



OAKLAND
COMMUNITY
COLLEGE

MEDICAL ASSISTANT: In-Class Survey
Fall 2001

Final Report

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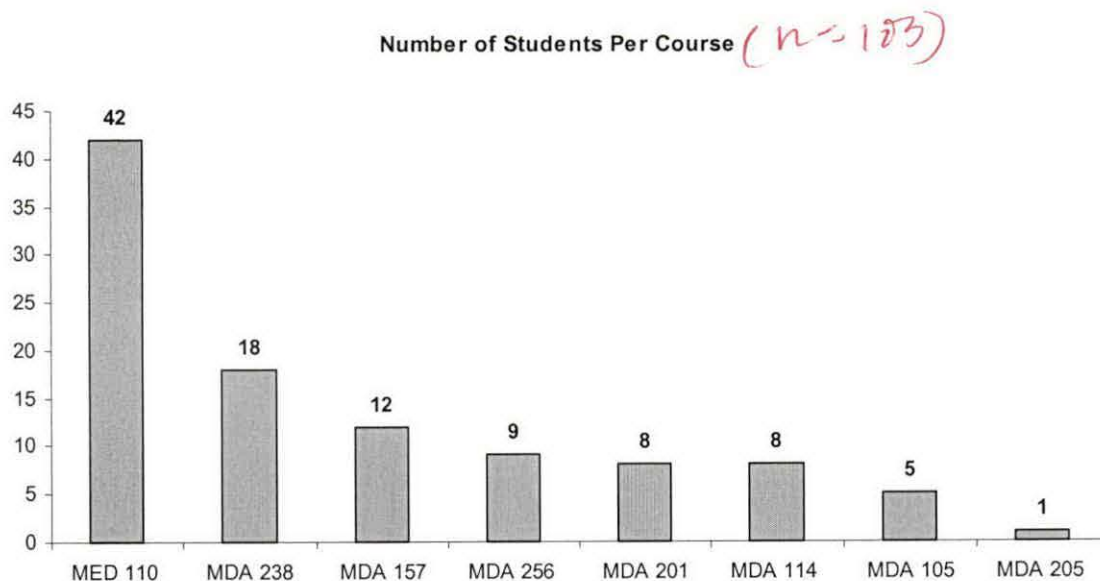
Executive Summary

During the Fall 2001 term, a total of 103 students enrolled in ^a ~~the~~ Medical Assisting courses responded to the In-Class Survey. These courses include Medical Terminology (MED 110), Medical Office Insurance Coding and Billing (MDA 238), Basic Electrocardiography (MDA 157), Medical Assisting Seminar (MDA 256), Medical Office Medications (MDA 201), Medical Assisting – Clinical Procedures (MDA 105), Medical Office Assisting Administrative Procedures (MDA 205).

- Medical Terminology (MED 110) accounts for 43% of the students.
- Several students cited multiple reasons for taking a Medical Assistant course. Most (48.5%) of the students plan to use their knowledge to get a job in the field.
- Fifty-seven percent of the students plan to use their skills to get a new job with a different employer.
- The vast majority of MDA students have not previously taken college courses (87%). Seventy-six percent of the students have taken a college course at OCC.
- More than 40% of students learned about the MDA courses from other sources, which included the college catalog and ~~from~~ other college faculty.
- Seventy-four percent of students in the program ^{are} ~~were~~ employed, with more than thirty-four percent of them working full-time.
- Roughly 46% of employed students ^{are} ~~were~~ working in positions that were at least somewhat related to the ~~legal~~ ^{medical} field.
- Twenty-two percent of employed students work in the Medical field in a hands-on capacity or with medical billing paperwork.
- 86% of ^{the} ~~respondents~~ resided in Oakland County and about 13% of ^{them} ~~the~~ ~~Medical-~~ ~~Assistant~~ ~~students~~ ~~responding~~ ~~to~~ ~~the~~ ~~survey~~ ~~were~~ ~~from~~ Genesse, Wayne, Washtenaw and Macomb County. ^{are}
- The demographic profile of students enrolled in Medical Assistant courses is as follows:
 - Median age: 30
 - Primarily female (94%)
 - Caucasian – 87%, African American -- 5%, Hispanic – 2%, Asian – 5%; Other 1%
 - Sixty-nine percent have some college.

- ^{Unexp -} As not expected, most students in the MDA courses intended to obtain an Associate's degree in a field other than the MDA program. Yet, 17% planned to obtain an Associate's Degree in the Medical Assisting Program.
- Most students are not affiliated with a professional organization in the Medical Assistant field (95%). Only 5% are members with AAMA (American Association of Medical Assisting).
- A small percentage of students in the Medical Assistant program read the CMA (Cert. Med Ast.) newsletter (10%) and attend AAMA meetings (3%).

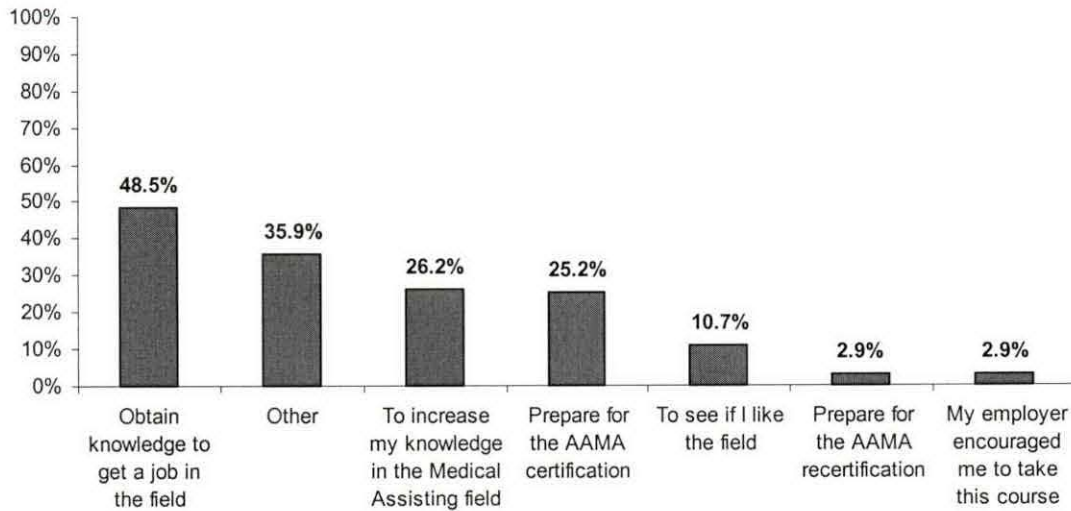
Table 1: Students Per Course



Summary: A total of 103 students responded to the In-Class Survey for Medical Assistant Courses. Medical Terminology (MED 110) accounts for 43% of the students. Medical Office Insurance Coding and Billing (MDA 238) has 18 students enrolled. Basic Electrocardiography (MDA 157) has 12 students enrolled. Medical Assisting Seminar (MDA 256) has 9 students. Both courses, Medical Office Medications (MDA 201) and Medical Assisting – Clinical Procedures (MDA 114) have 8 students each. There were only five students in Medical Assisting – Administrative Procedures (MDA 105). Finally, Medical Office Assisting Administrative Procedures (MDA 205) had only one student.

Table 2: Reasons For Taking Courses

Reasons for Taking Course (n=103)

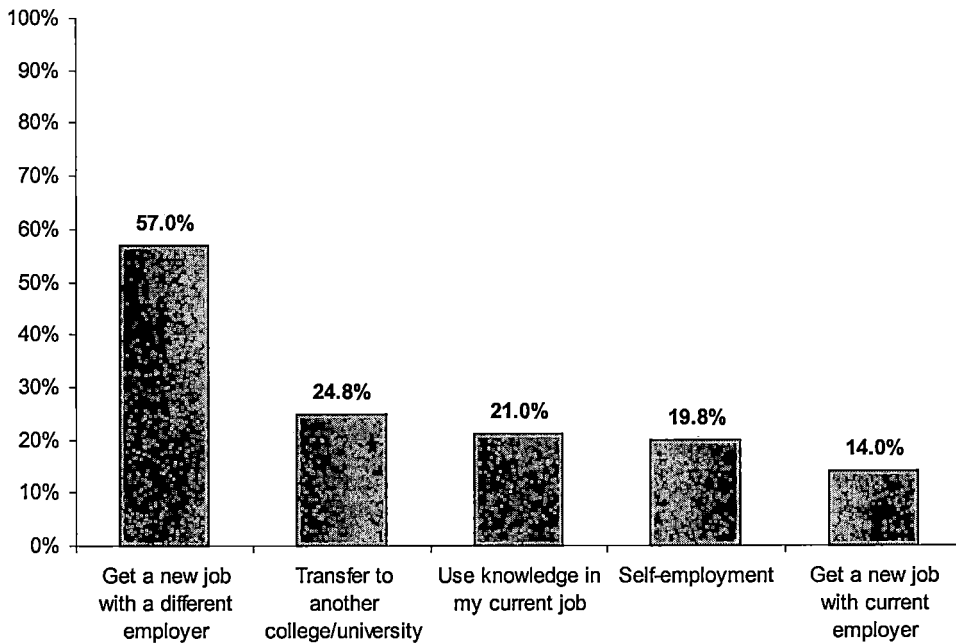


Summary: Several students cited multiple reasons for taking a Medical Assistant course. Most (48.5%) of the students plan to use their knowledge to get a job in the field. Thirty-five percent of the students have "other" reasons, the majority of which is that it was required by their program. *Together this half* Just over a quarter of our students cited ~~each~~ two reasons why they took the course; to increase their knowledge in the Medical Assisting Field and to prepare for the AAMA certification. Only 10% of the students took the course to see if they like the field. Over two percent of our students ~~each~~ took the course for ~~two reasons~~; to prepare for the AAMA recertification and their employer encouraged them to take the course.

Two percent of our students took the course because

Table 3: How Students Planned To Use Knowledge and Skills Gained In Course

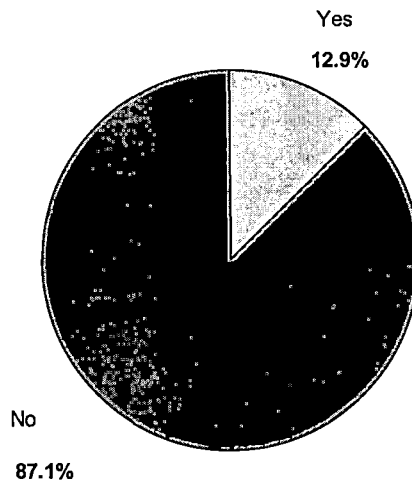
**How Students Plan to Use Knowledge and Skills Gained In Course
(n=101)**



Summary: Fifty-seven percent of the students plan to use their skills to get a new job with a different employer. Almost a quarter of them plan to transfer to another college/university. Exactly 21% plan to use their knowledge in their current job. Over 19% plan to be self-employed. Fourteen percent plan to get a new job with their current employer.

Table 4: First Time Taking A College Course

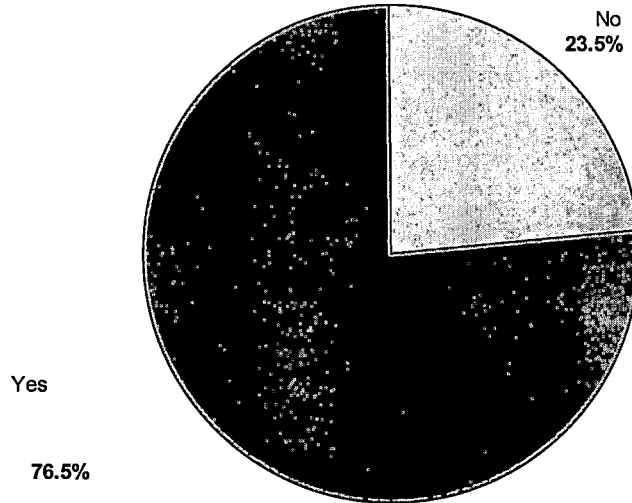
First Time Taking College Course? (n=101)



Summary: The vast majority of MDA students have not previously taken college courses (87%). Twelve percent have taken a college course.

Table 5: Ever Taken an OCC Course?

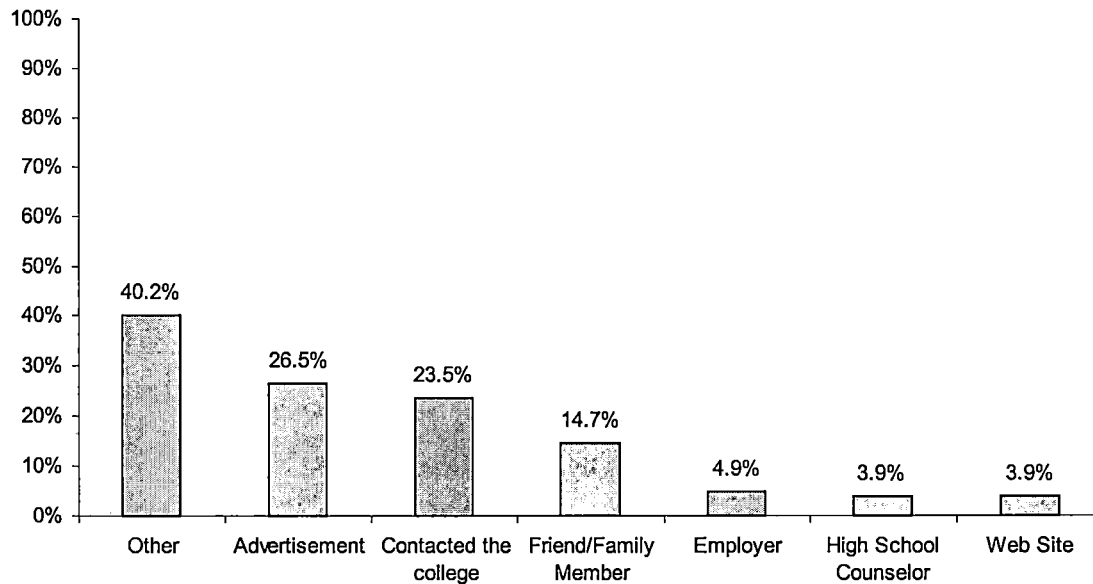
Ever Taken a Course at OCC in the Past (n=99)



Summary: Seventy-six percent of the students have taken a college course at OCC. Over 23% of the students have not previously taken a course at OCC.

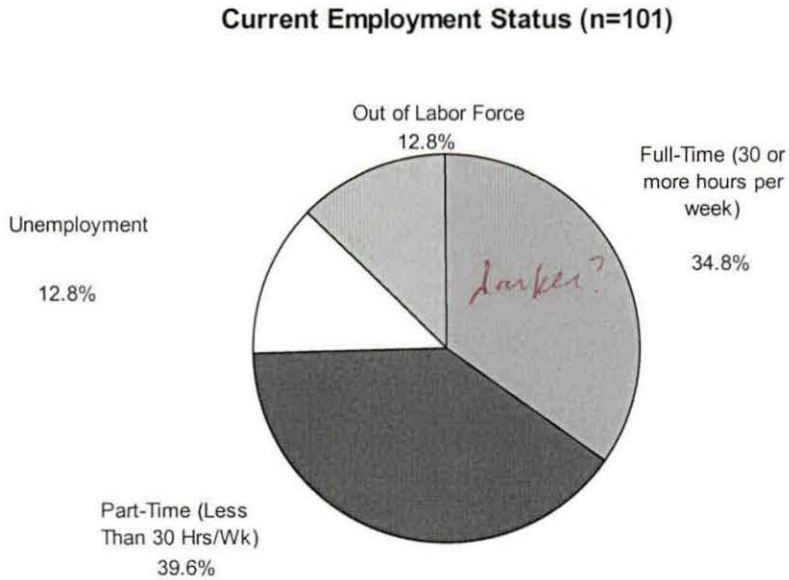
Table 6: How Students Learned About Courses

How Students Learned About Course (n=102)



Summary: More than 40% of students learned about the MDA courses from other sources, which included the college catalog and from other college faculty. Over a quarter of the students learned about the program by an advertisement. Twenty-three percent of the students cited “contacted the college” as a source. About 14% of the students learned about the course from a friend or family member. Over four percent of the students were informed about the course from their employer. Both categories, high school counselor and web site were each sources for 3.9% of the students.

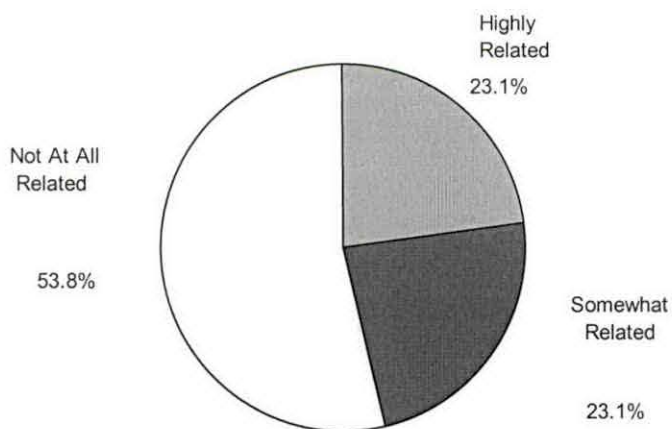
Table 7: Current Employment Status



Summary: Seventy-four percent of students in the program were employed, with more than thirty-four percent of them working full-time. Both groups the unemployed and the students out of the labor force account for 12% each of the total students in the MDA program.

Table 8: Current Job Related To Medical Profession

Current Job Related to Medical Assisting Field? (n=78)



Summary: Roughly 46% of employed students ^{indicated they} ~~were~~ ^{are} working in positions that were at least somewhat related to the ^{medical} legal field. The majority of the students' jobs are not at all related to the Medical Assisting field (53%).

Table 9: Current Job Field (count at home)

<u>Job Field</u>	<u>Count</u>	<u>Percentage</u>
Medical	19	25.3%
Food service/hostess/waitress	6	8.0%
Sales	5	6.6%
Clerical	4	5.3%
Managerial	3	4.0%
Secretarial	2	2.6%
Cashier	2	2.6%
CMA (Certified Medical Assist.)	1	1.3%
Other	33	44.3%

based on an open-ended question for job title,
Summary: Twenty-two percent of employed students work in the Medical field in a hands-on capacity or with medical billing paperwork.

- Instances where only one student held a particular job title were combined into the category entitled "other." Job titles in this category include the following.

Associate	Floor Covering Installer
Book Keeper	Hairdresser
Cosmetologist	High School Aid
Customer Service Rep.	Athletics
Documents coordinator	Sr. Designer

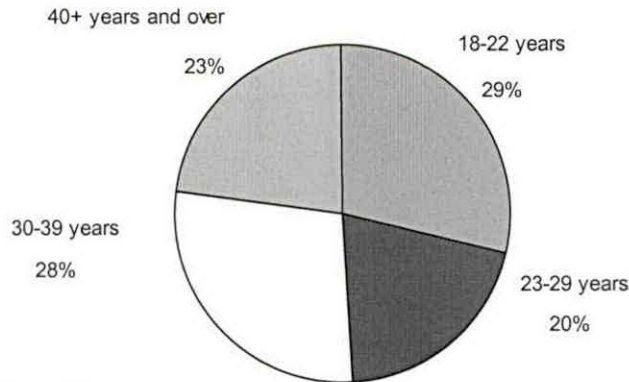
Table 10: Home Residence

<u>Genesse County</u> (n=5) 5.2%		<u>Lapeer County</u> (n=0) 0.0%			
<u>Livingston County</u> (n=0) 0.0%	<u>Northwest Oakland</u> (n=1) 1.0%	<u>North Central Oakland</u> (n=8) 8.2%	<u>Northeast Oakland</u> (n=1) 1.0%	<u>Macomb County</u> (n=2) 2.1%	
	<u>Central West Oakland</u> (n=24) 24.8%	<u>Central Oakland</u> (n=30) 30.9%	<u>Central East Oakland</u> (n=7) 7.2%		
	<u>Southwest Oakland</u> (n=3) 3.1%	<u>South Central Oakland</u> (n=4) 4.1%	<u>Southeast Oakland</u> (n=6) 6.2%		
<u>Washtenaw County</u> (n=2) 2.1%		<u>Wayne County</u> (n=4) 4.1%			

Summary: Students in the program spanned 46 different zip codes. Examination of these zip codes revealed that 86% of respondents resided in Oakland County, with nearly a third of students living in Central Oakland County. About 13% of the Medical Assistant students responding to the survey were from Genesse, Wayne, Washtenaw and Macomb County.

Table 11: Age

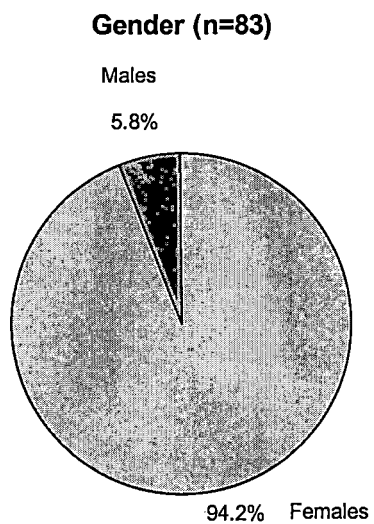
Age of Student (n=100)



Median Age: 30
Mean Age: 31.40

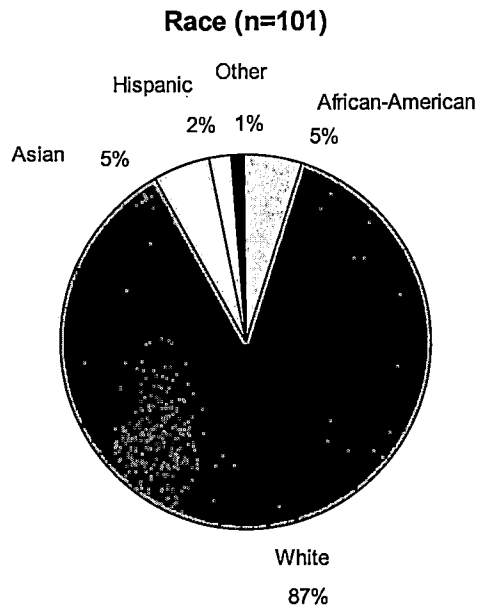
Summary: Medical Assistant students' age groups are evenly dispersed. Twenty-nine percent of the students are 18-22 years old. ^{into 20s} Twenty-eight percent of the students are in the 30-39 year old age group. Twenty-three percent are in the 40 years and older group. Twenty percent of the students are in the 23-29 year old age group. The average age of the students is 31 years old.

Table 12: Gender



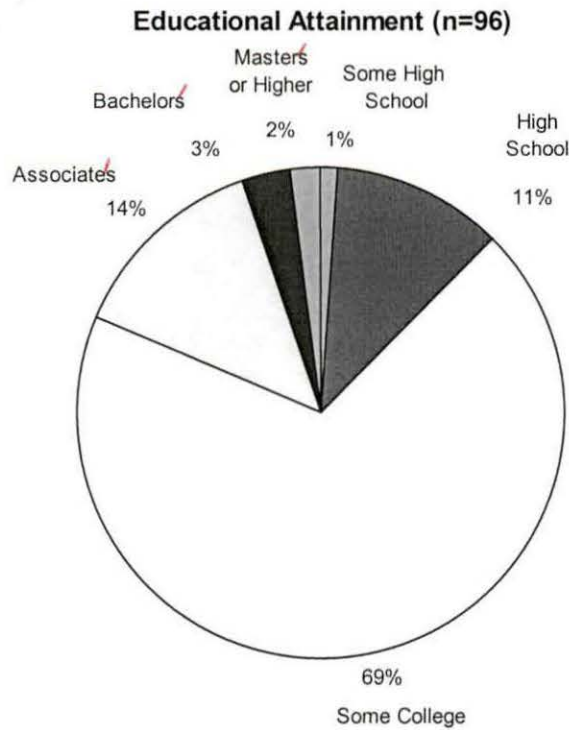
Summary: Nearly 94% of the students are females. Only 5% are males.

Table 13: Race



Summary: Eighty-seven percent of the MDA students are Caucasian. Five percent are African American. This differed from campus-wide statistics, as 68% of all OCC students were Caucasian, and 14% were African-American. Five percent of the students are Asian, two percent are Hispanic, and one percent were from an other group that was not specified.

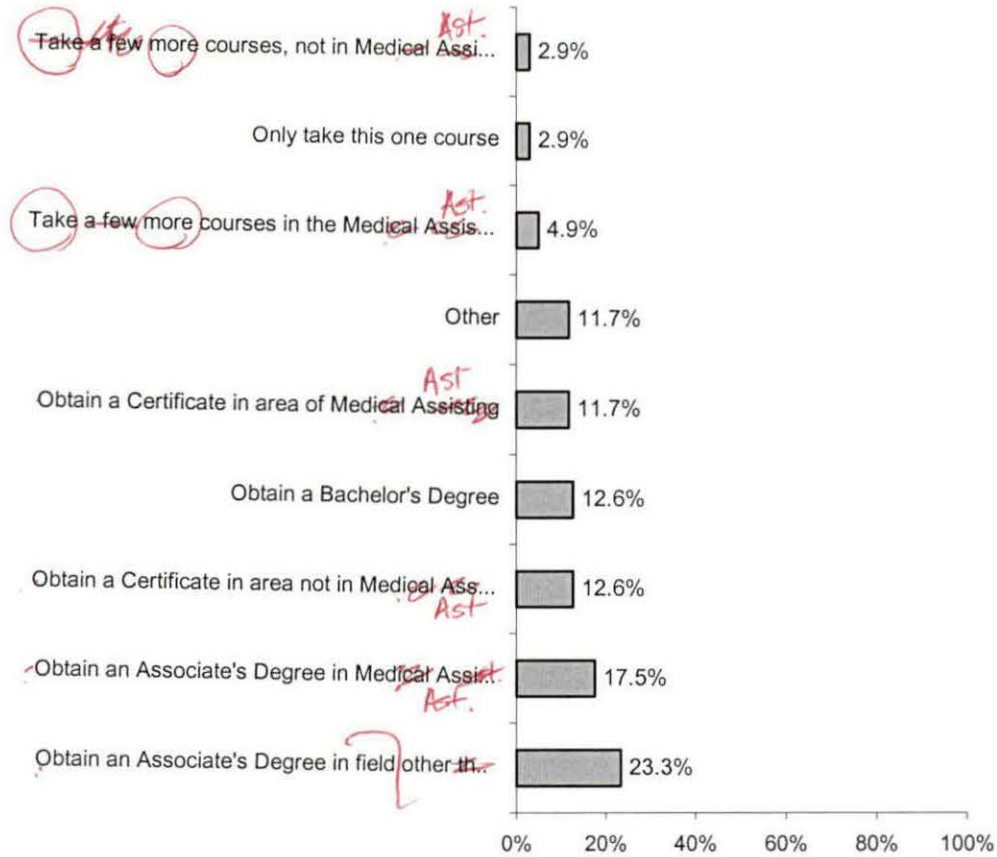
Table 14: Educational Attainment



Summary: Sixty-nine percent of students have some college. Fourteen percent have an associates. Eleven percent of the students have a high school degree. About 3% have a bachelors degree. Roughly 2% have a Masters or higher. Only one percent have some high school.

Table 15: Long-Term Educational Goals (Next Five Years)

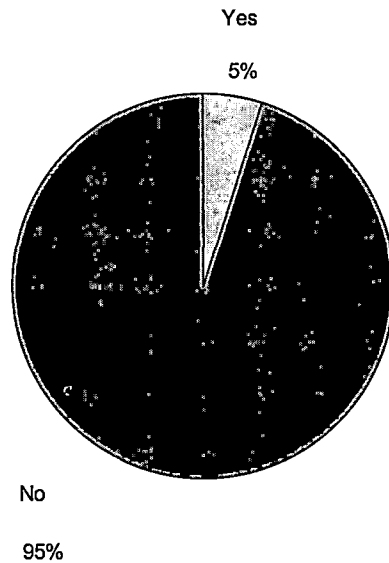
Long-Term Educational Goals (n=103)



Summary: As not expected most students in the MDA courses intended to obtain an Associate's degree in a field other than the MDA program. Yet, 17% planned to obtain an Associate's Degree in the Medical Assisting Program.

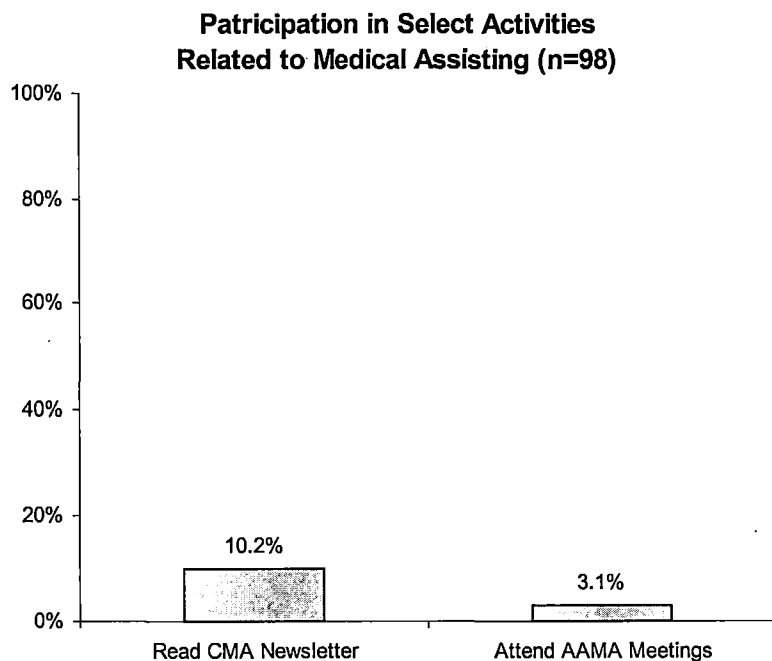
Table 16: Professional Affiliation

Are You A Member of AMMA (American Association of Medical Assistants) (n=103)



Summary: Most students are not affiliated with a professional organization in the Medical Assistant field (95%). Only 5% are members with AAMA (American Association of Medical Assisting).

Table 17: Participation in Select Activities Related to Legal Field



Summary: A small percentage of students in the Medical Assistant program read the CMA newsletter (10%) and attend AAMA meetings (3%).



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Student Questionnaire Medical Assisting

Information provided on this form will greatly enhance my ability to understand the backgrounds and goals of students who enroll in Medical Assisting courses. Please take the time to answer all the questions.

1. Which of the following are reasons why you are taking this course: **(Check all that Apply)**

- To prepare for the AAMA recertification exam
- To prepare for the AAMA certification exam
- My employer encouraged me to take this course
- Obtain knowledge to get job in the field
- To increase my knowledge in the Medical Assisting field
- To see if I like the field

Other reason: Required class for Exercise Science

2. In what way will you use the knowledge and skills gained in this course? **(Check all that Apply)**

- Self-employment
- Use knowledge in my current job
- Get a new job with a different employer
- Get a new job with current employer
- Transfer to another college/university

3. Is this your first time taking a college course? Yes No

4. Have you ever taken a course at OCC in the past? Yes No

5. How did you find out about this course? **(Check all that Apply)**

- Employer
- Friend/Family member
- High school counselor
- College advertisement
- College's web site
- Contacted the College
- Other: _____

6. Current employment status. **(Check Only One)**

- Full-time (30 or more hours per week)
- Part-time (Less than 30 hours per week)
- Unemployed (actively looking for work) Skip to Question #9
- Out of labor force (not looking for a job at this time) Skip to Question #9

7. To what extent is this job related to Medical Assisting?

- Highly related Somewhat related Not at all related

8. Current job title: _____

9. Home zip code: 48386

10. Year of birth: 1964

11. Gender Female Male

12. Race African American White Asian Hispanic Other _____

13. Your highest level of education attained thus far. **(Check Only One)**

- Some high school
 High school diploma
 Some college (no degree or certificate)
 College Certificate
 College degree → Associates Bachelors Masters or higher

14. What are your long-term (next five years) educational goals? **(Check Only One)**

- Only take this one course
 Take a few more courses in Medical Assisting
 Take a few more courses "not" in Medical Assisting
 Obtain a Certificate in the area of Medical Assisting
 Obtain a Certificate in a field other than Medical Assisting
 Obtain an Associates Degree in Medical Assisting
 Obtain an Associates Degree in a field other than Medical Assisting
 Obtain a Bachelors Degree
 Other: _____

15. Are you a member of the AAMA? Yes No

16. Which of the following do you do on a regular basis: **(Check all that Apply)**

- Read CMA newsletter
 Attend AAMA meetings

17. What do you like most about the Medical Assisting field?

Interaction with patients