

Santa Rosa Junior College

Program Resource Planning Process

Medical Assisting 2023

1.1a Mission

Updated 5/16/23

The Mission of the Medical Assisting (MA) Program is to provide education to prepare entry-level Administrative and Clinical medical assistants with the skills, techniques, strategies, and knowledge to work in medical offices, hospital outpatient clinics, and health centers. This is one of the FASTEST growing health care fields with jobs available in the community or nearby. We are constantly working to improve the program and changing it according to the needs of our clinical partners.

1.1b Mission Alignment

****Updated 5/16/23****

The Medical Assisting Mission Statement aligns with the SRJC mission statement by offering programs with high academic standards and promoting awareness of and maintaining sensitivity to ethnic, cultural and gender diversity and institutional goals to help students become proficient in technology, to listen actively and respectfully and to locate, analyze, evaluate and synthesize relevant information. We strive to offer courses that reflect academic excellence and integrity and which serve the variety of needs and abilities of our students.

Medical Assisting:

Our program aligns with the District's Mission and Strategic Goals. Our program is committed to:

- Helping students succeed in meeting their educational goals and eliminating barriers to college education by providing guidance and support services through academic advising and referral to SRJC support services, including library, scholarship, financial aid, workforce development, etc.
- Challenging students to be responsible for their academic success and development as efficient, knowledgeable, ethical MAs.
- Promoting cultural awareness, sensitivity, and respect that are integral to success in working with the diverse populations in our county.
- Securing faculty who are knowledgeable, have current experience in their particular area of medical assisting, demonstrate strong teaching skills, and who are committed to student success.
- Working closely with community experts in developing curriculum that meets both professional and student needs.
- Promoting active participation in lecture, skills labs, and providing an externship practical experience in a medical office or outpatient clinic.

1.1c Description

****Updated 5/16/23****

Medical Assisting (MA) is a career path that can be its own career or a stepping stone to nursing, radiology or many other medically based careers. Students can obtain a certificate and be working in as little as 4 semesters.

Medical Assisting is a career with many jobs available. As are one of the fastest growing occupations in California, and especially in Sonoma County. Employment growth is expected because of the aging baby boom population, current working MAs that are nearing retirement age, and the increase in the number of group practices, clinics, and other healthcare facilities that need greater numbers of support personnel. Because many health care employers prefer a trained staff, job prospects are best for MAs with formal training or experience, and for those who are certified.

MA GRADUATES FROM SRJC OFTEN PURSUE HIGHER EDUCATION

Students who complete the MA program at SRJC often go on to pursue education as a licensed vocational nurse (LVN) or registered nurse (RN). Students who complete the MA program with an associates degree, often work as an MA while at the same time pursuing a bachelor's degree or higher.

AVERAGE WAGES:

According to the U.S. Department of Labor, Bureau of Statistics (2020), the median annual wage for MAs across the United States in 2019 was \$34,800 per year.

According to the State of California, Employment Development Department (2020), the median wage in 2020 for MAs in California is \$38,772 annually, or \$18.64 hourly. The median wage for MAs in Sonoma County is \$45,786 annually, or \$22.01 hourly.

Source: State of California, Employment Development Department. (2020). Medical assistants in California. Retrieved from:
<http://www.labormarketinfo.edd.ca.gov/OccGuides/detail.aspx?Soccode=319092&Geography=0604000097>

Source: Bureau of Labor Statistics, U.S. Department of Labor (2020). Medical assistants. Occupational Outlook Handbook. Retrieved from:
<http://www.bls.gov/ooh/healthcare/medical-assistants.htm>

JOB OUTLOOK FOR FOR MAS IN THE UNITED STATES

According to the U.S. Department of Labor, Bureau of Labor Statistics (2020), employment of medical assistants is projected to grow 23 percent from 2018 to 2028 - much faster than the average for all occupations.

The growth of the aging baby-boom population will continue to increase demand for preventive medical services, which are often provided by physicians. As a result, physicians will hire more assistants to perform routine administrative and clinical duties, allowing the physicians to see more patients.

Source: Bureau of Labor Statistics, U.S. Department of Labor (2020). Medical assistants. Occupational Outlook Handbook. Retrieved from:
<http://www.bls.gov/ooh/healthcare/medical-assistants.htm>

JOB OUTLOOK FOR MAS IN CALIFORNIA & SONOMA COUNTY

According to the State of California, Employment Development Department (2020), in California, the number of MAs is expected to grow much faster than average growth rate for all occupations. Jobs for MAs are expected to increase by 29.2 percent, or 24,800 jobs between 2016 and 2026.

In Sonoma County, the number of MAs is expected to grow much faster than average growth rate for all occupations. Jobs for MAs are expected to increase by 32.5 percent, or 400 jobs between 2016 and 2026.

Source: State of California, Employment Development Department. (2020). Medical assistants in California. Retrieved from:
<http://www.labormarketinfo.edd.ca.gov/OccGuides/detail.aspx?Soccode=319092&Geography=0604000097>

Effective Fall of 2019, the Medical Assisting certificate program changed to include both clinical and administrative skills with a total of 40 units. Students can also obtain an Associate of Science (AS) degree.

Recommended sequencing of classes can be viewed on the SRJC Medical Assisting web site at medical-assisting.santarosa.edu.

Finishing a Medical Assistant certificate/degree contributes towards a career involving working in a medical office or clinic that involves direct patient care like rooming patients, taking vital signs, assisting with medical procedures and diagnostic testing and/or assisting the provider with billing, insurance and coding.

1.1d Hours of Office Operation and Service by Location

****Updated 5/16/23****

Medical Assisting:

All MA-prefix courses are offered in person on the Santa Rosa campus, Monday through Friday during the day. The pre-requisite courses like HLC, LIR, ANAT and PSYCH vary as to their offerings.

Currently, the externship is offered in the summer only, and requires that the students complete a total of 240 hours of externship time. Students are generally placed in Sonoma County medical offices and clinics at Kaiser, Sutter, Providence, West County Health Centers, and other smaller offices that vary. While onsite, the students practice Clinical and/or Administrative Medical Assisting (rooming, vital signs, procedures, coding, insurance billing, etc) in accordance with all federal, state, county, District and health care organizational policies (HIPAA, OSHA, etc.).

All instructors and the MA Coordinator are available by email at their www.santarosa.edu addresses, by phone and during office hours which are posted on the office windows of each and every staff member. We believe that as professionals and instructors, what we teach them should be correct and reflect what an ethical, well taught Medical Assistant should do in the clinical and administrative areas. Our instructors excel in both experience and teaching ability.

This is a growing and vital program at SRJC and it is one where jobs are highly in demand.

1.2 Program/Unit Context and Environmental Scan

****Updated 5/16/23****

Medical Assisting:

Trends in Medical Office employment show that providers started using Medical Assistants differently around 1990. At that time, they began to give them more duties and today they are actually even able to give injections and draw blood.

Medical Assisting jobs are highly in demand in California, please see PRPP section 1.1c for a detailed job growth outlook with references.

Medical Assisting in the clinical and administrative area is growing in our community and in the greater economy because of the addition of the Affordable Care Act, the decreased cost of using Medical Assistants in the office rather than nurses and the amount of people expected to retire in the next decade.

Medical Assisting does not see students transferring to a four year program because it is focused on workforce training. We **do** see returning students who later attend our other healthcare programs including associate degree nursing (ADN) who consequently transfer on to Sonoma State University's ADN-BSN program. They can also transfer to a 4 year college if they finish their associates degree which many do. Many simply finish an associates degree in Medical Assisting.

There is currently one full time tenure faculty member that is the Coordinator of the program, and is also instructing in the program. The rest of the instructors are adjunct faculty.

As the economy continues to improve, more and more students will seek short term training programs, especially in programs that often result in jobs. The Medical Assisting program is 4 semesters long, and results in jobs often with excellent benefits and moderate pay.

We expect to see continued growth in the SRJC MA program, **because it is the most rapidly growing profession in the decade** *according to every medical assisting college website including our own and the US Government!*

2.1a Budget Needs

With an increase in enrollment the supply needs of the Medical Assisting program are rising.

Medical Assisting - FY 2021-22

2.1 Fiscal Year Expenditures

Santa Rosa Campus

Expenditure Category	Unrestricted Funds	Change from 2020-21	Restricted Funds	Change from 2020-21	Total	Change from 2020-21
Faculty payroll	\$110,170.00	8.77%	\$0.00	0.00%	\$110,170.00	8.77%
Adjunct payroll	\$76,919.84	11.50%	\$0.00	0.00%	\$76,919.84	11.50%
Classified payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
STNC payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Student payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Management payroll (and Dept Chairs)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Benefits (3000's)	\$56,277.15	14.57%	\$0.00	0.00%	\$56,277.15	14.57%
Supplies (4000's)	\$659.75	-3.79%	\$0.00	0.00%	\$659.75	-3.79%
Services (5000's)	\$4.35	>1000%	\$0.00	0.00%	\$4.35	>1000%
Equipment (6000's)	\$27.76	0.00%	\$15,404.44	729.96%	\$15,432.20	731.45%
Total Expenditures	\$244,058.85	10.89%	\$15,404.44	729.96%	\$259,463.29	16.91%

Petaluma Campus (Includes Rohnert Park and Sonoma)

Expenditure Category	Unrestricted Funds	Change from 2020-21	Restricted Funds	Change from 2020-21	Total	Change from 2020-21
Faculty payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Adjunct payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Classified payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
STNC payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Student payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Management payroll (and Dept Chairs)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Benefits (3000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Supplies (4000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Services (5000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Equipment (6000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Total Expenditures	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%

Other Locations (Includes the PSTC, Windsor, and other locations)

Expenditure Category	Unrestricted Funds	Change from 2020-21	Restricted Funds	Change from 2020-21	Total	Change from 2020-21
Faculty payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Adjunct payroll	\$4,317.15	0.00%	\$0.00	0.00%	\$4,317.15	0.00%
Classified payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
STNC payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Student payroll	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Management payroll (and Dept Chairs)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Benefits (3000's)	\$286.70	0.00%	\$0.00	0.00%	\$286.70	0.00%
Supplies (4000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Services (5000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%
Equipment (6000's)	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%

Total Expenditures	\$4,603.85	0.00%	\$0.00	0.00%	\$4,603.85	0.00%
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Expenditure Totals

Expenditure Category	Amount	Change from 2020-21	District Total	% of District Total
Total Expenditures	\$264,067.14	18.98%	\$0.00	0.00%
Total Faculty Payroll	\$191,406.99	12.41%	\$0.00	0.00%
Total Classified Payroll	\$0.00	0.00%	\$0.00	0.00%
Total Management Payroll	\$0.00	0.00%	\$0.00	0.00%
Total Salary/Benefits Costs	\$247,970.84	13.02%	\$0.00	0.00%
Total Non-Personnel Costs	\$16,096.30	533.22%	\$0.00	0.00%

2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
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2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
None	0.00	0.00	

2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
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2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
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2.2d Adequacy and Effectiveness of Staffing

Medical Assisting - FY 2021-22

2.2 Fiscal Year Employee Data and Calculations

Employee Head Counts

Employee Category	Count	Change from 2020-21	District Total	% of District Total
Contract Faculty	1	0.00%	0	0.00%
Adjunct Faculty	4	-20.00%	0	0.00%
Classified Staff	0	0.00%	0	0.00%
STNC Workers	0	0.00%	0	0.00%
Student Workers	0	0.00%	0	0.00%
Mgmt/Admin/Dept Chair	0	0.00%	0	0.00%

Employee FTE Totals

FTE Category	FTE	Change from 2020-21	District Total	% of District Total
FTE-F - Faculty	2.8292	6.60%	0.0000	0.00%
FTE-CF - Contract Faculty	1.0000	0.00%	0.0000	0.00%
FTE-AF - Adjunct Faculty	1.8292	10.59%	0.0000	0.00%
FTE-C - Classified	0.0000	0.00%	0.0000	0.00%
FTE-ST - STNC	0.0000	0.00%	0.0000	0.00%
FTE-SS - Support Staff	0.0000	0.00%	0.0000	0.00%
FTE-SW - Student Workers	0.0000	0.00%	0.0000	0.00%
FTE-M - Management	0.0000	0.00%	0.0000	0.00%
FTE-DC - Department Chairs	0.0000	0.00%	0.0000	0.00%

Student Data

Data Element	Value	Change from 2020-21	District Total	% of District Total
FTES-CR - Credit	34.8100	2.45%	0.0000	0.00%
FTES-NC - Non-Credit	0.0000	0.00%	0.0000	0.00%
FTES - combined	34.8100	2.45%	0.0000	0.00%
Students Enrolled/Served	182	-43.83%	0	0.00%

Calculations

Data Element	Value	Change from 2020-21	District Total	% of District Total
FTE-S : FTE-F	12.3040	-3.90%	0.0000	0.00%
FTE-AF : FTE-CF	1.8292	10.59%	0.0000	0.00%
FTE-F : FTE-SS	0.0000	0.00%	0.0000	0.00%
FTE-F : FTE-M	0.0000	0.00%	0.0000	0.00%
FTE-SS : FTE-M	0.0000	0.00%	0.0000	0.00%
FTE-ST : FTE-C	0.0000	0.00%	0.0000	0.00%
Average Faculty Salary per FTE-F	\$67,654.91	5.45%	\$0.00	0.00%
Average Classified Salary per FTE-C	\$0.00	0.00%	\$0.00	0.00%
Average Management Salary per FTE-M	\$0.00	0.00%	\$0.00	0.00%
Salary/Benefit costs as a % of total budget	93.90%	-5.01%	0.00%	0.00%
Non-Personnel \$ as a % of total budget	6.10%	432.20%	0.00%	0.00%
Restricted Funds as a % of total budget	5.83%	597.55%	0.00%	0.00%
Total Unit Cost per FTE-F	\$93,337.43	11.61%	\$0.00	0.00%
Total Unit Cost per FTE-C	\$0.00	0.00%	\$0.00	0.00%
Total Unit Cost per FTE-M	\$0.00	0.00%	\$0.00	0.00%
Total Unit Cost per FTE-S	\$7,585.96	16.14%	\$0.00	0.00%
Total Unit Cost per student served/enrolled	\$1,450.92	111.81%	\$0.00	0.00%

2.2a Classified Positions Employees paid from a Classified OBJECT code

Name Last	First	Position	Hours	FTE
<< No Employees >>				

2.2b Management/Confidential Positions Employees paid from a Management/Confidential OBJECT code

Name Last	First	Position	Hours	FTE
<< No Employees >>				

2.2c STNC Workers Employees paid from an STNC OBJECT code

Name Last	First	Position	Hours	FTE
<< No Employees >>				

2.2d Student Employees Employees paid from a Student Employee OBJECT code

Name Last	First	Position	Hours	FTE
<< No Employees >>				

2.2e Classified, STNC, Management Staffing Requests

Rank	Location	SP	M	Current Title	Proposed Title	Type
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2.3a Current Contract Faculty Positions

Position	Description
Tenure Faculty member	functions as coordinator of the program

2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
Medical Assisting	0.7200	35.3000	1.3300	65.2000	One full time Coordinator/Instructor, and the rest are adjunct faculty.

2.3c Faculty Within Retirement Range

*****Updated 5/16/23*****

3 adjunct faculty members of the current 3 are within retirement age.

2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests

The demand for the medical assistant program is growing with full classes every semester. Jobs for medical assistants in the community continues to grow with students getting jobs from their externship sites immediately upon graduation. There is demand for our students in the community due to the quality of the graduates. Kaiser and Sutter continually request students.

The need for trained medical assistants will be increasing with the recent health care reform as evident by the quick employment and requests for more students.

Coordination of background checks and immunizations with the assistance of Administrative support requires the oversight of a full time faculty member for a program the size of MA.

Medical Assisting - FY 2021-22

2.3a Contract Faculty Positions Employees paid from a Contract Faculty OBJECT code

Name Last	First	Position	Hours	HR FTE	DM FTE
Lantz	Katherine	Faculty	0.00	1.0000	0.0000
Totals			0.00	1.0000	0.0000

2.3b Adjunct Faculty Positions Employees paid from an Adjunct Faculty OBJECT code

Name Last	First	Position	Hours	FTE
Lantz	Katherine		170.02	1.0000
McDonald	Linda		198.00	0.5167
Redmon	Ron		268.00	0.1250
Strasburg	Gloria		112.25	0.1875
Totals			748.27	1.8292

2.3e Faculty Staffing Requests

Rank	Location	SP	M	Discipline	SLO Assessment Rationale
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2.4b Rationale for Instructional and Non-Instructional Equipment, Technology, and Software

Updated 5/16/23

Rationale for a new awning/cover for the 2nd floor balcony and new patio furniture: Students, faculty, and staff should be able to use the outdoor balcony/patio space on the 2nd floor comfortably for breaks. The students currently do not have anywhere to go outside and sit when it's raining, as there is no cover. In addition, the metal tables and chairs there now are all rusted out, bent, and are extremely uncomfortable and it all needs to be replaced.

2.4c Instructional Equipment Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	Santa Rosa	02	01	New canopy/awning cover for the 2nd floor balcony	1	\$100,000.00	\$100,000.00	Kat Slusser	2nd Floor Balcony in Race	Kat Slusser
0002	Santa Rosa	02	01	Ear irrigation kits	15	\$40.00	\$600.00	Kat Slusser	4044	Kat Slusser
0003	Santa Rosa	02	01	Chairs and table for 4044	4	\$400.00	\$1,600.00	Kat Slusser	4044	Kat Slusser
0004	Santa Rosa	02	01	Manual Blood Pressure Cuffs	36	\$60.00	\$2,160.00	Kat Slusser	4044	Kat Slusser
0005	Santa Rosa	02	01	Ishihara Color Blindness Test Books	15	\$50.00	\$750.00	Kat Slusser	4044	Kat Slusser
0006	Santa Rosa	02	01	Graduation Gowns	18	\$40.00	\$720.00	Kat Slusser	4044	Kat Slusser
0007	Santa Rosa	02	01	Eye Wash attachment for faucet	1	\$200.00	\$225.00	Kat Slusser	4044	Kat Slusser
0008	Santa Rosa	02	01	Intradermal injection pads	30	\$25.00	\$750.00	Kat Slusser	4044	Kat Slusser
0009	Santa Rosa	02	01	Splints, braces	10	\$65.00	\$650.00	Kat Slusser	4044	Kat Slusser

2.4d Non-Instructional Equipment and Technology Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0000	ALL	05	07	none	0	\$0.00	\$0.00			

2.4f Instructional/Non-Instructional Software Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
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2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
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2.5b Analysis of Existing Facilities

Updated 5/16/23

Additional lab space has been created in 4044 as an ambulatory skills lab, and is in use for all programs, not just MA.

3.1 Academic Quality

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3.2 Student Success and Support

Updated 5/16/23

The Medical Assisting program is seeing a large mix of different ethnicities, with Latina/o and Caucasian being the most predominant.

3.3 Responsiveness to Our Community

3.4 Campus Climate and Culture

Updated 5/16/23

Department safety leaders for Health Sciences are located in the health sciences office and in the skills lab office. Students are taught safety in all medical procedures and in fire safety within the Race building. All students and instructors are required to be certified in Cardiopulmonary Resuscitation techniques through the American Heart Association.

Course	Semester/Year Last Assessed	Assessed By	Semester/Year Due For Next Assessment
MA 160	Spring, 2022	Kat Slusser	Spring 2025
MA 161	Spring 2023	Kat Slusser	Spring, 2026
MA 162	Spring, 2022	Kat Slusser	Spring, 2025
MA 163 (fka MA 163A)	Spring, 2020	Kat Slusser	Spring, 2023
MA 174 (fka MA 163B)	Fall, 2021	Kat Slusser	Fall, 2024
MA 164	Spring, 2023	Kat Slusser	Spring, 2026
MA 165	Spring, 2020	Kat Slusser	Spring, 2023
MA 176 (fka MA 166.4)	Fall, 2021	Kat Slusser	Fall, 2024
MA 167 (fka MA 167A)	Spring, 2022	Gloria Strasburg	Spring, 2025
MA 168	Spring, 2022	Gloria Strasburg	Spring, 2025
MA 169	Spring, 2022	Gloria Strasburg	Spring, 2025

Instructors are advised to lock office doors when working after hours or when building is not in full use or when they are simply alone.

Meetings with students are not to take place when no one else is in the Race Building.

Teachers are advised to make effective ground rules about the kind of behavior that is expected and tolerated in the classroom and to include it in the syllabus. They are also advised to call campus police if any undue behaviors occur as early intervention is vital and having trained colleagues present that

are prepared to assist is of the utmost importance.

4.1a Course Student Learning Outcomes Assessment

Updated 5/16/23

Medical Assisting Program SLO Assessment Cycle

Program	Semester/Year Last Assessed	Assessed By	Semester/Year Due For Next Assessment
Admin & Clinical Cert & Major	2019/2020	Kat Slusser	2023/2024

4.1b Program Student Learning Outcomes Assessment

Updated 5/16/23

Program evaluation is being completed on an ongoing basis, with a maximum of every 3 years. The MA Coordinator will submit a program assessment for the results of the successful completion of the program.

4.1c Student Learning Outcomes Reporting

Type	Name	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
Course	MA 160 - Introduction to Medi	Spring 2013	Fall 2014	Fall 2013
Course	MA 161 - Law and Ethics, Medic	Fall 2012	N/A	Fall 2013
Course	MA 162 - Disease Processes	Fall 2012	Fall 2013	Fall 2013
Course	MA 163A - Clinical Procedures	Spring 2013	Fall 2014	Fall 2013
Course	MA 163AL - Clinical Experience	Spring 2013	Fall 2014	Fall 2013
Course	MA 163B - Clinical Procedures	Spring 2013	N/A	Fall 2013
Course	MA 163BL - Clinical Experience	Spring 2013	N/A	Fall 2013
Course	MA 164 - Laboratory Techniques	Spring 2013	N/A	Fall 2013
Course	MA 165 - Pharmacology and Admi	Spring 2013	Fall 2014	Fall 2013
Course	MA 166.1 - Externship: Admini	Spring 2013	Summer 2014	Fall 2013
Course	MA 166.4 - Externship: Clinic	Spring 2012	N/A	Fall 2012
Course	MA 167A - Basic Diagnostic Cod	Spring 2012	N/A	Summer 2012
Course	MA 167B - Intermediate Diagnos	Spring 2012	N/A	Fall 2012
Course	MA 168 - Basic Medical Office	Spring 2013	Fall 2014	Fall 2013
Course	MA 169 - Procedural Coding	Spring 2012	Fall 2014	Spring 2012

4.2a Key Courses or Services that address Institutional Outcomes

Course/Service	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	5	6a	6b	6c	7
MA 160		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MA 161		X	X	X	X		X	X	X	X	X	X	X	X	X	X
MA 162		X	X	X	X	X	X	X	X	X	X	X		X		
MA 163		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MA 164		X	X	X	X	X	X	X	X	X	X			X		
MA 165	X	X	X	X	X	X	X	X	X	X	X			X	X	X
MA 167		X	X	X	X		X	X	X	X	X	X		X		X
MA 168		X	X	X	X	X	X	X	X	X	X	X		X		X
MA 169		X	X	X	X	X	X	X	X	X	X	X		X		X
MA 174		X	X	X	X	X	X	X		X	X	X	X	X	X	X
MA 176	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

4.2b Narrative (Optional)

Updated 5/5/23

The MA program successfully re-aligned its curriculum to one track only - clinical and administrative - in 2019.

Student handbook has been updated and distributed.

SLOs will be assessed at the new minimum of every 3 years.

The new ambulatory skills lab in 4044 is now complete, and ready to teach clinical skills to a maximum of 30 MA students.

MA 167 was successfully transitioned to a completely online course, offering some flexibility for the working student.

Local clinical partners (Sutter, Kaiser, and Providence) have informed us that they have now implemented requirements for their MAs to be certified, either by the state, or nationally, so the MA coordinator is encouraging the students to pursue certification.

Medical assisting remains one of the fastest growing demands in the health care sector.

5.0 Performance Measures

Updated 5/16/23

- Clinical medical assisting skills- lab checkoffs and clinical experience
- Medical language skills - use of medical terminology, anatomical terms, and pathophysiological terms
- Administrative medical assisting skills - front office techniques and procedures
- Procedural and diagnostic coding - for use with insurance claims
- Professionalism in the clinical setting - externship experiences include reviews by staff and check off lists
- Recruitment occurs as MA's finish final rotation. Several MA students get offers of employment in their final Summer semester. Local community physicians continue to reach out to our program asking for clinical and administrative students for externship with the intent to hire them.

5.1 Effective Class Schedule: Course Offerings, Times, Locations, and Delivery Modes (annual)

*****Updated 5/16/23*****

- **Pre-requisites**
 - HLC 160 Medical Terminology - varies**
 - PSYCH 1A General Psychology - varies**
 - ANAT 140 Human Anatomy - varies**
 - HLC 140 Health Care Implications of Anatomy and Physiology - varies**
 - LIR 10 Introduction to Information Literacy - varies**

- **First semester (Fall)**
 - MA 160 Introduction to Medical Office Practice - varies**
 - MA 161 Law and Ethics for the Medical Assistant - varies**
 - MA 162 Disease Processes - varies**
 - MA 163 Beginning Clinical Skills for Medical Assistants - varies**
 - MA 167 Basic Diagnostic Coding - varies**

- **Second semester (Spring)**
 - MA 164 Theories of the Clinical Lab - varies**
 - MA 165 - Pharmacology and Administration of Medications - varies**
 - MA 168 Basic Medical Office Insurance Billing - varies**
 - MA 169 Procedural Coding - varies**
 - MA 174 Intermediate Clinical Skills for Medical Assisting - varies**

- **Third semester (Summer)**
MA 176 Externship - varies

Medical Assisting - FY 2021-22 (plus current FY Summer and Fall)

5.1 Student Headcounts The number of students enrolled in each Discipline at first census (duplicated headcount).

Santa Rosa Campus

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0	39	35	12	111	116	29	120	116	0	80	

Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0	0	0	0	0	0	0	0	0	0	0	

Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	5	13	12	0	30	29	0	30	29	27	0	

ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	5	52	47	12	141	145	29	150	145	27	80	

5.2a Enrollment Efficiency

Updated 5/16/23

Narrative: Our goal is to have ENOUGH seats for the amount of students wishing to take medical assisting classes.

Medical Assisting - FY 2021-22 (plus current FY Summer and Fall)

5.2a Enrollment Efficiency The percentage of seats filled in each Discipline at first census based on class limit (not room size).

Santa Rosa Campus

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0.0%	43.3%	38.9%	40.0%	92.5%	96.7%	96.7%	100.0%	96.7%	0.0%	53.3%	

Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	16.7%	0.0%	40.0%	0.0%	100.0%	96.7%	0.0%	100.0%	96.7%	90.0%	0.0%	

ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	16.7%	43.3%	39.2%	40.0%	94.0%	96.7%	96.7%	100.0%	96.7%	90.0%	53.3%	

5.2b Average Class Size

Medical Assisting - FY 2021-22 (plus current FY Summer and Fall)

5.2b Average Class Size The average class size in each Discipline at first census (excludes cancelled classes).

Santa Rosa Campus

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0.0	13.0	11.7	12.0	27.8	29.0	29.0	30.0	29.0	0.0	16.0	

Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	

Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	5.0	0.0	12.0	0.0	30.0	29.0	0.0	30.0	29.0	27.0	0.0	

ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	5.0	13.0	11.8	12.0	28.2	29.0	29.0	30.0	29.0	27.0	16.0	

5.3 Instructional Productivity

Medical Assisting - FY 2021-22 (plus current FY Summer and Fall)

5.3 Instructional Productivity The ratio of Full-Time Equivalent Students (FTES) to Full-Time Equivalent Faculty (FTEF) in each Discipline at first census.

Santa Rosa Campus

Medical Assisting		X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
	FTEF	0.00	5.46	4.84	0.07	10.35	13.73	0.00	11.25	13.73	0.00	8.00	
	FTEF	0.00	0.98	0.97	0.02	0.72	1.41	0.69	0.72	1.41	0.00	1.25	
	Ratio	0.00	5.57	4.98	4.23	14.44	9.75	0.00	15.70	9.75	0.00	6.39	

Petaluma Campus (Includes Rohnert Park and Sonoma)

Medical Assisting		X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
	FTES	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	FTEF	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Ratio	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

Other Locations (Includes the PSTC, Windsor, and other locations)

Medical Assisting		X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
	FTES	1.75	0.65	2.79	0.00	5.00	4.83	0.00	5.00	4.83	12.34	0.00	
	FTEF	0.17	0.24	0.52	0.00	0.58	0.58	0.00	0.58	0.58	0.40	0.00	
	Ratio	10.29	2.67	5.37	0.00	8.57	8.29	0.00	8.57	8.29	30.81	0.00	

ALL Locations (Combined totals from ALL locations in the District)

Medical Assisting		X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
	FTES	1.75	6.11	7.63	0.07	15.35	18.56	0.00	16.25	18.56	12.34	8.00	
	FTEF	0.17	1.22	1.49	0.02	1.30	1.99	0.69	1.30	1.99	0.40	1.25	
	Ratio	10.29	4.99	5.11	4.23	11.81	9.32	0.00	12.50	9.32	30.81	6.39	

5.4 Curriculum Currency

Updated 5/16/23

Administrative and Clinical Medical Assisting --Associate of Science (AS) degree major and/or certificate

<u>Course Number</u>	<u>Course Name</u>	<u>Last Curriculum Approval</u>
MA 160	Intro. to Medical Office Practice	Spring 2022
MA 161	Law and Ethics for Medical Assistants	Spring 2020

MA 162	Disease Processes	Spring 2022
MA 163	Basic Clinical Skills	Spring 2020
MA 164	Theories of the Clinical Lab	Spring 2020
MA 165	Pharmacology & Adm. of Medications	Spring 2020
MA 167	Basic Diagnostic Coding	Spring 2022
MA 168	Basic Med. Office Insurance Billing	Spring 2022
MA 169	Procedural Coding	Spring 2022
MA 174	Intermediate Clinical Skills	Spring 2020
MA 176	Externship	Fall 2020

5.5 Successful Program Completion

Updated 5/16/23

Medical Assisting - FY 2021-22 (plus current FY Summer and Fall)

5.6b Successful Course Completion The percentage of students receiving a grade of A,B,C, or CR in each Discipline (duplicated headcount).

Santa Rosa Campus

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0.0%	92.3%	65.7%	100.0%	100.0%	100.0%	0.0%	96.7%	99.1%	0.0%	93.8%	

Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	100.0%	92.3%	100.0%	0.0%	100.0%	100.0%	0.0%	96.7%	96.6%	100.0%	0.0%	

ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	100.0%	92.3%	74.5%	100.0%	100.0%	100.0%	0.0%	96.7%	98.6%	100.0%	93.8%	

5.6 Student Success

Updated 5/16/23

Medical Assisting - FY 2021-22 (plus current FY Summer and Fall)

5.6a Retention The percentage of students receiving a grade of A,B,C,D,CR, or I in each Discipline (duplicated headcount).

Santa Rosa Campus

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0.0%	92.3%	100.0%	100.0%	100.0%	100.0%	0.0%	96.7%	100.0%	0.0%	93.8%	

Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	100.0%	92.3%	100.0%	0.0%	100.0%	100.0%	0.0%	96.7%	100.0%	100.0%	0.0%	

ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%	0.0%	96.7%	100.0%	100.0%	93.8%	

5.6b Successful Course Completion The percentage of students receiving a grade of A,B,C, or CR in each Discipline (duplicated headcount).

Santa Rosa Campus

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0.0%	92.3%	65.7%	100.0%	100.0%	100.0%	0.0%	96.7%	99.1%	0.0%	93.8%	

Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	100.0%	92.3%	100.0%	0.0%	100.0%	100.0%	0.0%	96.7%	96.6%	100.0%	0.0%	

ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	100.0%	92.3%	74.5%	100.0%	100.0%	100.0%	0.0%	96.7%	98.6%	100.0%	93.8%	

5.6c Grade Point Average The average GPA in each Discipline (UnitsTotal /GradePoints).

Santa Rosa Campus

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0.00	3.75	1.66	4.00	3.82	3.85	0.00	3.63	3.84	0.00	3.83	

Petaluma Campus (Includes Rohnert Park and Sonoma)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

Other Locations (Includes the PSTC, Windsor, and other locations)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	4.00	4.00	4.00	0.00	4.00	3.93	0.00	3.79	3.83	3.96	0.00	

ALL Locations (Combined totals from ALL locations in the District)

Discipline	X2019	F2019	S2020	X2020	F2020	S2021	X2021	F2021	S2022	X2022	F2022	S2023
Medical Assisting	4.00	3.79	2.16	4.00	3.86	3.87	0.00	3.67	3.83	3.96	3.83	

5.7 Student Access

Updated 5/16/23

Medical Assisting - FY 2021-22 (plus current FY Summer and Fall)

5.7a Students Served - by Ethnicity The number of students in each Discipline at first census broken down by ethnicity (duplicated headcount).

ALL Locations (Combined totals from ALL locations in the District)

Medical Assisting	Ethnicity	2019-20	Percent	2020-21	Percent	2021-22	Percent	2022-23	Percent
	White	24	24.0%	63	21.1%	56	17.6%	55	31.1%
	Asian	0	0.0%	30	10.1%	13	4.1%	0	0.0%
	Black	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Hispanic	72	72.0%	195	65.4%	229	71.8%	100	56.5%
	Native American	2	2.0%	0	0.0%	0	0.0%	0	0.0%
	Pacific Islander	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Filipino	0	0.0%	0	0.0%	10	3.1%	11	6.2%
	Other Non-White	0	0.0%	0	0.0%	10	3.1%	11	6.2%
	Decline to state	2	2.0%	10	3.4%	1	0.3%	0	0.0%
	ALL Ethnicities	100	100.0%	298	100.0%	319	100.0%	177	100.0%

5.7b Students Served - by Gender The number of students in each Discipline at first census broken down by gender (duplicated headcount).

ALL Locations (Combined totals from ALL locations in the District)

Medical Assisting	Gender	2019-20	Percent	2020-21	Percent	2021-22	Percent	2022-23	Percent
	Male	7	7.0%	11	3.7%	31	9.7%	23	13.0%
	Female	93	93.0%	287	96.3%	278	87.1%	153	86.4%
	Unknown	0	0.0%	0	0.0%	10	3.1%	1	0.6%
	ALL Genders	100	100.0%	298	100.0%	319	100.0%	177	100.0%

5.7c Students Served - by Age The number of students in each Discipline at first census broken down by age (duplicated headcount).

ALL Locations (Combined totals from ALL locations in the District)

Medical Assisting	Age Range	2019-20	Percent	2020-21	Percent	2021-22	Percent	2022-23	Percent
	0 thru 18	0	0.0%	0	0.0%	10	3.1%	5	2.8%
	19 and 20	20	20.0%	62	20.8%	33	10.3%	28	15.8%
	21 thru 25	41	41.0%	115	38.6%	152	47.6%	112	63.3%
	26 thru 30	6	6.0%	32	10.7%	86	27.0%	19	10.7%
	31 thru 35	8	8.0%	46	15.4%	24	7.5%	2	1.1%
	36 thru 40	9	9.0%	5	1.7%	1	0.3%	0	0.0%
	41 thru 45	8	8.0%	22	7.4%	12	3.8%	1	0.6%
	46 thru 50	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	51 thru 60	8	8.0%	16	5.4%	1	0.3%	10	5.6%
	61 plus	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	ALL Ages	100	100.0%	298	100.0%	319	100.0%	177	100.0%

5.8 Curriculum Offered Within Reasonable Time Frame

Updated 5/16/23

Medical assisting students first complete their pre-requisites. Then, a new cohort begins every Fall, and they continue through Spring, and finish their externship in the Summer semester. The MA classes take one year to complete.

5.9a Curriculum Responsiveness

Updated 5/16/23

One way that the curriculum in the MA program is responding to students needs for a shorter program is that we have eliminated the multiple different confusing tracks that used to be in existence, and took up to two and a half years to complete. We have now streamlined the program into one, shorter track - Clinical and Administrative Medical Assisting (certificate and/or degree) that is completed in one year.

Another way we made the MA curriculum more responsive to student needs is that we now require that all MA classes must be taken in concurrently, and in sequence. This prevents errors in educational plans, prevent delays in finishing the program, and provides better completion rates. In addition, this "forced cohort" allows for more opportunities for stronger student relationships to form which result in more peer support, study groups, and better outcomes overall.

One way the curriculum in the MA program has responded to the needs of the local health care community is by specifically addressing the decline in "soft skills" over the years. Our clinical partners are asking that we teach students to smile more, be warmer with patients, and generally have better bedside interactions with patients that leave them feeling cared for. To this end, we have implemented several changes in our skills competencies that require our students to smile while practicing skills, ask how the patient is feeling, etc. If the student does not perform these soft skills during their skill competency check offs (tests), then they must re-test which results in lower points, and having to practice the skill again to perform it the following week.

The MA Advisory Board meets every Fall and Spring. Attendance includes members from our local clinical partners like Kaiser, Sutter, Providence, and the smaller private physician offices in the community. Attendance at these meetings has been very good, and it is a very diverse population of members. The last several meetings have reaffirmed that our local health care organizations do not wish our MA program to become accredited, and they are wanting our students to spend more time in Family Medicine offices, rather than going into specialties when they are new. We have responded by placing more students in family medicine offices, rather than specialty areas.

5.9b Alignment with High Schools (Tech-Prep ONLY)

n/a

5.10 Alignment with Transfer Institutions (Transfer Majors ONLY)

n/a

5.11a Labor Market Demand (Occupational Programs ONLY)

Updated 5/16/23

Medical Assisting is the fastest growing job in health care right now. Students are employable and in demand upon graduation, and sometimes before graduation. Recent job search for Medical Assistant jobs showed hundreds of job openings for medical assistants in Sonoma County.

5.11b Academic Standards

Updated 5/16/23

Academic standards are high at SRJC, and especially in the medical assisting program.

6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0001	Santa Rosa	02	01	To maintain an academically excellent MA program.	To perform SLO assessments for classes from Spring 2023	Fall 2023	Adjunct instructors who taught the lectures will complete SLO assessments and be compensated per AFA contract
0002	Santa Rosa	02	06	Align the MA curriculum with current industry needs	Continue to align the program with our clinical partners needs.	Fall 2023/Spring 2024	We wil continue to assess our new program sequence, classes, and learning objectives to see if they remain in alignment with our industry partners needs.

6.2b PRPP Editor Feedback - Optional

n/a

6.3a Annual Unit Plan

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0001	Santa Rosa	02	01	To maintain an academically excellent MA program.	To perform SLO assessments for classes from Spring 2023	Fall 2023	Adjunct instructors who taught the lectures will complete SLO assessments and be compensated per AFA contract
0002	Santa Rosa	02	06	Align the MA curriculum with current industry needs	Continue to align the program with our clinical partners needs.	Fall 2023/Spring 2024	We wil continue to assess our new program sequence, classes, and learning objectives to see if they remain in alignment with our industry partners needs.