

**Course Outcomes Guide
Spring 2012**

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

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

Date: 5/15/12

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

Average score on the Final Exam of 75% or better and completion of course with an average grade of 75% or higher.

Results

81% (31 students) average score for the Final Exam

94% (30/32 students) completed the course with a grade of 75% or higher

6% (2/32 students) completed the course with a grade below 75% (one walk away “F”)

Follow-up

Review final exams at the end of the Fall 2012 semester to determine if there are specific areas where students need additional instruction or support.