

**Course Outcomes Guide
Spring 2011**

Directions: Please complete this form to document your progress toward improving student learning. For each item, indicate your progress and your anticipated next steps. Thank you!

Course/Program Title: MAP 105 Medical Office Management & Billing

Date: 5/11/11

Course/Program Team: Melanie Rowland, April Evans

Expected Learning Outcomes:

- Provide appropriate patient care with respect for diverse cultures, values and beliefs.
- Competently perform routine medical assisting procedures.
- Utilize appropriate standard precautions.
- Communicate effectively with staff and patients.
- Make critical decisions appropriate for the medical assistant.
- Perform as an effective team member.
- Practice within the ethical and legal framework of the profession.

Assessment

Final Exam

Validation

Completion of course with an average grade of 75% or higher.

Results

96% (22/23 students) completed the course with a grade of 75% or higher
04% (1/23 students) completed the course with a grade below 75%

Follow-up

Develop common exam questions across sections to determine specific areas of difficult material that may need more lecture/practicum time in class, to be effective Fall 2011.

Budget Justification