Guam Community College

Certificate in Medical Assisting Program

MEDICAL ASSISTING

2019-2020 PROGRAM EFFECTIVENESS PLAN

FOR THE PERIOD

BEGINNING JULY 1, 2019
ENDING JUNE 30, 2020

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Our Institution Mandate

Guam Community College (GCC) is a multi-faceted public career and technical educational institution, created by the Community College Act of 1977 (as amended by P.L. 31-99 in 2011) to strengthen and consolidate career and technical education (CTE) on Guam. The College operates secondary and postsecondary CTE programs, adult and continuing education, community education, and short-term specialized training, supporting community and industry needs. These programs are delivered both on and off-campus, in satellite programs at Guam's public high schools and on site at businesses as needed. The College also serves as the State Agency for Career and Technical Education under the United States Vocational Education Act of 1946, 1963, and subsequent amendments. The College offers over 50 fields of study, and prepares students for entry-level employment in career and technical fields or transfer to four-year institutions of higher education. The College offers a variety of community service and special programs to prepare students for college experiences including English as a Second Language, Adult Basic Education, high school equivalency test preparation and testing, and the Adult High School Diploma program.

Accreditation

GCC is accredited by the Accrediting Commission for Community and Junior Colleges (ACCJC), Western Association of Schools and Colleges (WASC). It has been continuously accredited since 1979 by ACCJC/WASC. Documents confirming the accreditation of the College may be examined at the Office of the Vice President for Academic Affairs. The Registrar may also be contacted for further information regarding the review of accreditation documents.

GCC's application for the reaffirmation of its accreditation status by ACCJC was approved for a full seven years-the maximum period allowable. On June 13, 2018, the College received notice from ACCJC of its action to reaffirm accreditation.

Vision

Guam Community College will be the premier educational institution for providing globally recognized education and workforce development program.

Mission

Guam Community College is a leader in career and technical workforce development, providing the highest quality, student-centered education and job training for Micronesia.

Core Values

Diversity
Accountability
Service
Integrity
Learning-Centered
Student-Focused

Officers of the College

President
Mary A.Y. Okada, Ed.D.

Vice President for Academic Affairs
R. Ray D. Somera, Ph.D.

Vice President for Finance & Administration

School of Technology & Student Services

Dean, Virginia C. Tudela, Ph.D.
Associate Dean, Joachim Roberto
Associate Dean, Pilar Perez Williams

School of Technology & Student Services

Dean, Michael L. Chan, Ed.D.
Associate Dean, R. Gary Hartz

Faculty & Facilities

Faculty
College faculty are well-qualified by their education, experience and industry certifications to teach courses that prepare students for careers in the current workforce. Credentials of each faculty member are found in the Governing Board and Administration section of the 2018-2019 student catalog published in both print and online formats.

Facilities
GCC is located centrally in the village of Mangilao on a 32.75-acre campus. Since 2009, several major capital improvement projects to expand and improve GCC's facilities occurred, including the construction of three new buildings and the renovation of three existing ones.

Campus Expansion
Building 300: GCC broke ground for the renovation of Building 300, which will provide GCC with an updated and larger Multipurpose Auditorium, on April 25, 2018. It is the third of GCC's old Butler buildings to undergo renovation in the past five years, and the seventh new or renovated structure on the campus since 2009. A $1.19 M Hazard Mitigation Grant from the Federal Emergency Management Agency is helping to ease the cost of the $4.45 M project; the rest is being provided by GCC Board of Trustees Capital Projects Fund. The renovated 12,500 square foot single story concrete structure will also provide walkway canopies and sustainability features for LEED certification.

Campus Information

Center for Student Involvement
Leadership Development
Service Learning
Student Governance
Student Organizations

Educational Resources
Learning Resources Center/Library Services
Educational Services
   (Accommodative services for students with disabilities)

Federal Student Aid
Pell Grant
Federal Work Study Program
Supplemental Education Opportunity Grant

Federal TRIO Programs
Project Aim

Health Services

Other Services
Food Services
Book Store
Student ID Cards

Reach for College (Hagu'I Kuleho Program)

**State Agency for Career & Technical and
Adult Education Programs on Guam**

Student Services
Career Guidance & Counseling Services
Pre-enrollment Counseling

English & Mathematics Placement Test Advisement
Career Information & Guidance
Classroom Learning Yields Math &
English Readiness (CLYMER)

Student Rights Advocacy
Personal/Social Counseling Services
Tutorial Services

Program Enrollment

	Fall 2018			Spring 2019		
	Female	Male	Total	Female	Male	Total
Associate of Arts programs	**208**	**123**	**331**	**163**	**108**	**271**
Culinary Arts	45	43	88	37	39	76
Education	67	34	101	57	23	80
Liberal Studies	96	46	142	69	46	115
Associate of Science programs	**647**	**453**	**1,100**	**644**	**417**	**1,061**
Accounting	63	27	90	59	23	82
Automotive Service Technology – General Service Technician	5	56	61	5	47	52
Automotive Service Technology – Master Service Technician	1	7	8	1	13	14
Civil Engineering Technology	2	15	17	2	11	13
Computer Networking	11	55	66	11	58	69
Computer Science	15	47	62	13	38	51
Criminal Justice	58	89	147	56	77	133
Early Childhood Education	120	4	124	120	4	124
Emergency Management	0	1	1	0	2	2
Foodservice Management	4	6	10	4	7	11
Hotel Operations and Management	8	2	10	1	0	1
Human Services	29	9	38	33	4	37
International Hotel Management	6	2	8	10	4	14
Marketing	51	23	74	53	25	78
Medical Assisting	132	26	158	125	28	153
Office Technology	8	5	13	8	6	14
Pre-Architectural Draft	7	6	13	7	4	11
Supervision & Management	34	12	46	36	14	50
Surveying Technology	0	1	1	0	0	0
Tourism & Travel Management	70	15	85	75	9	84
Visual Communications	23	45	68	25	43	68
Certificate programs	**36**	**78**	**114**	**44**	**72**	**116**
Automotive Service Technology – General Service Technician	1	8	9	1	5	6
Automotive Service Technology – Master Service Technician	0	2	2	0	3	3
Computer Aided Design & Drafting	4	2	6	1	3	4
Computer Science	2	0	2	2	0	2
Construction Technology	1	40	41	8	38	46
Criminal Justice	8	15	23	9	9	18
Early Childhood Education	3	0	3	6	0	6
Education	2	1	3	2	1	3
Emergency Management	0	4	4	0	2	2
Environmental Technology	2	1	3	2	1	3
Family Services	4	1	5	7	1	8
Fire Science Technology	0	0	0	0	0	0
Medical Assisting	7	1	8	4	1	5
Medium/Heavy Truck Diesel	0	0	0	0	1	1
Office Technology	1	1	2	0	4	4
Practical Nursing[iii]	0	0	0	0	0	0
Pre-Nursing	0	1	1	1	1	2
Sign Lang Interpreting	1	1	2	1	1	2
Surveying Technology	0	0	0	0	1	1
Other	**257**	**276**	**533**	**204**	**222**	**426**
Industry Certification in Cosmetology	13	5	18	14	4	18
Nursing Assisting Industry Certification	1	0	1	1	0	1
Undeclared	137	146	283	112	104	216
Journeyworker Certificate	43	66	109	32	67	99
Adult High School Diploma Program	63	59	122	45	47	92
Grand Total	**1,148**	**930**	**2,078**	**1,055**	**819**	**1,874**

Awards Conferred	AY 2017-2018		
	Female	**Male**	**Total**
Associate of Arts programs	**57**	**20**	**77**
Culinary Arts	10	6	16
Education	27	7	34
Liberal Studies	20	7	27
Associate of Science programs	**132**	**69**	**201**
Accounting	13	6	19
Automotive Service Technology – General Service Technician	0	2	2
Automotive Service Technology – Master Service Technician	0	3	3
Civil Engineering Technology	0	1	1
Computer Networking	2	11	13
Computer Science	2	10	12
Criminal Justice	11	5	16
Early Childhood Education	30	3	33
Emergency Management	0	0	0
Foodservice Management	1	1	2
Hotel Operations and Management	6	2	8
Human Services	7	3	10
International Hotel Management	0	0	0
Marketing	10	6	16
Medical Assisting	11	1	12
Office Technology	3	0	3
Pre-Architectural Draft	1	1	2
Supervision & Management	9	3	12
Surveying Technology	0	0	0
Tourism & Travel Management	16	3	19
Visual Communications	10	8	18

Retention Rate (Institutional)

- The Fall to Fall retention rate is the percentage of students enrolled in two consecutive fall semesters. The Spring to Spring retention rate is the percentage of students enrolled in two consecutive spring semesters.

- The Fall 2017 to Fall 2018 retention rate (50%) dropped 8% since Fall 2013 to Fall 2014 (58%).

- The Spring 2018 to Spring 2019 (50%) retention rate also dropped 8% since Spring 2014 to Spring 2015 (58%).

Fall		Fall	Rate
2013	to	2014	58%
2014	to	2015	58%
2015	to	2016	58%
2016	to	2017	49%
2017	to	2018	50%

Spring		Spring	Rate
2014	to	2015	58%
2015	to	2016	55%
2016	to	2017	50%
2017	to	2018	48%
2018	to	2019	50%

ABHES reporting period covered by the following PEP (July 1, 2019 through June 30, 2020):

Prepared By:	Katsuyoshi Uchima
Date Reviewed:	10/30/2019

Institution Name:	Guam Community College				
ABHES ID#	NA				
Street Address:	1 Sesame Street				
City:	Mangilao	State:	Guam	Zip:	96913
Phone:	(671) 753-5531		Website:	https://guamcc.edu	

PROGRAM INFORMATION
The information provided in the chart below is consistent with institutional publications.

Program Name	In Class Clock Hours	Recognized Outside Hours	Total Clock Hours	Number of Instructional Weeks	Academic Credit: ☐ Quarter ☒ Semester	Delivery Method (residential; blended; &/or full distance)	Credential Awarded (Diploma, Certificate, or Type of Degree) do not use abbreviations
Certificate in Medical Assisting	N/A	N/A	885	60	41	residential	Certificate in Medical Assisting

Options for Method of Delivery: Residential Only; Blended Only; Full Distance Education Only; Residential/ Blended; Residential/ Full Distance Education; Blended/ Full Distance Education; Residential/ Blended/ Full Distance Education

The Program Effectiveness Plan clearly describes the following elements:

a. Program Retention rate
b. Credentialing examination participation rate
c. Credentialing examination pass rate
d. Job placement rate
e. Surveys that measure (i) participation, and (ii) satisfaction for:
   1. Students
   2. Clinical extern affiliates
   3. Graduates
   4. Employers
f. Delivery method assessment (if program is offered in a blended or full distance education format)
g. Curriculum assessment

ENROLLMENT

Please provide the total student enrollment per program. Programs with an increase of enrollment of 50% or greater will be prompted to complete an Enrollment Increase Appendix:

Program Name	Credential Awarded	Total # of students enrolled during previous reporting year	Total # of students enrolled during current reporting year	% of Increase/Decrease from previous to the current reporting year
Certificate in Medical Assisting	Certificate	43	50	16%
TOTAL		**43**	**50**	**16%**

(Total # of students enrolled during current reporting year- Total # of students enrolled during previous reporting year)/ Total # of students enrolled during previous reporting year

ENROLLMENT: MEDICAL ASSISTANT COHORT

Program Name	2019 Cohort	2020 Cohort
Certificate in Medical Assisting	22	30
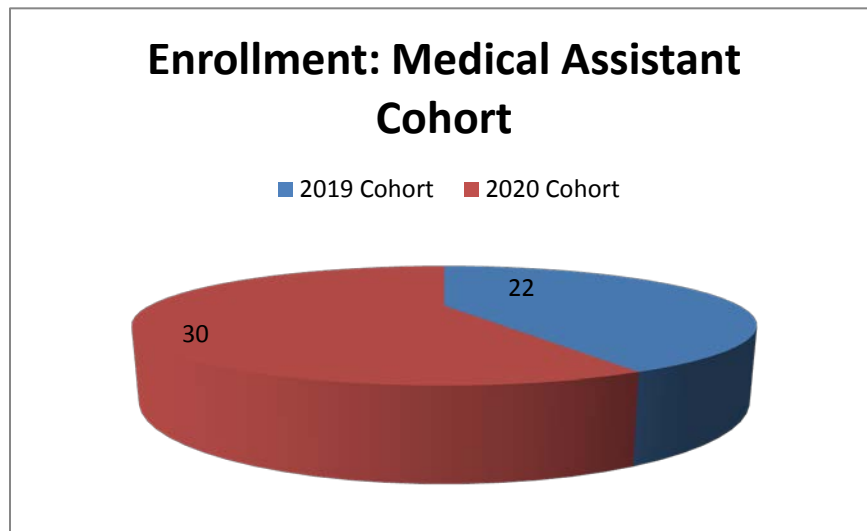
RETENTION STATISTICS

V.I.1.A. A PROGRAM DEMONSTRATES THAT STUDENTS COMPLETE THEIR PROGRAM.

Please provide retention statistics for the period of July 1, 2018 to June 30, 2019.

The following formula should be used to calculate a program's retention rate:

Retention Rate = (EE + G) / (BE + NS + RE)

EE = Ending Enrollment (Number of students in class, on clinical experience and/or leave of absence on June 30)
G = Graduates
BE = Beginning Enrollment (Number of students in class, on clinical experience and/or leave of absence on July 1)
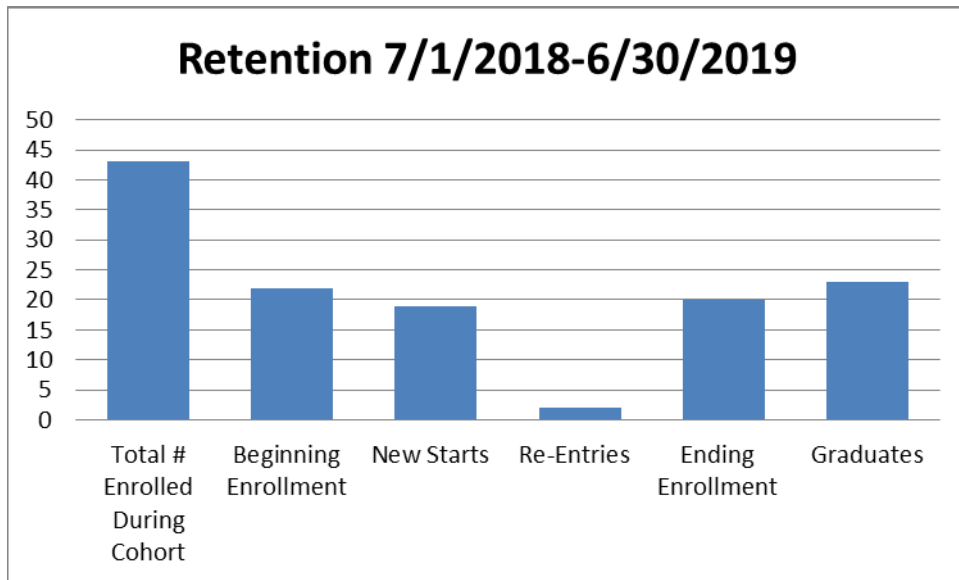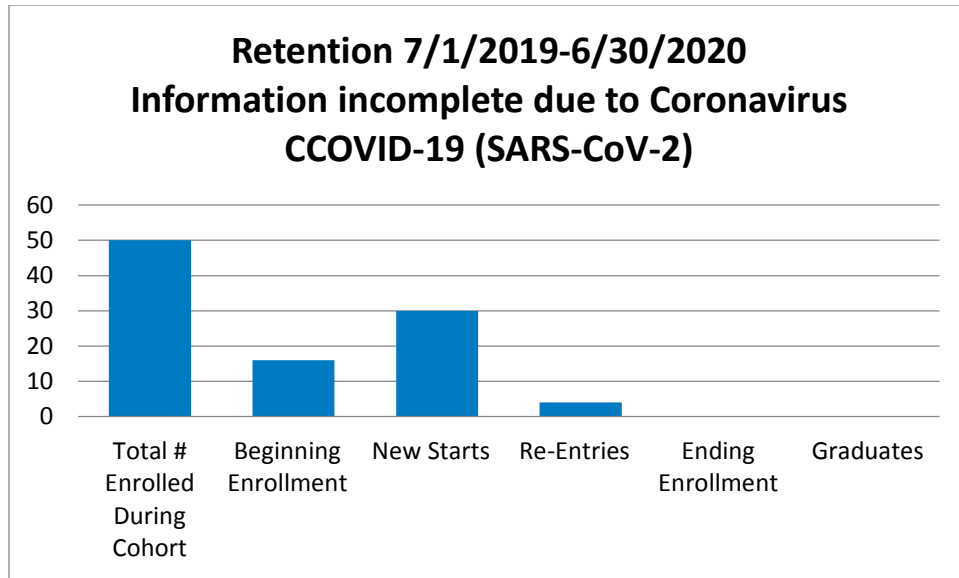*NS = New Starts*
RE = Re-Entries (number of students that re-enter into school who dropped from a previous annual report time period)

Due to the current Coronavirus COVID-19 (SARS-CoV-2), Pandemic the Certificate in Medical Assisting-7/1/2019 to 6/30/2020 data is incomplete as class are not complete until laboratory class are permitted to resume, and new graduation dates are announced.

Program Name	Credential Awarded	CIP Code	Beginning Enrollment	New Starts	Re-entries	Ending Enrollment	Grads	Retention Rate
Certificate in Medical Assisting-7/1/2019 to 6/30/2020	Certificate	51.0801	16	30	4	0	0	0%
Certificate in Medical Assisting-7/1/2018 to 6/30/2019	Certificate	51.0801	22	19	2	20	23	100%

If any of your retention rates fall below 70%, you will be required to complete an action plan prior to submitting your annual report.

Retention 7/1/2019-6/30/2020
Information incomplete due to Coronavirus CCOVID-19 (SARS-CoV-2)

Retention 7/1/2018-6/30/2019

CREDENTIALING/LICENSURE STATISTICS

V.I.1.B. A PROGRAM DEMONSTRATES GRADUATES PARTICIPATION IN CREDENTIALING EXAMINATIONS REQUIRED FOR EMPLOYMENT.

Credential is not required on the Island of Guam, for graduates to work in the field of Medical Assisting.

Please state which programs require a state mandated examination and if each program is in compliance with the state requirements.

State Mandated Examination? (Yes or No)	Program Name	Credential Awarded	Is the program in compliance with the state requirement? (Yes or No)
No	Certificate in Medical Assisting	Certificate	Yes

PLACEMENT STATISTICS

V.I.1.D. A PROGRAM DEMONSTRATES THAT GRADUATES ARE SUCCESSFULLY EMPLOYED IN THE FIELD FOR WHICH THEY WERE TRAINED.
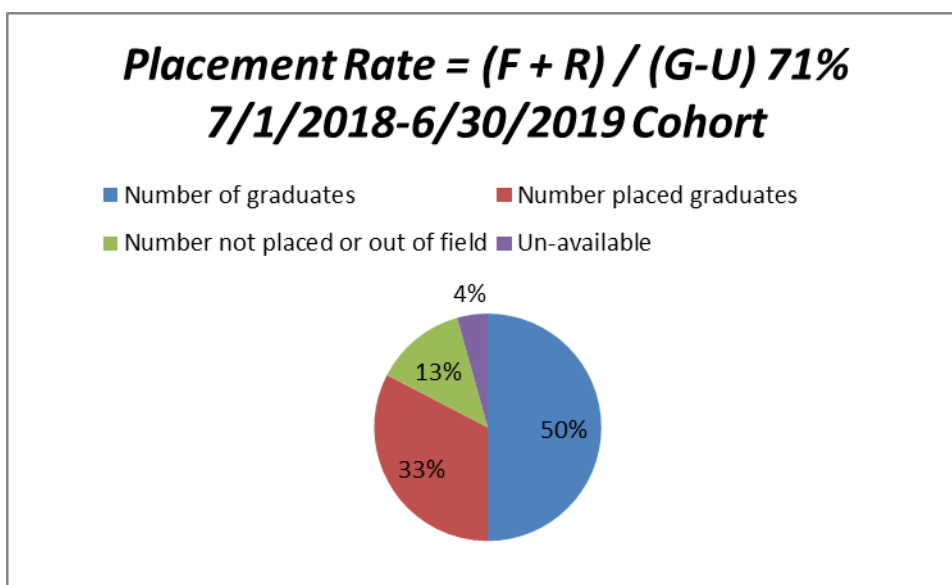
An institution has a system in place to assist with the successful initial employment of its graduates. **A graduate must be employed for 15 days and the verification must take place no earlier than 15 days after employment.**

The placement rate is determined by using the ABHES required method of calculation, for the reporting period July 1 through June 30, as follows:
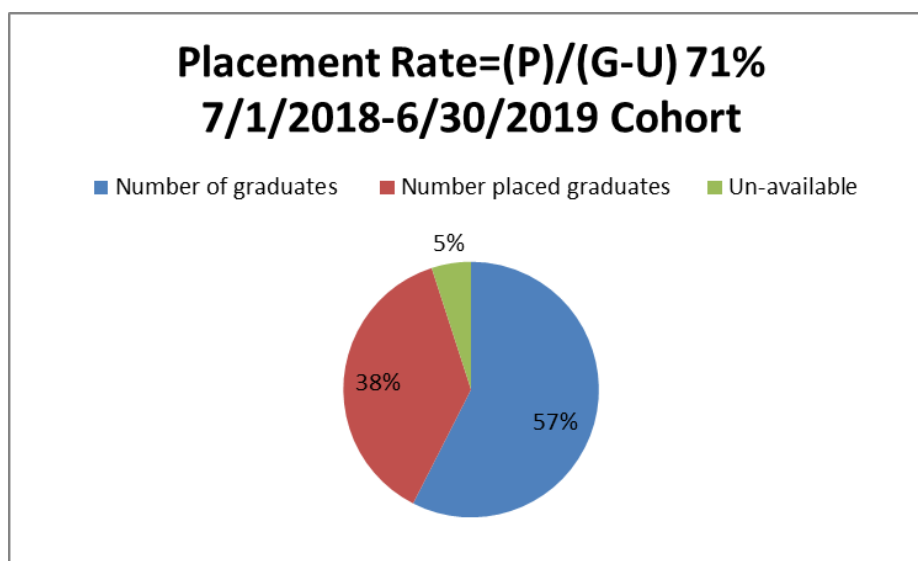
Placement Rate = (F + R) / (G-U)

Program Name & Credential	ABHES REPORTING			
	7/1/16 – 6/30/17 (2 years prior)	7/1/18 – 6/30/19 (1 year prior)	7/1/19 – 6/30/20 (current)	7/1/20 – 6/30/21 (goal)
Certificate in Medical Assisting	N/A	71%	0% no graduates due to covid-19	75%

Placement Rate = (F + R) / (G-U)

Placement Rate = (F + R) / (G-U) 71% 7/1/2018-6/30/2019 Cohort

■ Number of graduates　■ Number placed graduates
■ Number not placed or out of field　■ Un-available

4%
13%
50%
33%

Placement Rate = (F + R) / (G-U)

Placement Rate=(P)/(G-U) 71%
7/1/2018-6/30/2019 Cohort

■ Number of graduates　■ Number placed graduates　■ Un-available

5%

38%

57%

Students and Graduate Survey: Survey Participation Rate = SP/NS
SP = Survey Participation (those who actually filled out the survey)
NS = Number Surveyed (total number of surveys sent out)
SP=9/NS=23 Survey Participation Rate is 39%.

The survey participation rates are low, and may be due to the change of survey instrument. The program is in the process of using electronic survey methods such as Survey Monkey; this is the first attempt and will be evaluated.

Students and Graduate Survey: Satisfaction Rate = SL/SP

SL = Satisfaction Level
SP = Survey Participation

SL = Satisfaction Level will be the average rating using a 5.0 scale
SL=4.6/SP=11
Medical Assistant graduate survey: 4.6/11=42%
Satisfaction rate (SL/SP)/Total possible Satisfaction rate (SL/SP) = 42%/45%=93%

Survey Questions:

1.The instructional portion of the program adequately prepared me for my job responsibilities.	2.The clinical (laboratory) portion of the program adequately prepared me for my job responsibilities.	3The program adequately prepared me for the certification exam.	4.The program's administration and faculty were helpful and available for assistance.	5.The program's administration and faculty is knowledgeable and consistently enforces program policies, procedures and student learning outcomes (SLO's).	6.Instructors are knowledgeable in the subject matter and they relay this knowledge to the class clearly.
7.Periodic progress reports were	8.Adequate and appropriate equipment and	9.The externship experience	10.The program exposed	11.I feel I made a good decision by	

provided throughout the program.	supplies were available throughout the program.	enhanced the program SLO's.	students to a variety of available career services.	enrolling in this program.

Student and Graduate Survey Satisfaction Rate
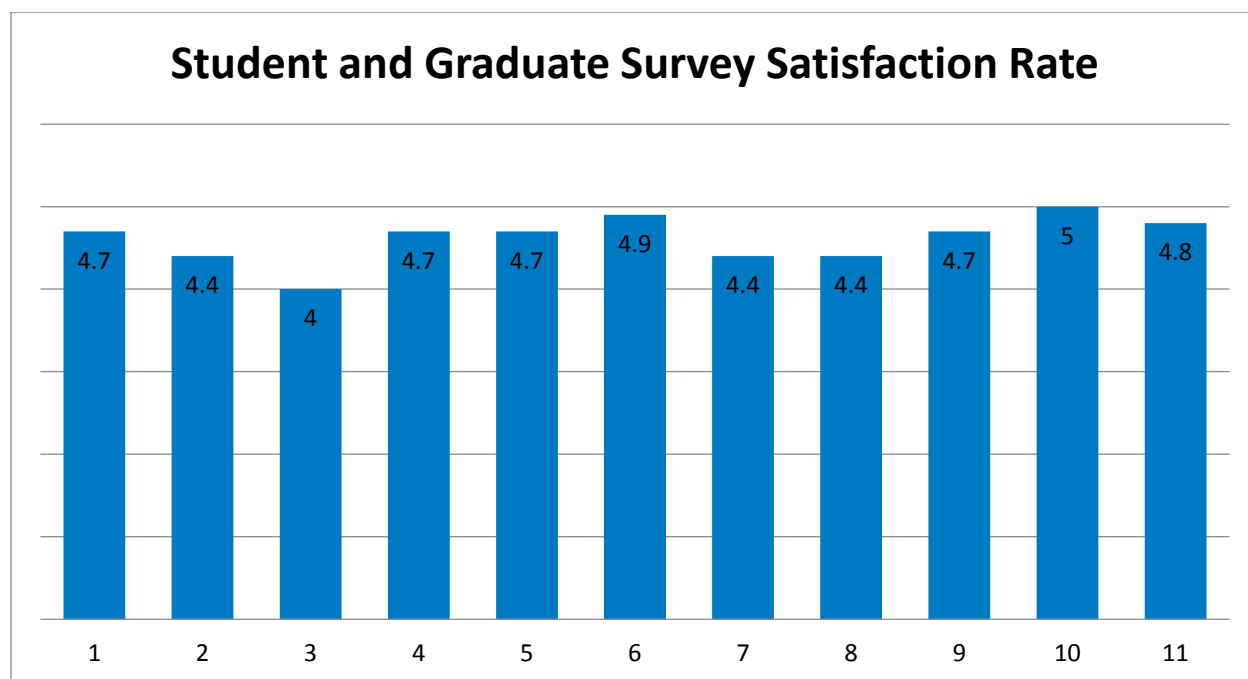
Employer Survey
Survey Participation Rate = SP/NS
SP = Survey Participation (those who actually filled out the survey) =8
NS = Number Surveyed (total number of surveys sent out) =20
Survey Participation Rate = 40%

The survey participation rates are low, and may be due to the change of survey instrument. The program is in the process of using electronic survey methods such as Survey Monkey; this is the first attempt and will be evaluated.

Satisfaction Rate = SL/SP
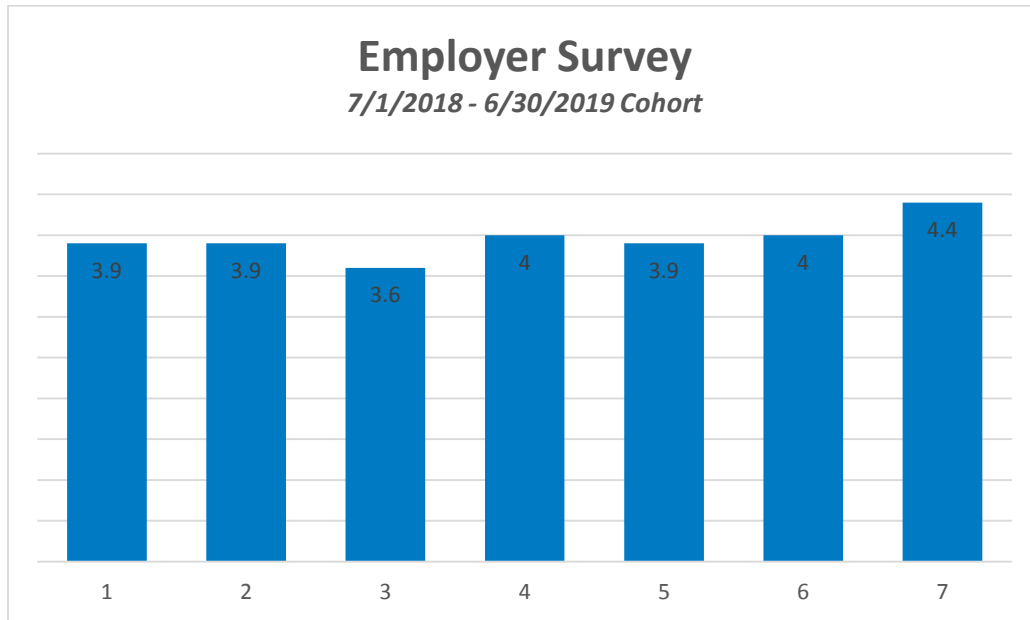SL = Satisfaction Level = 3.99
SP = Survey Participation =7
Satisfaction Rate = 57%

Satisfaction rate (SL/SP)/Total possible Satisfaction rate (SL/SP)=57%/71%=80%

Survey Questions:

1.The graduate-employee is prepared for an	2.The graduate-employee needed little direction and	3.The graduate-employee exhibits professionalism	4.The graduate-employee displays effective

entry level position as a medical assistant	supervision to accomplish his/her work		communication skills
5.The graduate-employee shows clinical knowledge and understanding	6.The graduate-employee has an adequate skill set	7.I would hire another graduate from the program	

Employer Survey
7/1/2018 - 6/30/2019 Cohort

Bar values: 1: 3.9, 2: 3.9, 3: 3.6, 4: 4, 5: 3.9, 6: 4, 7: 4.4

Practicum Site Survey

Survey Participation Rate = SP/NS
SP = Survey Participation (those who actually filled out the survey) 23
NS = Number Surveyed (total number of surveys sent out) 23
Survey participant rate-100%

Satisfaction Rate = SL/SP
SL = Satisfaction Level
SP = Survey Participation

SL4.7/SP23=20%
Satisfaction rate (SL/SP)/Total possible Satisfaction rate (SL/SP)=20%/21.7%= 92%

Survey Questions:

1.Provided orientation to the facility	2.Assigned to a supervisor/preceptor who participated in my learning	3.Allowed to perform the entry-level skills	4.Given the opportunity to perform admin skill	5.Given the opportunity to perform clinical	6.Adequately supervised and informed who to ask if

		I learned		skills	needed
7.Treated with respect by providers and staff	8.Provided with adequate PPE	9.Provided opportunity with pts, HCP, staff and personnel	10.Not used to replace employees	11.Provided regular constructive feedback by supervisor	12.Provided a final performance evaluation

Practium Site Survey

Item	Value
1	4.7
2	4.7
3	4.5
4	4.7
5	4.9
6	4.8
7	4.6
8	4.9
9	4.9
10	4.5
11	4.7
12	4.5
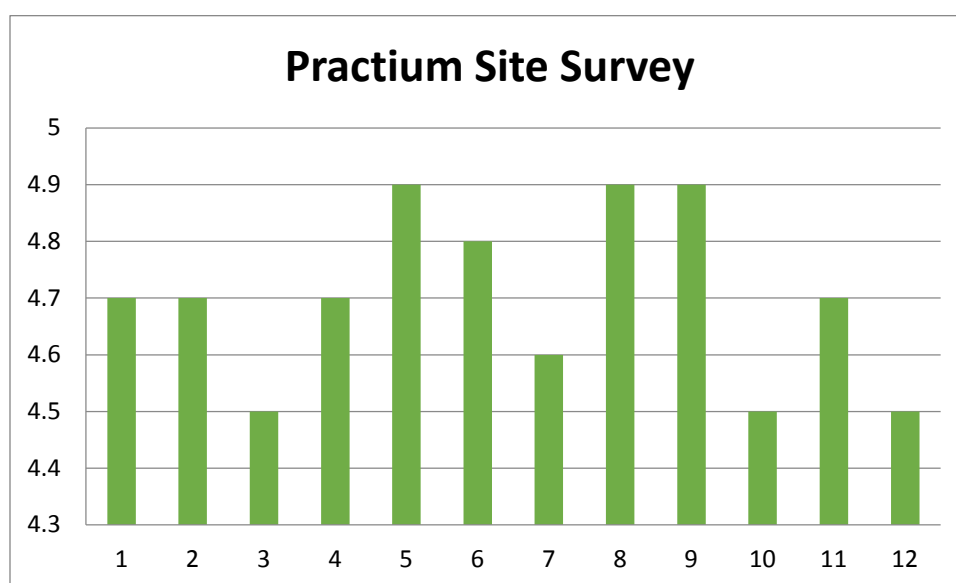
CURRICULUM ASSESSMENT

Guam Community College uses the Committee on College Assessment (CCA) and the Curriculum Review Committee (CRC) to evaluate and approve curriculum. The Guam Community College uses the Nuventive Improve platform to perform the assessment function for the program and course assessment. The College is on a new assessment cycle which sets a three-year cycle of program assessment, course assessment, and program/curriculum review. The medical assistant program assesses the curriculum following the College's set timeframes and annually to ensure industry or other recommendations that improve student learning are implemented in a timely manner. Currently, there are no new changes to the curriculum document as the program has been recently updated, and the next program review is scheduled for the 2021-2022 academic year.
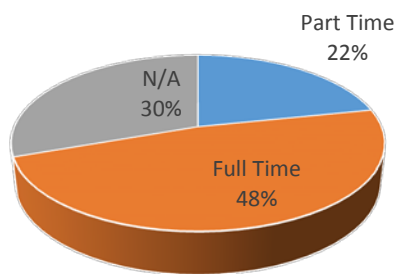
Guam Community College Assessment and Curriculum Schedule 2019-2025

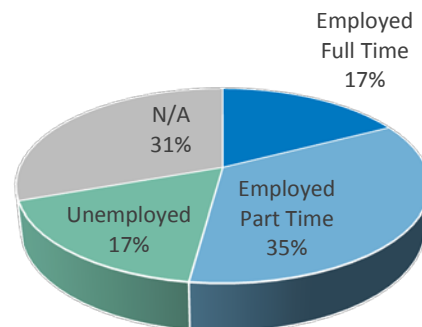| Academic Year		2019-2020		2020-2021		2021-2022		2022-2023		2023-2024		2024-2025	
Semester		Fall 2019	Spring 2020	Fall 2020	Spring 2021	Fall 2021	Spring 2022	Fall 2022	Spring 2023	Fall 2023	Spring 2024	Fall 2024	Spring 2025
Due Date		October 14, 2019	March 9, 2020	October 12, 2020	March 8, 2021	October 11, 2021	March 14, 2022	October 10, 2022	March 13, 2023	October 9, 2023	March 11, 2024	October 14, 2024	March 10, 2025
Group A- Associate/ Associate-Certificate Program Unit	(curriculum not expired)	PROGRAM Assessment Plan & Data Collection	PROGRAM Assessment Report & Implementation	COURSE Assessment Plan & Data Collection	COURSE Assessment Report & Implementation	CURRICULUM Review	CURRICULUM Review	PROGRAM Assessment Plan & Data Collection	PROGRAM Assessment Report & Implementation	COURSE Assessment Plan & Data Collection	COURSE Assessment Report & Implementation	CURRICULUM Review	CURRICULUM Review
Group B- Certificate Program Unit Group D- Special Program Unit	(curriculum expired/ expiring)	CURRICULUM Review	CURRICULUM Review	PROGRAM Assessment Plan & Data Collection	PROGRAM Assessment Report & Implementation	COURSE Assessment Plan & Data Collection	COURSE Assessment Report & Implementation	CURRICULUM Review	CURRICULUM Review	PROGRAM Assessment Plan & Data Collection	PROGRAM Assessment Report & Implementation	COURSE Assessment Plan & Data Collection	COURSE Assessment Report & Implementation
Group C- Administrative and Student Service Units		Student Services Unit Assessment Plan & Data Collection	Student Services Unit Assessment Report & Implementation	Administrative Unit Assessment Plan & Data Collection	Administrative Unit Assessment Report & Implementation	Student Services Unit Assessment Plan & Data Collection	Student Services Unit Assessment Report & Implementation	Administrative Unit Assessment Plan & Data Collection	Administrative Unit Assessment Report & Implementation	Student Services Unit Assessment Plan & Data Collection	Student Services Unit Assessment Report & Implementation	Administrative Unit Assessment Plan & Data Collection	Administrative Unit Assessment Report & Implementation

Curriculum is also assessed using stakeholder input, which includes the advisory Board, and faculty assessment. The most recent recommendation was from the Board. The recommendation is to increase cast application training and will be implemented starting Fall 2020.
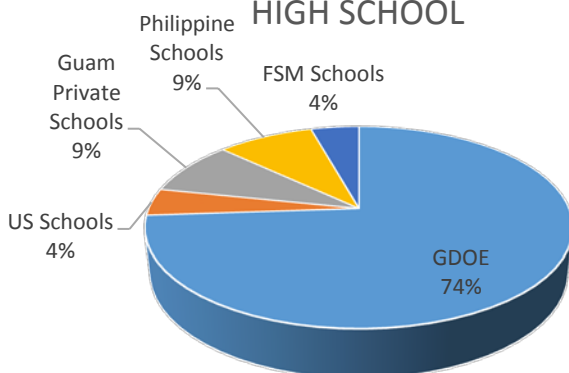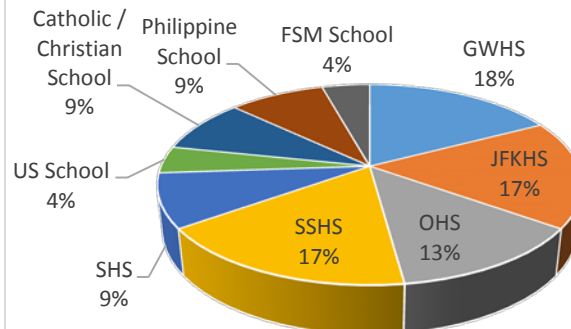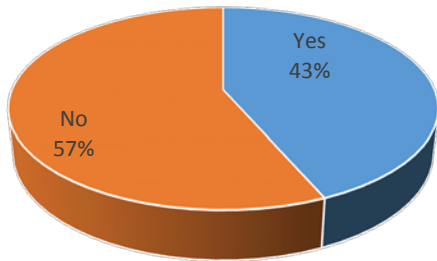
PROGRAM DEMOGRAPHIC DATA:

STUDENT STATUS

- Part Time 22%
- N/A 30%
- Full Time 48%

EMPLOYTMENT STATUS

- Employed Full Time 17%
- N/A 31%
- Unemployed 17%
- Employed Part Time 35%

HIGH SCHOOL

- Philippine Schools 9%
- Guam Private Schools 9%
- FSM Schools 4%
- US Schools 4%
- GDOE 74%

HIGH SCHOOL

- Catholic / Christian School 9%
- Philippine School 9%
- FSM School 4%
- GWHS 18%
- US School 4%
- JFKHS 17%
- SHS 9%
- SSHS 17%
- OHS 13%

English as a Second Language

- Yes 43%
- No 57%

GENDER

- Male 30%
- Female 70%

VETERAN STATUS

- Protected Veteran 9%
- Veteran 9%
- Not a Veteran 82%

MARITAL STATUS

- Single Parent 9%
- Divorced 4%
- Married 17%
- Single 70%

ETHNICITY

- Chinese 4%
- Black 4%
- Yapese 4%
- Chamorro 31%
- Filipino 57%

CITIZENSHIP

- Permanent Resident Alien 13%
- FSM Resi 4%
- US Citizen 83%