Assistant Program first enrolled students beginning with the Fall Semester 1973. During that first year the program fulfilled expectations in a most creditable manner.

Enrollments more than met projections. Physicians involved with the Practicum were most responsive and enthusiastic. The number of applications on file for Fall Semester 1974 would indicate projections for the coming year will be met. Instruction has been sound and the Program Coordinator most effective.

The Program should continue in operation for the foreseeable future.

Chairman, Advisory Committee. The Advisory Committee recommends the continuation of the Medical Assistant Program based on the following:

1. Physician's evaluations (87% replied) of student performance in the Practicum were overwhelmingly favorable.
2. Student evaluations were favorable, but we felt modest when compared with the physician's evaluations.
3. Student matriculation of 31 exceeded projected figure of 17.
4. Eight graduates estimated (3 degree, 5 certificate) at this time. The program is meeting third-year goals.

Recommended objectives:

1. Long term
  - a. Accreditation of the program by the AAMA examining board.
  - b. Raise matriculation rate based on the enthusiastic response of the community.
2. Immediate
  - a. Curriculum adjustment toward accreditation
  - b. Expand public relations within the community with support of the AAMA.

Dean of Education, The decision of the Board of Trustees to implement the Medical Assistant Program has proven to be a sound one. All

indications in the first year point toward a successful program. Students, faculty, administration, and the professional community have responded enthusiastically. The second and successive years are viewed with anticipation of continued success. The individuals responsible for the successful establishment of this new curriculum should be commended for their outstanding service to the College and community. Continuation of the program is recommended.

#### Recommendation

In view of the positive results of this initial year, adequate justification exists to support a recommendation that the Medical Assistant Program be continued for another year. Further, the progress of the second year should be carefully analyzed and compared with the goals contained in the program proposal. The evaluation at the end of the second year should contain data relative to (1) the physicians' evaluation of the Practicum, (2) students' evaluation of the Practicum, (3) placement of graduates, and (4) evaluation of the program by employers. Program modifications based on these findings should also be documented at the end of the second year.

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