

Academic Program Review  
Department of Health Sciences  
Certificate of Achievement  
Medical Assisting (formerly Medical Office Assisting) Program  
Spring 2019

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## **Mission Statement**

### College Mission Statement

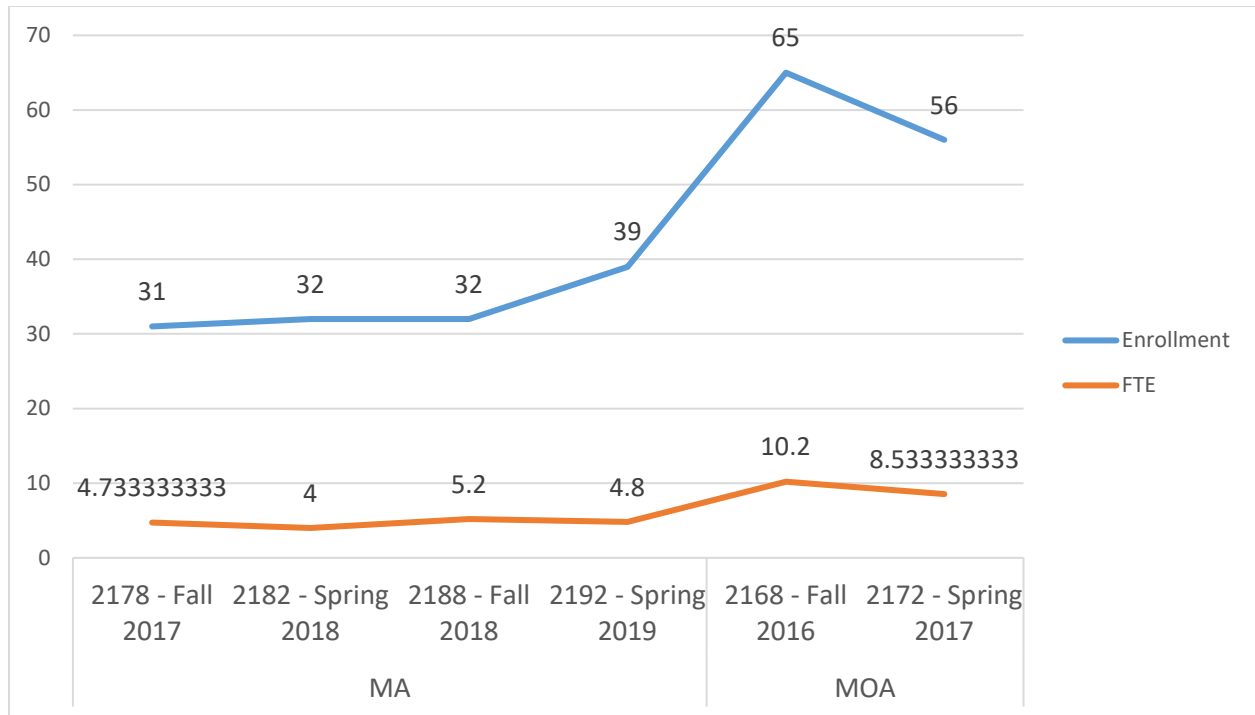
The College of Southern Nevada creates opportunities and enriches lives with inclusive learning and working environments that support diversity and student success. The College fosters economic development, civic engagement, and cultural and scientific literacy, while helping students achieve their educational, professional, and personal goals.

### CSN Medical Assisting Program Mission Statement

The mission of the Medical Office Assistant Program is to educate and prepare students with the necessary entry-level skills to become certified and work in ambulatory settings as valuable administrative and clinical team members for improving healthcare in the community.

The CSN Medical Assisting Program is a one-year full time limited entry program that produces highly educated and skilled graduates that are ready to enter the workforce upon, and in some cases before, graduation. The program provides inclusive learning environments and supports diversity by helping students highlight the qualities they start the program with as well as the new skills they have gained upon program completion. Graduates from this program are sought out by employers due to the high level of quality they provide as valued members of the healthcare team.

## Institutional Research Data



### FTE Enrollment by subject

Report	Enrollment	FTE	HeadCount	Hybrid FTE	In-Person FTE	Online FTE	Post-100 Level FTE	Pre-101 Level FTE
Health Sciences								
<b>Health Related Prof</b>								
MA	85	11.6	55		9.8	1.8	11.6	
MOA	338	52.6	243		43	9.6	52.6	

Report	Courses	Courses Avail Online	Courses Not Avail Online	Post-100 Courses	Pre-101 Courses
Health Sciences					
<b>Health Related Prof</b>					
MA	23	6	17	23	0
MOA	49	6	43	49	0

Report	Total Sections	Active Sections	Closed Sections	Tentative Sections	Hybrid Sections	In-Person Sections	Online Sections	Post-100 Sections	Pre-101 Sections
Health Sciences									
<b>Health Related Prof</b>									
MA	9	8	1	0	0	6	2	8	0
MOA	71	51	19	1	0	45	6	51	0

Enrolled Students on FA Graduated			
Medical Assisting			
2017-18			
MA-CT, PREMA-AGS	44	24	0
MEDICAL ASSISTING - CT			
2017-18			
PREMAH-AGS	2	0	0
Medical Office Assisting			
2015-16			
MOA-CT, MOAHCT, PREMOAH-CT	71	28	9
2016-17			
MOA-CT, PREMOAH-CT	45	12	10
2017-18			
MOA-CT, PREMOAH-CT	11	2	6
<b>Grand Total</b>	<b>173</b>	<b>66</b>	<b>25</b>

## Faculty Information

Jessica Dycus, M.S., CCMA, CST – FULL TIME FACULTY/ PROGRAM DIRECTOR

- Tenure awarded 2019
- Health Science Faculty Senator: Fall 2017 to present
- Faculty Senate Gen Ed Assessment Committee member: Fall 2017 to present
- Faculty Senate Executive Committee member: Fall 2018 to present
- RAM clinic volunteer/student leader Fall 2018, Fall 2018 Health Fair participation, IPE activities with CRS program, SRGT program and PTA program, CSN Connections Event volunteer 2017, Spoke on behalf of Medical Assisting field/program for a CSN personal enrichment course at Sahara West Campus in 2018 (requested by Lisa Hogan).

### *List of Professional Development courses completed through CAPE:*

- 2019 Convocation Celebration (Monday, January 14, 2019)
- Guiding Principles for Service Excellence for FACULTY and in the Classroom (Friday, January 12, 2018)
- Forum on Assessment (Tuesday, January 9, 2018)
- Classroom Assessment Techniques (CATs)- An efficient way to determine student learning and achievement (Thursday, March 2, 2017)
- 101: Intersections: Preventing Discrimination and Harassment (US) (Thursday, March 31, 2016)
- 418: Bridges: Building a Supportive Community (Monday, November 30, 2015)
- Online Search Committee Training (Friday, November 6, 2015)

### *Other Professional Development Activities Completed:*

- Medical Assisting Education Review Board (MAERB) Continuing Accreditation Workshop ( January 31, 2016)
- MAERB webinar: “Program Director Training- Affective Competencies” (Nov 1,2017)
- AAMA Professional Development Webinar (June 8, 2018)
- I obtain 10 CEUs every 2 years to maintain my Certified Clinical Medical Assistant (CCMA) credential through the National Health Career Association (NHA)
- I obtain 60 CEUs every 5 years to maintain my Certified Surgical Technologist (CST) credential through National Board of Surgical Technologists and Surgical Assists (NBSTSA)

Catherine Varchetto- CURRENT ADJUNCT FACULTY

- Graduate from CSN Medical Office Assisting Program in 2006

- Adjunct instructor with CSN since 2010 (contracted by semester as needed; last contracted Summer 2018)
- Continuing education with intentions of earning a degree in Nursing
- Attend Adjunct Impact conference for Professional Development annually

Ricky Johnson, CCMA- PREVIOUS ADJUNCT FACULTY

- Earned Medical Assistant Certificate 2006 (Bryman College)
- Experience as Medical Assistant in various clinics 2007-2014
- Worked with Nevada Career Institute as Medical Assistant Instructor 2014-2015
- Hired as Adjunct Instructor for Spring 2016 semester; NO LONGER WITH PROGRAM AS OF Spring 2018 semester

Student evaluations of teaching for the Medical Assisting Program are generally good to excellent. Students occasionally leave comments for improvement, which are considered before the next time the course is taught.

## Student Information and Assessment

CSN Medical Assisting Program is Limited Entry with the following application/selection requirements:

The Limited Entry Office will be responsible for managing the application process and the selection of students will be performed by an admissions committee.

Applicants will be ranked and selected using a point system through which points will be awarded. Please see Selection Criteria as follows:

**COLLEGE OF SOUTHERN NEVADA  
MEDICAL ASSISTING  
CERTIFICATE OF ACHIEVEMENT PROGRAM  
Selection Criteria  
Fall 2019**

Qualified applicants must possess a High School diploma or GED equivalent and a minimum cumulative GPA of 2.0 or better for program prerequisites; meet with a Health Programs Advisor and complete the Limited Entry Workshop. Applicants will be ranked and selected using the following point system:

**I. PROGRAM PREREQUISITE GPA:**

- 4.0 = 5 points \_\_\_\_\_
- 3.5 - < 3.9 = 4 points \_\_\_\_\_
- 3.0 - < 3.4 = 3 points \_\_\_\_\_
- 2.5 - < 2.9 = 2 points \_\_\_\_\_
- 2.0 - < 2.4 = 1 point \_\_\_\_\_

**II. HEALTH CARE EXPERIENCE:** (i.e., Phlebotomy, CNA, etc.) (2 points)

\*Must be current certification **OR** at least six months work experience within the last two years. Points will only be awarded for either certification or previous health care experience. **Points cannot be combined from these two categories.**

-CSN form completed by employer indicating work responsibilities and length of employment must be supplied to receive points for health care experience. The

**Health Care Experience Documentation form** is available online at:

<https://www.csn.edu/programs/medical-assisting>

**III. TYPING SKILLS:**

- A. Typing certificate:
- 25-30 wpm= 1pt \_\_\_\_\_
  - 31-40 wpm= 2pts \_\_\_\_\_
  - 41-50 wpm= 3pts \_\_\_\_\_
  - >50 wpm= 4pts \_\_\_\_\_

\* Typing certificates must come from one of the following testing centers:

**1. CSN Testing Center (HENDERSON campus)**

<https://www.csn.edu/CSN-testing#Typing>

**2. Vegas PBS**

3050 East Flamingo Road Las Vegas, NV 89121



<https://vegaspbs.learn.com/learncenter.asp?id=178409&sessionid=3-CAB857FE-A486-42F2-ABD3-1C2B21FBA1E8&DCT=1&page=2195>

**3. Manpower employment agency**

<https://www.manpowerlasvegas.com/index.php/contact-us/>

**4. AppleOne employment agency**

<https://www.appleone.com/>

**5. One-Stop Career Center**

6330 West Charleston Boulevard, Suite 190 Las Vegas, NV 89146

<http://www.nvcareercenter.org/>

B. Completion of any of the following courses with a C or better as evident on your CSN transcripts = 1pt:

- COT 101B Keyboarding I
- COT 102B Keyboarding II
- COT 103B Keyboarding Review & Speed

\*Points may be accumulated from **BOTH** sections within the Typing Skills category.

These guidelines are subject to change without notification. Please contact Health Programs Advising for information. 5/18

**Credits to Graduate:**

Prerequisite courses.....11cr

Program courses.....30cr

**Total.....41 Credits**

Average GPA in Program Courses:

Program Course	Sp 16	Su 16	Fa 16	Sp 17	Su 17	*Fa 17	Sp 18	Su 18	Fa 18
MOA *MA 106B	2.2	NA	2.5	2.7	NA	2.6	NA	NA	3.0
MOA *MA 107B	2.6	NA	2.8	3.2	NA	2.9	NA	NA	2.9
MOA 108B	2.5	NA	2.3	3.7	NA	<i>Merged w/ MA 106B (Deleted)</i>			
MOA *MA 110B	3.3	NA	2.7	3.3	NA	3.3	3.5	NA	NA
MOA *MA 120B	3.2	NA	2.4	3.3	NA	2.5	3.7	NA	NA
MOA *MA 130B	NA	4.0	NA	4.0	4.0	NA	<i>Pass/Fail (Hrs complete)</i>		
MOA *MA 131B	NA	4.0	NA	4.0	3.7	NA	4.0	4.0	NA
MOA *MA 195B	NA	3.1	NA	2.8	3.3	NA	3.0	2.8	NA

Accreditation Annual Report Form Data:

Year	Retention	Placement	Grad Part	Grad Sat	Emp Part	Emp Sat	Exam Part	Exam Pass	# Grads from admissions cohort
	>=60%	>=60%	>=30%	>=80%	>=30%	>=80%	>=30%	>=60%	
2017	62.50%	60.00%	80.00%	100.00%	33.33%	100.00%	33.33%	66.67%	5
2016	64.29%	66.67%	44.44%	100.00%	60.00%	100.00%	40.00%	100.00%	9
2015	83.33%	100.00%	100.00%	100.00%	50.00%	100.00%	66.67%	66.67%	5

Enrollment Date Month/Year	Number of New Students Enrolled	Number of Students Transferring In	Total Students in this Class	Number "In-Progress" or "Stopped Out"	Number "Dropped Out" (Attrition)	Number of this Class Graduated to Date	
January/2017	2	0	2	0	1	1	
August/2017	6	0	6	0	2	4	
<b>Graduates for Cohort Admitted 2017</b>							5
January/2016	8	0	8	0	1	7	
August/2016	6	0	6	0	4	2	
<b>Graduates for Cohort Admitted 2016</b>							9
August/2015	6	0	6	0	1	5	
<b>Graduates for Cohort Admitted 2015</b>							5

Calendar Year Admitted	Total Number of Graduates	Number of Positive Placements	Number of Grads Employed as MA or in Related Field	Placement Rate
2017	5	3	3	60%
2016	9	6	5	66.67%
2015	5	5	4	100%

### **Program Student Learning Outcomes:**

1. Demonstrate competencies necessary to challenge the national certification examination and earn a certified credential.
  - Measured by exam passage rates.
2. Demonstrate the skills and abilities necessary to find employment in the field or continue with their education in pursuit of a degree.
  - Measured by placement rates; job placement and continuing education considered positive.
3. Demonstrate entry level competencies as defined by the Medical Assisting Education Review Board.
  - Measured by Employee surveys after positive job placement.

Academic quality is assessed and maintained through accreditation reporting. It is required that I provide the assessment tools for every core curriculum objective and competency which are reviewed and approved by the site surveyors on a scheduled basis. I am also required to track the progress of each program student for each competency and the student is not able to continue in the program if every competency is not passed according to accreditation approved passing requirements; such as program created rubrics, etc.

## Curriculum Information

Certification Exam Passage Rates:

Year of Graduation	Total # took exam	Total # PASSED exam
2018	5	5
2017	3	2
2016	2	2
2015	6	4

Annual Report Form Dashboard:

Year	Retention	Placement	Grad Part	Grad Sat	Emp Part	Emp Sat	Exam Part	Exam Pass	# Grads from admissions cohort
	>=60%	>=60%	>=30%	>=80%	>=30%	>=80%	>=30%	>=60%	
2017	62.50%	60.00%	80.00%	100.00%	33.33%	100.00%	33.33%	66.67%	5
2016	64.29%	66.67%	44.44%	100.00%	60.00%	100.00%	40.00%	100.00%	9
2015	83.33%	100.00%	100.00%	100.00%	50.00%	100.00%	66.67%	66.67%	5

Latest Accreditation Site Visit Report Summary:

March 1, 2019 (addressed to Dr. Zaragoza)

This letter is to inform you that based upon the receipt of the Progress Report submitted by November 1, 2018, the Medical Assisting Education Review Board (MAERB) has **maintained Continuing Accreditation**, with the next comprehensive review to be scheduled no later than Fall 2026, for the Certificate Medical Assisting program at College of Southern Nevada (Las Vegas, Nevada).

Program weaknesses:

Weaknesses are cited by the Medical Assisting Accreditation Review Board (MAERB) and corrective actions, assessments, and documentation is required to be reported back within a given time frame in order to maintain accreditation. If citations are not addressed sufficiently, the program is put on probationary accreditation status *or* accreditation may be removed all together. Currently, the program has 3 citations that are presently being corrected and the report is due by Nov. 1, 2020. Dr. Zaragoza is requesting an update on the progress prior to responding to the MAERB.

MA Advisement sheet



## **Information, Technology, Space and Equipment Resources**

Copies of program required textbooks are made available at the library upon request.

Computer access is available on campus in several buildings and the program has a set of 20 laptops for student use during program courses.

The program is currently only available on the West Charleston campus and has a specialized lab in K building that has adequate space to accommodate a full cohort of 15 students annually. A space has been designated and designed for the program to be duplicated on the Henderson campus in the new Health Sciences Building that is in the process of being built. The program is expected to be available in this space beginning 2022-2023\*. *\*These dates may not be accurate as the plans progress.*

All instructional equipment available for the teaching of program curriculum is adequate and is updated as needed through the use of available funding.

## **External Factors**

Enrollment was down 2016-2017 but is now growing. The program has undergone many changes, which include a decrease of admission cohorts from twice a year to once a year, and some course and credit changes in order to improve student experiences throughout the program. The changes appear to be effective because enrollment in MA 104B, a program feeder course and prerequisite, has greatly increased and we are expecting a larger cohort for Fall 2019 than we have had in years.

The program curriculum changes have also led to a decrease in faculty from one full time with two adjunct faculty to only one full-time faculty member. The addition of an adjunct faculty member is anticipated for Fall 2019.

Employers request resumes for recent graduates often. Additionally, we have new clinics requesting to host extern students from the program with the expectation of hiring them regularly. According to the Bureau of Labor Statistics, the medical assisting profession is expected to grow at a rate of 29% from 2016-2026, which is much faster than average.

We have had a 100% graduate satisfaction rate, of those students completing the graduate survey, over the past 3 years.

Graduates of this program have the option to take a national certification exam as the final exam for one of the final semester courses and graduate with a national certification. The NCMA (NCCT) exam is now offered on site through the West Charleston Testing Center for a discounted testing fee.



## External Validation

Most recent letter of accreditation status:

**Medical Assisting Education Review Board 20 N. Wacker Drive, Suite 1575  
Chicago, IL 60606 Phone: 800/228-2262 [www.maerb.org](http://www.maerb.org)**

The Medical Assisting Education Review Board (MAERB), a Committee on Accreditation of the Commission on Accreditation of Allied Health Education Programs (CAAHEP)

March 1, 2019

Federico Zaragoza, PhD  
President  
College of Southern Nevada  
West Charleston Campus  
6375 W Charleston Blvd – w4K  
Las Vegas, NV 89146

Dear Dr. Zaragoza:

This letter is to inform you that based upon the receipt of the Progress Report submitted by November 1, 2018, the Medical Assisting Education Review Board (MAERB) has maintained Continuing Accreditation, with the next comprehensive review to be scheduled no later than Fall 2026, for the Certificate Medical Assisting program at College of Southern Nevada (Las Vegas, Nevada).

The attached list of citation(s) continues to merit your institution's attention. There is an additional progress report required to demonstrate resolution of those citations in order indicate the program's compliance with the *2015 Standards and Guidelines for Medical Assisting Educational Programs*.

To help you organize and label your documents properly, MAERB has developed certain protocols, which are detailed in the document "Organization of Documents for Progress Reports and Other Submissions" posted on the Documents tab of the MAERB website under Program Resources/Accreditation Resources. Your progress report should either be sent on a USB drive, labeled "Progress Report: November 2020" to **MAERB at 20 North Wacker Drive, Suite 1575, Chicago, IL 60606** or, if your report consists of only a few documents, it may be emailed to MAERB at [maerb@maerb.org](mailto:maerb@maerb.org) no later than **November 1, 2020**, indicating the manner in which the citations have been resolved.

It is important to conform to these timelines, as according to Appendix A.3 of the *2015 Standards and Guidelines for Medical Assisting Educational Programs*:  
*Failure to meet any of the administrative requirements for maintaining accreditation may lead to administrative probation and ultimately to the withdrawal of accreditation. CAAHEP will immediately rescind the administrative probation once all administrative deficiencies have been rectified. MAERB will also impose late fees, in accordance with the Accreditation Fee Schedule, for failure to submit documentation within the timeframe established.*

The MAERB thanks you and your colleagues for your commitment to continuous quality improvement in medical assistant education, as demonstrated by your participation in programmatic accreditation.

Sincerely,

Rebecca L. Walker, CMA (AAMA), BS, CPC, MAERB Chair

Encl: List of Citations or Citation Document

cc: Janice Glasper, MEd, RDMS, RVT, Interim Dean of Engelstad School of Health Sciences

Jessica Dycus, MS, CCMA (NHA), Medical Assisting Program Director

Connie M. Morgan, CMA (AAMA), MEd, RN, MAERB Co-Vice Chair

Karon G. Walton, CMA (AAMA), MEd, MAERB Co-Vice Chair

Sarah R. Marino, PhD, Executive Director, MAERB

## Supplemental Narrative Questions

Discipline/Prefix

### CORE MISSION:

1. How does this program and/or discipline relate to the Mission and Core Themes of the College? (See appendix) [A Certificate of Achievement in Medical Assisting creates the opportunity for beginning a career in the medical field and a chance at a better future for our graduates and community. Our program is accredited and provides high quality teaching and experience with the delivery of the CAAHEP core curriculum in lecture, laboratory, online and clinical settings.](#)
2. To the best of your knowledge, how and to what extent is this program and/or discipline essential because of state laws, regulations, outside agency regulations, Board of Regents or Legislative priorities? [The state of Nevada does not currently require certification for employment as a Medical Assistant; however, employers seek certified assistants due to the increasing cost of liability and the importance of the duties medical assistants are required to perform on the job.](#)
3. How and to what extent does this program and/or discipline support general education requirements for CSN programs? [This discipline does not meet any general education requirements for other CSN program. The program requires completion of 3cr of ENG 100/101/113 with a C or better prior to submitting the limited entry application.](#)
4. How and to what extent does this program and/or discipline support programs at CSN? [Medical Assisting is a good next step for students completing some other programs, such as phlebotomy and CNA. Additionally, many students have completed this program with the intention of applying to the highly competitive Nursing program at CSN.](#)
5. How and to what extent does this program and/or discipline depend upon prerequisite courses from other disciplines at CSN? [The discipline requires prerequisite courses from HIT, COT, and ENG.](#)

6. How and to what extent does this program and/or discipline support programs at other NSHE institutions? Most of the courses required for completion of this program are non-transferable and do not directly benefit programs at other NSHE institutions.

7. How and to what extent does this discipline support student extracurricular activities at CSN? There is no direct support of student extracurricular activities within this discipline.

#### **QUALITY:**

8. How and to what extent does this discipline help to satisfy a program's specialized accreditation? This discipline is directly associated with specialized accreditation for the field of Medical Assisting.

9. How and to what extent does this program and/or discipline contribute to CSN's regional or national reputation? This discipline contributes to CSN's reputation by maintaining accreditation and producing highly skilled graduates that successfully compete for spots in the workforce amongst candidates from several other programs in the region.

#### **DEMAND:**

10. Describe the level and nature of external demand for this program and/or discipline (for example, occupational data, labor statistics, employer surveys, student surveys, etc.)? According to the Bureau of Labor Statistics, "employment of medical assistants is projected to grow 29 percent from 2016 to 2026, much faster than the average for all occupations." Both graduate and employer surveys provide evidence of the satisfaction with and quality of the program.

11. Describe the level and nature of external financial or practical support for this program and/or discipline (for example, grants, donations, employer or clinical partnerships, etc.)? The program requires 180 clinical hours in order to complete successfully. We have great partnerships with clinics throughout the valley that help us meet this need for our students. Often time, I have more clinics asking for students than I have students ready to be placed.

12. What other options exist for students in the region to study in this discipline or earn this degree or certificate? There are other technical schools that offer programs of the same

discipline. Many are not accredited, some others are ABHES-accredited, and we are the only CAAHEP-accredited program in the valley. Depending on the school/program, students may earn a certificate, diploma or Associates degree.

### Program

#### **CORE MISSION:**

1. How and to what extent does this program utilize other college resources for academic support (for example, library, technology, counseling, disability resource center, tutoring, writing or math centers, etc.)? *There is no direct utilization of these resources by the program, but all are available to the students and the students are made aware of the resources as necessary.*

#### **QUALITY:**

1. Does this program have an advisory board, or does the department have an advisory board relevant to this program? Describe briefly. *This program has an advisory committee that meets at least annually per programmatic accreditation requirements.*

2. If this program has a specialized accreditation, is this accreditation necessary for alumni licensure or employability? *Specialized accreditation is necessary in order to sit for many, but not all certification exams. Some exams are made available to individuals that have consecutive years of on-the-job experience or military training.*

#### APPENDIX- COLLEGE OF SOUTHERN NEVADA MISSION AND CORE THEMES

**Mission:** The College of Southern Nevada creates opportunities and changes lives through access to quality teaching, services, and experiences that enrich our diverse community.

**Core Themes (for NWCCU Accreditation):** Access, Quality, Diversity

## Areas of Concern and Recommendations

**Department:** Health Related Professions – Medical Assisting (MA) Program

**Identified Areas of Concern:**

**1. The program enrollment is not at capacity.**

- Proposed Solution: The program has been working on retention of students in the program prerequisite course and in program courses. The program director is expecting an increase in the number of applicants for the fall 2019 cohort.

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Cassie Gentry, HRP Department Chair

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Date