

Institutional Research Report/Project Summation

Fill-in the information on this form in spaces provided and print a copy for the file.

Analyst:	Yolanda Reid & Shari Lisnov
Report/Project Name:	Date Completed:
Graduate Follow-Up Survey: Survey of Medical Assisting Graduates 2000-2002	1/30/2003
Requested by:	Purpose/Objective:
Karen Kittle - MDA Department	To present results of GFS Supplemental MDA survey.
Audience/Report Destination Check list	<i>(Highlight your choices and use column on right for additional information)</i>
Administration	
CASSC	
Chancellor's Council	
Cluster	
Curriculum Committee	
CPC	
CRC	
Deans	
Department Chairs	
Enrollment Services	
External	
Faculty	Used to prepare for Accreditation board
Gen Ed	
Marketing and/or Institutional Effectiveness	
Presidents	
Recruitment	
Resource Development	
SOAC	
Workforce Development	
Other:	
Methodology:	Sources: (I Drive files, websites, etc)
Analyze results of a mail survey sent to OCC graduates nine months after completing their program.	I:\Ad Hoc Studies\Ad Hoc Active & Pending\ Medical Assisting GFS for Accreditation\ Medical Assisting
	File Pathway:
	I:\Ad Hoc Studies\Ad Hoc Active & Pending\ Medical Assisting GFS for Accreditation\ MDA - GFS Preliminary Report 2000 - 2002

Syntax:	Additional comments on data usage:
	DATA SHOULD BE USED WITH CAUTION
	SAMPLE SIZE OF ONLY 12 GRADUATES!!!!



OAKLAND
COMMUNITY
COLLEGE

**Graduate Follow-Up Survey
Survey of Medical Assisting Graduates
2000 - 2002**

Preliminary Report

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The Office of Institutional Research
January 2003

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Introduction

Background/Methodology

Each semester, the Graduate Follow-Up Medical Assisting Survey is administered to graduates of the Medical Assisting Program at OCC ten months after graduation. The purpose of the survey is to measure student satisfaction with various aspects of the program, as well as to address questions concerning subsequent certification, employment status, and continued education within the Medical Assisting field.

The data from each semester is combined with data from previous semesters into one cumulative file. Due to extremely small sample sizes, it is not feasible to separately analyze the data representing a single administration of the survey¹.

During the 2001-2002 academic year, there were four graduates from the Medical Assisting program. The number of graduates for the previous three academic years is listed below. Each academic year, all graduates were contacted either by phone or by mail, and a total of 12 responded for all four years combined.

Academic Year	Associate Degrees	Certificates	Total # Graduates
1998-99	12	10	22
1999-00	2	0	2
2000-01	2	4	6
2001-02	1	3	4

Limitations of the Study

It is important to note that the total combined sample of respondents (across the four years for which data was accumulated) comprises only twelve students. This sample size is far too small for statistical analysis, and it would be inappropriate to make generalizations or even calculate percentages based on these small numbers.

¹ Generally, only one to three graduates respond in any given term.

Data Tables

Q.1. Please rate the following classroom and laboratory experiences by marking the appropriate response.

	Number of Students				Total # Responding
	Poor	Fair	Good	Excellent	
a. Quality of Lectures (Organized & clear)			6	6	12
b. Quality of Faculty Feedback		1	5	6	12
c. Availability of Faculty		1	6	5	12
d. Level of Professionalism of Faculty			5	7	12
e. Integration of Course Work & Clinical Education			5	7	12
f. Quality of Laboratory Facilities and Equipment	1	1	5	5	12
g. Content of Lectures (Applicable to work)			5	7	12

- Most of the twelve respondents rated the program as "good" or "excellent" on all of the attributes pertaining to classroom and laboratory experiences. Although not statistically significant, "quality of laboratory facilities and equipment" was the lowest rated attribute.

Q.2. Please indicate how prepared you were in the following areas at the time you left OCC.

	Number of Students					Total # Responding
	Under Prepared	Somewhat Under Prepared	Somewhat Prepared	Well Prepared	Does Not Apply	
a. Preparing patients for examinations				12		12
b. Obtaining vital signs				12		12
c. Obtaining a medical history			2	10		12
d. Knowledge of human physiology			4	8		12
e. Interaction with clients (Rapport building)			1	11		12
f. Assisting with medical procedures			2	10		12
g. Performing electrocardiograms				11	1	12
h. Sterilizing medical equipment			2	10		12
i. Performing venipuncture				11	1	12
j. Documentation of medication administration			1	10	1	12
k. Knowledge of commonly used medication		1	3	8		12
l. Knowledge of dietary/nutritional topics		2	6	4		12
m. Knowledge of medical law			5	7		12
n. Knowledge of medical ethics			4	8		12
o. Use of medical transcription		2	5	4	1	12
p. Facilitation of medical billing		1	7	3	1	12
q. Use of Universal Precautions			1	11		12
r. Taking the ACSM certification examination			2	7	3	12

- Most of the twelve OCC graduates surveyed felt "somewhat prepared" or "well prepared" in most of the areas listed above. Although the sample size is not large enough for differences to be statistically significant, the lowest rated areas included

knowledge of dietary/nutritional topics, use of medical transcription, and facilitation of medical billing.

Q.3. *Have you attempted to become a certified medical assistant?*

Yes	7
No	5
<i>Total Responding</i>	<i>12</i>

- Seven of the twelve respondents have attempted to become certified medical assistants.

Q.4. *Are you currently a certified medical assistant? (Base: Those who responded "yes" to Q.3)*

Yes	7
No	0
<i>Total Responding</i>	<i>7</i>

- All seven of those who attempted are currently certified medical assistants.

Q.5. *Do you feel the Medical Assisting program adequately prepared you for the certification examination? (Base: Those who responded "yes" to Q.3)*

Yes	7
No	0
<i>Total Responding</i>	<i>7</i>

- All seven of those who attempted to become certified felt that the program adequately prepared them for the exam.

Q.6. *Please identify which of the following best explains your employment in the Medical Assisting field.*

Currently Employed in field	6
Currently not employed in field, but I was in the past	2
Never employed in field	4
<i>Total Responding</i>	<i>12</i>

- Half of the twelve respondents were employed in the field at the time that they completed the survey. Four of the respondents were never employed in the Medical Assisting field.

Q.7. *Is/was certification required for the position? (Base: Total number of respondents indicating that they are currently employed in the field or had been employed in the field in the past.)*

Yes	0
No	8
<i>Total Responding</i>	<i>8</i>

- Of the respondents who were employed in the field, none indicated that certification was required for employment in that position.

Q.8. *In what type of facility do/did you work? (Base: Total number of respondents indicating that they are currently employed in the field or had been employed in the field in the past.)*

Clinic	3
Hospital	1
Self-employed	2
Family practice	1
Orthopedic surgeon	1
<i>Total Responding</i>	<i>8</i>

- Of those respondents who were employed in the Medical Assisting field, three individuals worked in clinics, and two were self-employed.

Q.9. *What do/did you enjoy **MOST** about this position? (Base: Total number of respondents indicating that they are currently employed in the field or had been employed in the field in the past.)*

Helping people	1
Interacting with fellow employees	1
Interacting with patients	2
Procedures with doctors	1
Staff and patients	1
Patient care	1
The variety of work	1
<i>Total Responding</i>	<i>8</i>

- Four respondents noted interacting with staff, patients, or both as the aspects of their job that they enjoyed most. Patient care, helping people, procedures with doctors, and the variety of work were also mentioned.

Q.10. What do/did you enjoy **LEAST** about the position? (Base: Total number of respondents indicating that they are currently employed in the field or had been employed in the field in the past.)

Doctors who overbook	1
Management & how they run things	1
Pressure for faster patient care	1
Co-workers	1
Gossip, favoritism & cliques	1
Paperwork/insurance requirements	1
Physical labor	1
<i>Total Responding</i>	<i>7</i>

- Five respondents noted management or coworker issues as the factors they enjoyed least about their position (including overbooking, pressure for faster patient care, favoritism, and gossip) while two respondents noted physical aspects of the job (paperwork and physical labor).

Q.11. Have you continued your education within the field of Medical Assisting?

Yes	3
No	8
<i>Total Responding</i>	<i>11</i>

- Three respondents indicated that they have continued their education within the field of Medical Assisting.

Q.12. What type of educational sources have you participated in since graduation? (Base: Respondents who indicated that they continued their education within the field of medical assisting.)

Employer sponsored training	1
On the job training	1
Small CEUs	1
<i>Total Responding</i>	<i>3</i>

- The three respondents who participated in continued education following graduation noted employer-sponsored training, CEUs, and on-the-job training as their educational sources.

Q.13. What was/were the topic/topics covered in these trainings? (Base: Those who indicated that they continued their education within the field of Medical Assisting.)

BLS	1
Dealing with death	1
Patient preparation	1
<i>Total Responding</i>	3

- Topics of additional training included BLS, dealing with death, and patient preparation.