

LAKE TAHOE COMMUNITY COLLEGE  
ALLIED HEALTH ADVISORY COMMITTEE MEETING

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THURSDAY JANUARY 21, 2021 3:00-4:30PM (<https://cccconfer.zoom.us/j/92612752094>)



- Welcome and Introductions
- Annual Program Review & Updates (2019-20) – See attachments
- SB 1348 Reporting for Allied Health Programs
- Partnerships
- Feedback from Industry Partners
- Medical Office Assistant: Administrative Program Re-vamp
- Perkins Funding



## Health and Public Safety

### Serve • Care • Protect

Support physical and mental health to help people and communities thrive. Learn how to work effectively in a team that saves lives during emergency situations. Get employed in counseling, emergency medicine, law enforcement, medical administration, or firefighting.

- Addiction Studies – Associate Degree/Certificate of Achievement
- Computer & Information Sciences – Associate Degree/Certificate of Achievement/Employable Skills Certificate
- Criminal Justice – Associate Degree/Associate Degree for Transfer/Certificate of Achievement
- **Dental Associate – Employable Skills Certificate**
- **Emergency Medical Responder (EMR) – Stand-alone course**
- **Emergency Medical Technician (EMT) – Employable Skills Certificate**
- Fire Science – Associate Degrees/Certificates of Achievement
- Kinesiology – Associate Degree for Transfer/Employable Skills Certificate
- **Medical Office Assistant: Administrative – Associate Degree/Certification of Achievement/Employable Skills Certificates**
- **Phlebotomy Training Program – Employable Skills Certificate**
- **Physical Therapy Aide – Employable Skills Certificates**
- Wilderness Education – Employable Skills Certificates

## Allied Health Programs

### Allied Health Employable Skills Certificates/Courses

#### **DENTAL ASSISTING & RADIOLOGY (21 units)**

All courses from the following (21 units):

- HEA 147A Dental Assisting and Radiology, Part 1 (7.25)
- HEA 147B Dental Radiology, Part 2 (8.25)
- HEA 147C Dental Radiology, Part 3 (Externship) (5.5)

#### **EMERGENCY MEDICAL RESPONDER**

- HEA 106 Emergency Medical Responder (4)
- HEA 108 Emergency Medical Responder Refresher (1.75)

#### **EMERGENCY MEDICAL TECHNICIAN**

- HEA 140C Emergency Medical Responder (EMT) (10.75)
- HEA 142A EMT Refresher (24 Hours) (1.75)
- HEA 143 EMT Refresher (40 Hours) (2.5)

#### **PHYSICAL THERAPY AIDE (14 units)**

- HEA 119A Introduction to Physical Therapy Aide (3)
- HEA 119B Advanced Physical Therapy Aide (3)
- PET 100 Introduction to Exercise Science (4)
- PET 102A Care and Prevention of Athletic Injuries (4)

#### **PHLEBOTOMY TRAINING PROGRAM (7.25 units)**

- HEA 144A Phlebotomy Training – Part 1 (Didactic) (5.75)
- HEA 144B Phlebotomy Training – Part 2 (Clinical) (1.5)

### Medical Office Assistant: Administrative Certificate of Achievement

#### A. REQUIRED COURSES:

**31.75 units distributed as follows:**

#### 1. All courses from the following (27.75 units):

- BSN 102 Business Information Processing and Systems (4)**
- BSN 152A Fundamentals of Bookkeeping I (4)**
- HEA 149 Introduction to Medical Ethics and Law (.75)**
- MOA 235 Introduction to Administrative Medical Assisting (3)**
- MOA 236 Basic Principles of Medical Coding (5)**
- MOA 237 Medical Insurance Billing (3)**
- MOA 238 Medical Terminology, Part 1 (4)**
- MOA 240 Medical Terminology, Part 2 (4)**

#### 2. One course from the following (4 units):

- BSN 104 Business Communications (4)**
- BSN 105 Professional Communication (4)**
- SPE 102 Intercultural Communications (4)**
- SPE 104 Speech Communication (4)**

**NOTE: The Medical Office Assistant: Administrative degree and certificate programs are designed to augment the Certified Medical Assistant: Clinical program through our Regional Training Partners at Barton University and is required for employment consideration at Barton Healthcare.**

### MEDICAL OFFICE ASSISTANT: ADMINISTRATIVE Employable Skills Certificates

#### MEDICAL TERMINOLOGY (8 units):

- MOA 238 Medical Terminology, Part I (4)
- MOA 240 Medical Terminology, Part II (4)

#### BILLING AND CODING (8 units):

- MOA 236 Basic Principles of Medical Coding (5)
- MOA 237 Medical Insurance Billing (3)



## Allied Health Advisory Committee Meeting Minutes

January 21, 2021 3pm

ZOOM Meeting: <https://cccconfer.zoom.us/j/92612752094>

- **Meeting called to order at 3:06 p.m.**

- Present:

- Carr, Kim – Forestry Program Grant Manager, Lake Tahoe Community College and KCarr Consulting
    - Deeds, Brad – Dean of Workforce Development and Instruction, Lake Tahoe Community College
    - Dalton, Nancy – Board of Trustees, Lake Tahoe Community College
    - Ferguson, Elizabeth – Dental Assistant Adjunct Faculty, South Tahoe High School Lake Tahoe Community College
    - Grant, Bob – Career Technical Education and Visual & Performing Arts Coordinator, Lake Tahoe Unified School District
    - Goldberg, Everett – Sports Medicine Adjunct Faculty, South Tahoe High School and Physical Education Adjunct Faculty, Lake Tahoe Community College
    - Goligoski, Amber – Program Coordinator Work-Based Learning, Lake Tahoe Community College
    - Holt, Julie - Allied Health Deputy Sector Navigator, California Community Colleges
    - Johnson, Tim – Physical Education Faculty Member, Lake Tahoe Community College
    - Proctor, Chris – Administrative Director for Barton Center for Orthopedics and Wellness, Barton Health
    - Rhone, Jamie – Career & Technical Education Program Specialist, Lake Tahoe Community College
    - Strasburg, Gloria – Medical Office Assistant Instructor, Santa Rosa College and Medical Office Assistant Adjunct Faculty, Lake Tahoe Community College
    - Sullivan, Kyle – Emergency Medical Responder Adjunct Faculty, Lake Tahoe Community College
    - Tannaci, Isaiah – Sports Medicine Coordinator, South Tahoe High School and PTA/EMR Adjunct Faculty, Lake Tahoe Community College
    - Winborn, Jennifer – Medical Office Assistant Adjunct Faculty, Lake Tahoe Community College

- **Welcome and Introductions**

- **Allied Health Program Review**

- **Physical Therapy Aide**

- **Tim Johnson:** This program combines with the Personal Training Certification program. Student take two classes in Fall, “Care and Prevention of Athletic Injuries” and then an exercise science course in conjunction with the personal training certification. In the winter, the college offers Physical Therapy Aide I and Physical Therapy Aide II in Spring. Offer the sequence every other year.
    - **Brad Deeds:** high retention rate at an average of 91%. Shows students are interested in pursuing this as a career.
    - **Tim Johnson:** Students are interested, but the numbers are low. Students are interested in Physical Therapy Assistant (PTA) and Sac City College has a program, which has a lottery system to get into. There are different ways to potentially support a PTA program, either through Barton Hospital or other sources.
    - **Julie Holt:** Sac State also has a PT program. One big item to think about with health programs is looking at the opportunity for your clinical placements. It gets a little more rigorous with the PTA

placements. They have to be supervised by a PT but it sounds like a great idea to really get some opportunity.

- **Isaiah Tannaci:** Goal with sports med programs is South Tahoe High School (STHS) will be the feeder for that PTA Program. Sees a lot of interest in physical therapy. Talked about the Kinesiology transfer program at LTCC and has interest at the HS level.

○ **Dental Assisting and Radiology**

- **Brad Deeds:** The Dental Assisting (DA) entire sequence can be completed while in HS or as a community member, in the afternoons/evenings. FTES has one-year increase of 65.7%.
- **Liz Ferguson:** Took kits home and were able to do all the lab simulations that couldn't do at school. LTCC stepped up and purchased everything we needed. Was able to hold class from 1:00 to 3:30pm, with three to four students at a time. They got all their X-ray requirements done and dental III student is graduating program on the 29th. Only had one dental III who got all four of patient X-rays done and a job offer. Couldn't be a better time for students to be coming out into dental assisting because there is such a shortage. One dentist needs the help and is willing to take any students as soon as possible. They all wear navy blue scrubs, so when they are in the externship portion, they're identified.
- **Elizabeth Loudon:** Running numbers on Liz's students on the Dual side. Students who are in high school taking these courses are exceptional. Many are first generation. They're earning a full employable skills certificate and getting jobs. Her students are exceptionally diverse and typically bilingual.
- **Brad Deeds:** Typically, LTCC is in the mid 20% for Hispanic-Latino students and the numbers for Dental Assisting are more like 76-77%. Success rates are 100%. Retention and success rates are really off the charts.

○ **Emergency Medical Responder**

- **Brad Deeds:** In 2016-17 FTES was 8.56, jumped up to 13.59, now at 9.76. It's not unusual in smaller programs to have numbers fluctuate.
- **Kyle Sullivan:** Usually starts out with a 10 or more. This course satisfies the prerequisite to both the LTBFA and EMT courses. Students who take EMR before EMT will be more successful. Been a change this year going hybrid. Done all lectures via Zoom. Saves all their skills work and labs to the end of the quarter, during the last week of class. I get them familiar with the assessments, equipment, and CPR.
- **Isaiah Tannaci:** The Emergency Medical Responder Certificate was added to Sports Medicine I and can be taken freshmen through senior years in high school. Do an entire emergency medical section and it is a pre-avenue to the EMT class. Students will have been exposed to most of the EMT class and it will help define and refine their skills. A 15 or 16-year old student at the HS level isn't really using their EMR certificate for a job. They'll still have to take that EMT class if they really want employability. We offer the Sports Med I course in the spring. It's usually about 90 to 100 kids every spring and three-quarters or 70-75% of them earn a C or better. Feels comfortable and confident with recommending them for that certificate.
- **Kyle Sullivan:** The HS students who show up in class are more successful and at the top of the class. EMT instructors say those who've taken the class are more prepared. It helps them become successful in the LTBFA and get job opportunities.
- **Julie Holt:** There's been discussion about mental health content and it's been a part of some legislation. Mental health first aid is really one of the things in the industry that's being looked at as a portable skill for any type of health care.
- **Kyle Sullivan:** Barton has partnered with El Dorado County on the Mental Health First Aid course. Nurses and staff at the hospital usually take two courses a year and get the certification. EMT

orientations have been a big help to tell students what to expect before the first day of class, get paperwork, vaccination records, materials to buy, and uniforms, etc.

○ **Emergency Medical Technician**

- **Brad Deeds:** Scott Blasser, EMT Program Director, always overcomes any challenge for us, and got us to successfully complete Spring and Fall sections. One of our biggest challenges is instructors. We're always looking for qualified EMT adjunct faculty and instructional aides. Total FTES is 15.68. Scott started on the road to a hybrid program a year ago, put us in a good position with the shutdown. Already received county EMS approval. With the demand for this program we could add a second section, but we don't have enough instructors and IA's. Right now have an enrollment limit of 20 students for the EMT class and 24 for the LTBA. Student demographics: 20% Hispanic vs. 68.8% Non-Hispanic. We really want to see an increase in diversity of our student populations. The course success rates, at 97.8-100%, are pretty remarkable.
- **Jamie Rhone:** Scott contacted the El Dorado County Emergency Medical Services Authority and has temporary permission to do highly simulated assessments in place of the ER or the fire agencies. Instead of the 24-hours being done at those facilities, it is in the classroom temporarily.

○ **Medical Office Assistant: Administrative (MOA)**

- **Gloria Strasburg:** Teaches at Santa Rosa Junior College (SRJC) with a focus on medical assisting as a career including front office, insurance billing, billing and coding, and electronic medical records, which is something new that we're going to add to Lake Tahoe.
- **Brad Deeds:** In 18-19 FTES was 9.4, 8.86 in 2019-20.
- **Gloria Strasburg:** MOA-236 "Basic Principles of Medical Coding" was 12 weeks, conglomeration of trying to teach the students diagnostic coding as well as procedural coding which wasn't possible in the amount of time. New proposal is to take MOA-236 and split into two classes over two quarters. Focus will be on ICD-10, Diagnostic Coding and the other on current Procedural Terminology. Teaches ICD-10 and CPT at SRJC on a full semester basis, in two separate sections, for 16 weeks. Now the program will start with MOA-235 "Introduction to Administrative Medical Assisting." Then MOA-236A "Principles of ICD Medical Coding" and MOA-136B "Principles of CPT Medical Coding". Followed by MOA-236C "Electronic Health/Medical Records". All medical offices are now using electronic medical records (EMR's) and electronic Health Records (EHR's). It is a law recently mandated by the federal government.
- **Julie Holt:** There's no real live mock system. There's a program called [EHR GO](#), a platform with coding for front and back office. Good introduction.
- **Gloria Strasburg:** Will look at EHR GO. Publishers of textbooks are racing to create something to give students something like a mock EHR. Shows them how to put locations and demographics into the system, how to add an ICD-10 and CPT code, how to submit a claim, and how to access patient medical information. Is still shopping for software. Also replaced the 9-hour HEA-149/MOA-131B "Special Topics: Introduction to Medical Ethics and Law" with a 36-hour course, MOA-241 "Medical Ethics and Law". It was always a problem as it was an old course. It was just a few hours and students were given handouts. It needed to be re-structured. Medical Ethics is a big topic that includes HIPAA laws and now this new course will be spread throughout a whole quarter.
- **Chris Proctor:** Barton is navigating pandemic just like everyone else. Hope right now is once more of the vaccine is distributed through the community, will start getting back to more normal operations. But for now, things are just really on hold, as it relates to Internships access to the facility, that's not related to patient care. Started with vaccination program early in December, were given doses from county. About 70% of our workforce at least received the first shot. As of this morning, distributed about 1300 actual injections. From a community standpoint, at least the health care providers are getting the protection so they can continue to do what they do. I think our biggest item is figuring out how we get that to LTCC and the school district. Right now, we're looking the best we've looked

in a long time, tracking the 7- and 14-day trends. South Lake Tahoe is contributing about 27% of total cases, out of county, and it's been as high as 55%, so a lot of positive things happening. From a patient care standpoint, we've been functioning pretty normally.

- **Isaiah Tannaci:** As the largest medical employer in the community, who's the best person to take a look at these programs? I see some of my own students at the HS coming back, but not a lot of them. I'm not tracking them to our local employment, but what needs or demands would you like us to kind of focus on a little bit more? Especially with local students that are leaving and going somewhere else? Is this program working?
- **Chris Proctor:** I think your programs have been hugely successful. I don't have hard data that I could pull up, but I probably could find it. We've certainly seen students, that have gone through all these programs, do gravitate back. I think the biggest limiting factor, looking at physical therapy or just rehab rehabilitation in general, is once people move here and they get that job, they don't leave. It's hard to sometimes get people to come back. They want to come back and be in Tahoe but there's not a lot of turnover. I would personally like to see the physical therapy numbers get up there. We've got traditional PTA's whom are using it as a way to get into school or apply for school. We have some aides that just want to stay in that role and they really enjoy it. I think the Medical Assistant (MA) program has been huge and that's something we're going to continue to see a lot of need. It's so much better than what it was so many years ago when there weren't a lot of these options, but we've had probably three different STHS graduates that did some level, of any of these programs.
- **Perkins Funding**
  - Perkins funding helps the Career & Technical Education department provide a Quarterly Textbook Lending Program, which provides textbooks for eligible students who are pursuing a CTE degree or certificate.

- **Adjournment**

- The meeting adjourned at 4:27 p.m.

Respectively submitted,  
Melissa Liggett  
Career & Technical Education Technician

# 2019-20 ANNUAL PROGRAM REVIEW

## Dental Assisting

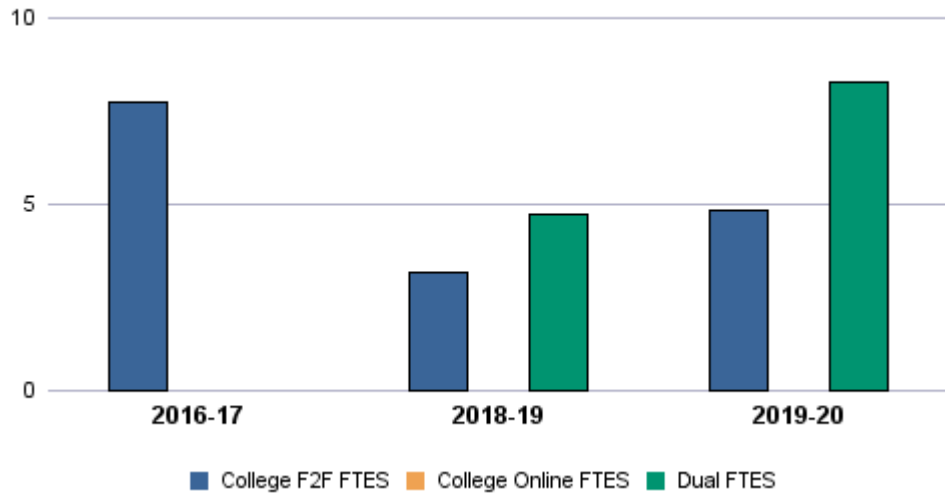


### DENTAL ASSISTING SUMMARY

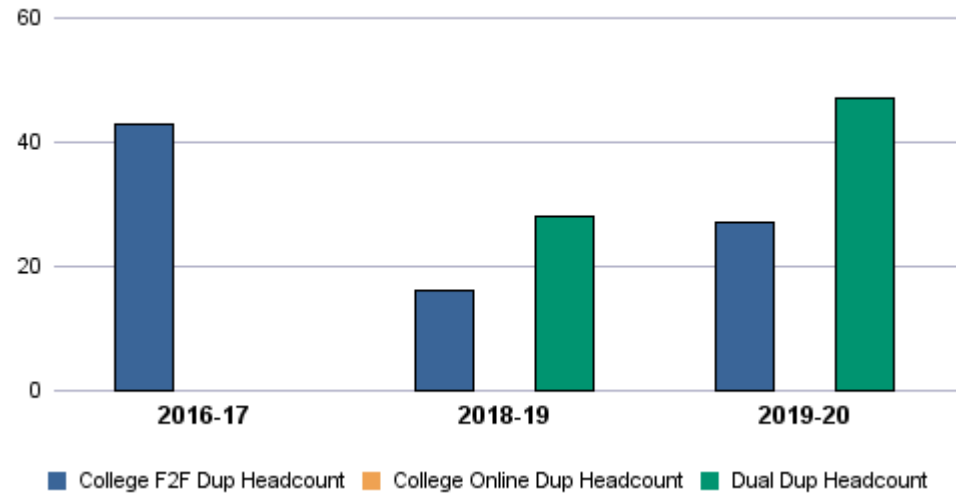
This report contains data from Academic Year (AY) 2016 to 2019. Information on program size based on full-time equivalent students (FTES), Student Success, and Student Achievement are presented below. The following categories are excluded: CAL FIRE, Culinary Jail, Fire In-Service, IEC, ISP, ISP Work Experience, ISSI, Municipal Fire, Noncredit, Noncredit CDCP, South Bay JPA, and Work Experience.

	Total Sections	College F2F Sections	College Online Sections	Dual Sections	Total FTES	College F2F FTES	College Online FTES	Dual FTES	Total Duplicated Headcount	College F2F Duplicated Headcount	College Online Duplicated Headcount	Dual Duplicated Headcount
2016-17	3	3	0	0	7.76	7.76	0.00	0.00	43	43	0	
2018-19	6	2	0	4	7.90	3.18	0.00	4.72	44	16	0	28
2019-20	9	4	0	5	13.09	4.81	0.00	8.28	74	27	0	47
2-Yr Chg	200.0%	33.3%	---	---	68.8%	-38.0%	---	---	72.1%	-37.2%	---	---
1-Yr Chg	50.0%	100.0%	---	25.0%	65.7%	51.2%	---	75.4%	68.2%	68.8%	---	67.9%

**RESIDENT FTES**



**DUPLICATED HEADCOUNT**



# 2019-20 ANNUAL PROGRAM REVIEW

## Dental Assisting

### Demographics: College F2F and College Online

	2016-17		2018-19		2019-20	
	N	%	N	%	N	%
Male	3	15.8%	0	0.0%	2	11.8%
Female	16	84.2%	9	100.0%	15	88.2%

	2016-17		2018-19		2019-20	
	N	%	N	%	N	%
African American	1	5.3%	0	0.0%	0	0.0%
Asian	1	5.3%	0	0.0%	0	0.0%
Hispanic	7	36.8%	7	77.8%	13	76.5%
Native Amer/Alaska Native	1	5.3%	0	0.0%	0	0.0%
Pacific Islander	0	0.0%	1	11.1%	1	5.9%
White Non-Hispanic	9	47.4%	1	11.1%	2	11.8%
Two or more races	0	0.0%	0	0.0%	1	5.9%
Unknown	0	0.0%	0	0.0%	0	0.0%

	2016-17		2018-19		2019-20	
	N	%	N	%	N	%
Age < 25	15	78.9%	5	55.6%	11	64.7%
Age 25 - 49	4	21.1%	4	44.4%	6	35.3%

	2016-17	2018-19	2019-20
Median Age	20	21	24
Youngest	15	17	17
Oldest	49	36	33



# 2019-20 ANNUAL PROGRAM REVIEW

## Dental Assisting

**Demographics:  
Dual**

	2018-19		2019-20	
	N	%	N	%
Male	5	18.5%	8	19.0%
Female	22	81.5%	33	78.6%
Unknown	0	0.0%	1	2.4%

	2018-19		2019-20	
	N	%	N	%
Asian	1	3.7%	3	7.1%
Hispanic	17	63.0%	32	76.2%
Native Amer/Alaska Native	0	0.0%	1	2.4%
White Non-Hispanic	9	33.3%	5	11.9%
Two or more races	0	0.0%	1	2.4%

	2018-19	2019-20
Median Age	16	16
Youngest	14	13
Oldest	18	18

# 2019-20 ANNUAL PROGRAM REVIEW

## Dental Assisting

**Course Success:  
College F2F and  
College Online**

	2016-17		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success
Male	8	100.0%	0	0.0%	4	100.0%
Female	33	90.9%	15	100.0%	20	100.0%

	2016-17		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success
African American	3	100.0%	0	0.0%	0	0.0%
Asian	2	50.0%	0	0.0%	0	0.0%
Hispanic	16	93.8%	13	100.0%	15	100.0%
Native Amer/Alaska Native	1	100.0%	0	0.0%	0	0.0%
Pacific Islander	0	0.0%	2	100.0%	0	0.0%
White Non-Hispanic	19	94.7%	0	0.0%	6	100.0%
Two or more races	0	0.0%	0	0.0%	3	100.0%

	2016-17		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success
Age < 25	33	90.9%	10	100.0%	11	100.0%
Age 25 - 49	8	100.0%	5	100.0%	13	100.0%

	2016-17		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success
College F2F	41	92.7%	15	100.0%	24	100.0%

*NOTE: Enrollment = duplicated headcount, excluding audits, noncredit, and drops w/ no record.*

# 2019-20 ANNUAL PROGRAM REVIEW

## Dental Assisting

**Course Success:  
Dual**

	2018-19		2019-20	
	Enrollment	Success	Enrollment	Success
Male	5	100.0%	10	100.0%
Female	23	95.7%	35	100.0%
Unknown	0	0.0%	1	100.0%

	2018-19		2019-20	
	Enrollment	Success	Enrollment	Success
Asian	1	100.0%	4	100.0%
Hispanic	17	94.1%	34	100.0%
Native Amer/Alaska Native	0	0.0%	1	100.0%
White Non-Hispanic	10	100.0%	6	100.0%
Two or more races	0	0.0%	1	100.0%

*NOTE: Enrollment = duplicated headcount, excluding audits, noncredit, and drops w/ no record.*

# 2019-20 ANNUAL PROGRAM REVIEW

## Dental Assisting

### 2019-20 COURSE STATISTICS

<b>DENTAL ASSISTING PRODUCTIVITY* (2019-20):</b>	<b>204.71</b>
<b>% FULL TIME INSTRUCTORS** (2019-20):</b>	<b>0%</b>
<b>% ADJUNCT INSTRUCTORS** (2019-20):</b>	<b>100%</b>

COLLEGE F2F	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTES	WSCH	FTEF	Productivity
HEA-147A-01 Dental Asst & Radiology-Pt 1	1	0.0%	0%	100%	8.0	7.0	87.5%	100.0%	1.42	64	0.17	128.00
HEA-147B-01 Dental Radiology- Part 2	1	0.0%	0%	100%	5.0	5.0	100.0%	100.0%	1.05	49	0.20	80.00
HEA-147C-01 Dental Radiology-Part 3	2	0.0%	0%	100%	7.0	6.5	92.9%	92.3%	2.34	132	0.40	110.93
<b>Total</b>	<b>4</b>	<b>0.0%</b>	<b>0%</b>	<b>100%</b>	<b>6.8</b>	<b>6.3</b>	<b>92.6%</b>	<b>96.0%</b>	<b>4.81</b>	<b>244</b>	<b>0.77</b>	

COLLEGE ONLINE	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTES	WSCH	FTEF	Productivity
		---					0.0%					---
<b>Total</b>		---					<b>0.0%</b>					

DUAL	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTES	WSCH	FTEF	Productivity
HEA-147A-D1 Dental Asst & Radiology-Pt 1	2	0.0%	0%	100%	14.5	14.0	96.6%	100.0%	4.75	232	0.17	464.00
HEA-147B-D1 Dental Radiology- Part 2	2	0.0%	0%	100%	8.0	8.0	100.0%	100.0%	3.09	156	0.20	256.00
HEA-147C-D1 Dental Radiology-Part 3	1	0.0%			2.0	2.0	100.0%	100.0%	0.43	19	0.00	---
<b>Total</b>	<b>5</b>	<b>0.0%</b>	<b>0%</b>	<b>100%</b>	<b>9.4</b>	<b>9.2</b>	<b>97.9%</b>	<b>100.0%</b>	<b>8.28</b>	<b>407</b>	<b>0.37</b>	

\* Excludes Summer, noncredit, work experience, internship, and cancelled sections

\*\* Excludes summer assignments. Based on instructional workload and the percentage of workload assigned under full-time contracts versus adjunct contracts

\*\*\* Withdrawal and success statistics exclude noncredit classes.

# 2019-20 ANNUAL PROGRAM REVIEW

## EMR

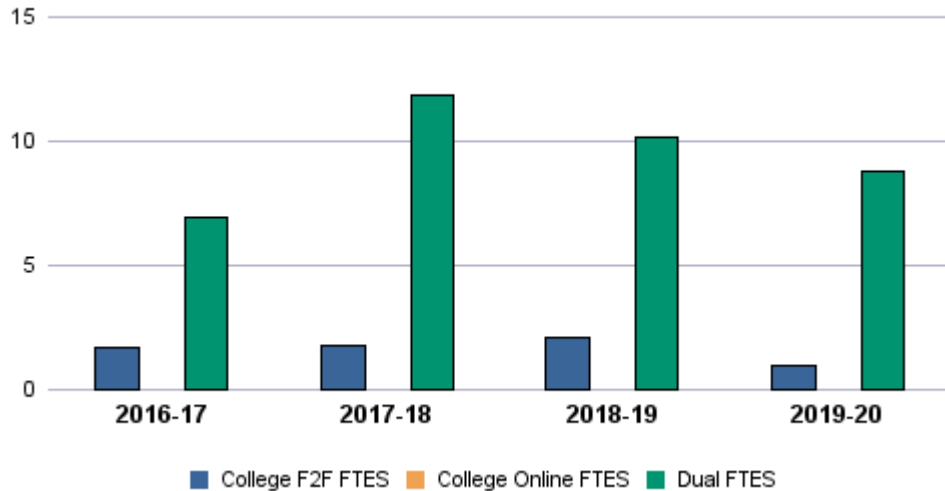


### EMR SUMMARY

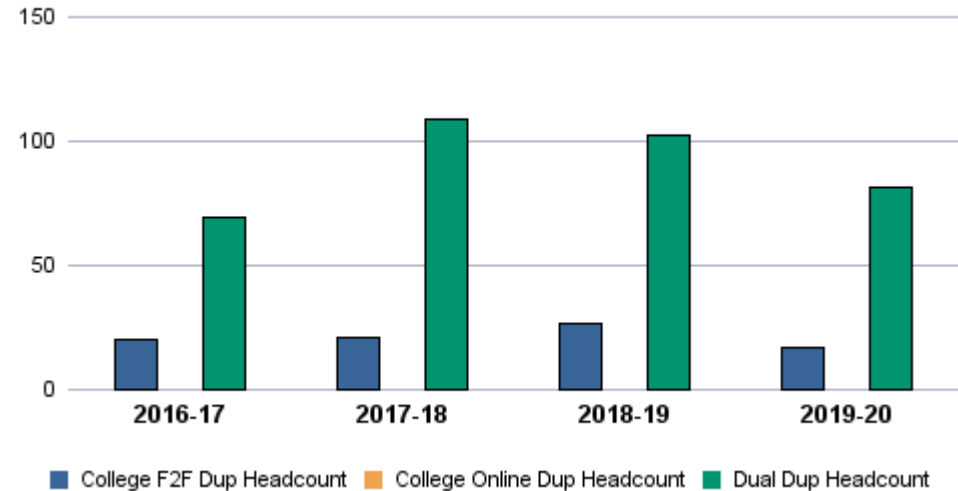
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	Total Sections	College F2F Sections	College Online Sections	Dual Sections	Total FTES	College F2F FTES	College Online FTES	Dual FTES	Total Duplicated Headcount	College F2F Duplicated Headcount	College Online Duplicated Headcount	Dual Duplicated Headcount
2016-17	4	3	0	1	8.56	1.68	0.00	6.88	89	20	0	69
2017-18	10	6	0	4	13.59	1.78	0.00	11.81	130	21	0	109
2018-19	9	5	0	4	12.28	2.10	0.00	10.17	128	26	0	102
2019-20	7	4	0	3	9.76	0.96	0.00	8.80	98	17	0	81
3-Yr Chg	75.0%	33.3%	---	200.0%	14.0%	-42.9%	---	27.9%	10.1%	-15.0%	---	17.4%
1-Yr Chg	-22.2%	-20.0%	---	-25.0%	-20.5%	-54.5%	---	-13.5%	-23.4%	-34.6%	---	-20.6%

**RESIDENT FTES**



**DUPLICATED HEADCOUNT**



# 2019-20 ANNUAL PROGRAM REVIEW

## EMR

### Demographics: College F2F and College Online

	2016-17		2017-18		2018-19		2019-20	
	N	%	N	%	N	%	N	%
Male	13	65.0%	13	61.9%	20	76.9%	10	58.8%
Female	7	35.0%	8	38.1%	6	23.1%	7	41.2%
Unknown	0	0.0%	0	0.0%	0	0.0%	0	0.0%

	2016-17		2017-18		2018-19		2019-20	
	N	%	N	%	N	%	N	%
African American	0	0.0%	1	4.8%	0	0.0%	1	5.9%
Asian	0	0.0%	0	0.0%	1	3.8%	0	0.0%
Hispanic	8	40.0%	10	47.6%	4	15.4%	4	23.5%
Native Amer/Alaska Native	0	0.0%	0	0.0%	1	3.8%	0	0.0%
White Non-Hispanic	9	45.0%	10	47.6%	19	73.1%	11	64.7%
Two or more races	3	15.0%	0	0.0%	1	3.8%	0	0.0%
Unknown	0	0.0%	0	0.0%	0	0.0%	1	5.9%

	2016-17		2017-18		2018-19		2019-20	
	N	%	N	%	N	%	N	%
Age < 25	13	65.0%	13	61.9%	14	53.8%	8	47.1%
Age 25 - 49	7	35.0%	7	33.3%	9	34.6%	7	41.2%
Age 50 +	0	0.0%	1	4.8%	3	11.5%	2	11.8%

	2016-17	2017-18	2018-19	2019-20
Median Age	25	24	25	25
Youngest	18	17	17	18
Oldest	56	65	62	74

# 2019-20 ANNUAL PROGRAM REVIEW

## EMR

### Demographics: Dual

	2016-17		2017-18		2018-19		2019-20	
	N	%	N	%	N	%	N	%
Male	27	39.1%	55	50.0%	37	36.3%	25	30.9%
Female	39	56.5%	55	50.0%	61	59.8%	56	69.1%
Unknown	3	4.3%	0	0.0%	4	3.9%	0	0.0%

	2016-17		2017-18		2018-19		2019-20	
	N	%	N	%	N	%	N	%
African American	0	0.0%	0	0.0%	2	2.0%	0	0.0%
Asian	2	2.9%	4	3.6%	8	7.8%	5	6.2%
Hispanic	27	39.1%	35	31.8%	31	30.4%	39	48.1%
Native Amer/Alaska Native	1	1.4%	0	0.0%	0	0.0%	1	1.2%
Pacific Islander	0	0.0%	0	0.0%	0	0.0%	2	2.5%
White Non-Hispanic	37	53.6%	62	56.4%	51	50.0%	27	33.3%
Two or more races	2	2.9%	9	8.2%	8	7.8%	4	4.9%
Unknown	0	0.0%	0	0.0%	2	2.0%	3	3.7%

	2016-17	2017-18	2018-19	2019-20
Median Age	15	15	14	14
Youngest	13	13	13	13
Oldest	16	18	17	17

# 2019-20 ANNUAL PROGRAM REVIEW

## EMR

**Course Success:  
College F2F and  
College Online**

	2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
Male	13	84.6%	13	100.0%	18	94.4%	9	44.4%
Female	7	100.0%	7	100.0%	6	50.0%	6	66.7%

	2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
African American	0	0.0%	1	100.0%	0	0.0%	1	100.0%
Asian	0	0.0%	0	0.0%	1	100.0%	0	0.0%
Hispanic	8	87.5%	9	100.0%	4	100.0%	3	0.0%
Native Amer/Alaska Native	0	0.0%	0	0.0%	1	100.0%	0	0.0%
White Non-Hispanic	9	88.9%	10	100.0%	17	76.5%	10	70.0%
Two or more races	3	100.0%	0	0.0%	1	100.0%	0	0.0%
Unknown	0	0.0%	0	0.0%	0	0.0%	1	0.0%

	2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
Age < 25	13	84.6%	12	100.0%	12	83.3%	8	50.0%
Age 25 - 49	7	100.0%	7	100.0%	9	100.0%	5	60.0%
Age 50 +	0	0.0%	1	100.0%	3	33.3%	2	50.0%

	2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
College F2F	20	90.0%	20	100.0%	24	83.3%	15	53.3%

NOTE: Enrollment = duplicated headcount, excluding audits, noncredit, and drops w/ no record.



# 2019-20 ANNUAL PROGRAM REVIEW

## EMR

### Course Success: Dual

	2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
Male	27	66.7%	55	85.5%	34	79.4%	16	100.0%
Female	39	94.9%	55	96.4%	61	93.4%	36	100.0%
Unknown	3	100.0%	0	0.0%	3	100.0%	0	0.0%

	2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
African American	0	0.0%	0	0.0%	2	50.0%	0	0.0%
Asian	2	50.0%	4	100.0%	7	85.7%	2	100.0%
Hispanic	27	63.0%	35	77.1%	30	83.3%	18	100.0%
Native Amer/Alaska Native	1	100.0%	0	0.0%	0	0.0%	1	100.0%
Pacific Islander	0	0.0%	0	0.0%	0	0.0%	2	100.0%
White Non-Hispanic	37	100.0%	62	98.4%	49	91.8%	24	100.0%
Two or more races	2	100.0%	9	88.9%	8	100.0%	4	100.0%
Unknown	0	0.0%	0	0.0%	2	100.0%	1	100.0%

NOTE: Enrollment = duplicated headcount, excluding audits, noncredit, and drops w/ no record.

# 2019-20 ANNUAL PROGRAM REVIEW

## EMR

### 2019-20 COURSE STATISTICS

<b>EMR PRODUCTIVITY* (2019-20):</b>	<b>309.78</b>
<b>% FULL TIME INSTRUCTORS** (2019-20):</b>	<b>0%</b>
<b>% ADJUNCT INSTRUCTORS** (2019-20):</b>	<b>40%</b>

COLLEGE F2F	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTES	WSCH	FTEF	Productivity
HEA-106-01 Emergency Medical Responder	3	33.3%	0%	100%	7.5	6.5	86.7%	46.2%	0.85	75	0.21	119.25
HEA-108-01 Emerg Med Responder (Refresh)	3	33.3%			1.0	1.0	100.0%	100.0%	0.10	5	0.00	---
<b>Total</b>	<b>6</b>	<b>33.3%</b>	<b>0%</b>	<b>100%</b>	<b>4.3</b>	<b>3.8</b>	<b>88.2%</b>	<b>53.3%</b>	<b>0.96</b>	<b>79</b>	<b>0.21</b>	

COLLEGE ONLINE	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTES	WSCH	FTEF	Productivity
		---					0.0%					---
<b>Total</b>		---					<b>0.0%</b>					

DUAL	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTES	WSCH	FTEF	Productivity
HEA-106-D1 Emergency Medical Responder	1	0.0%	0%	0%	28.0	17.0	60.7%	100.0%	2.86	140	0.10	448.00
HEA-106-D2 Emergency Medical Responder	1	0.0%	0%	0%	30.0	24.0	80.0%	100.0%	3.31	150	0.10	480.00
HEA-106-D3 Emergency Medical Responder	1	0.0%	0%	0%	23.0	11.0	47.8%	100.0%	2.63	115	0.10	368.00
<b>Total</b>	<b>3</b>	<b>0.0%</b>	<b>0%</b>	<b>0%</b>	<b>27.0</b>	<b>17.3</b>	<b>64.2%</b>	<b>100.0%</b>	<b>8.80</b>	<b>405</b>	<b>0.31</b>	

\* Excludes Summer, noncredit, work experience, internship, and cancelled sections

\*\* Excludes summer assignments. Based on instructional workload and the percentage of workload assigned under full-time contracts versus adjunct contracts

\*\*\* Withdrawal and success statistics exclude noncredit classes.

# 2019-20 ANNUAL PROGRAM REVIEW

## EMT

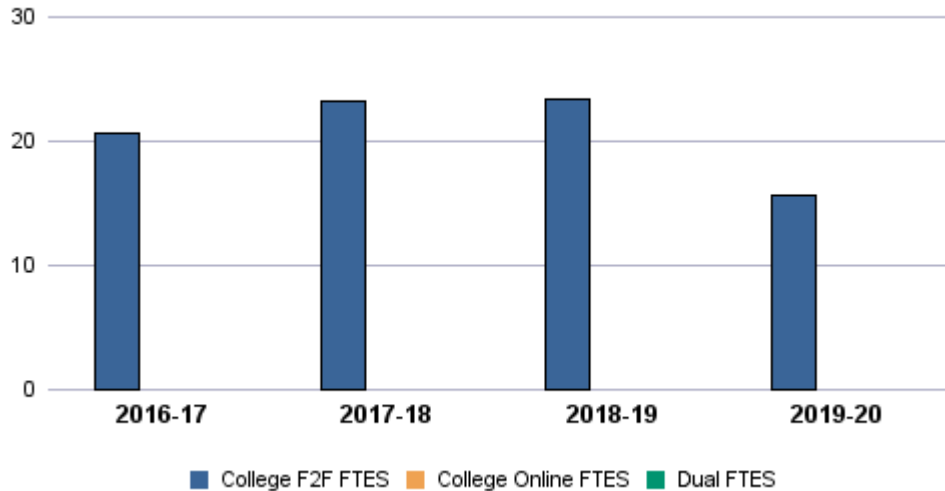


### EMT SUMMARY

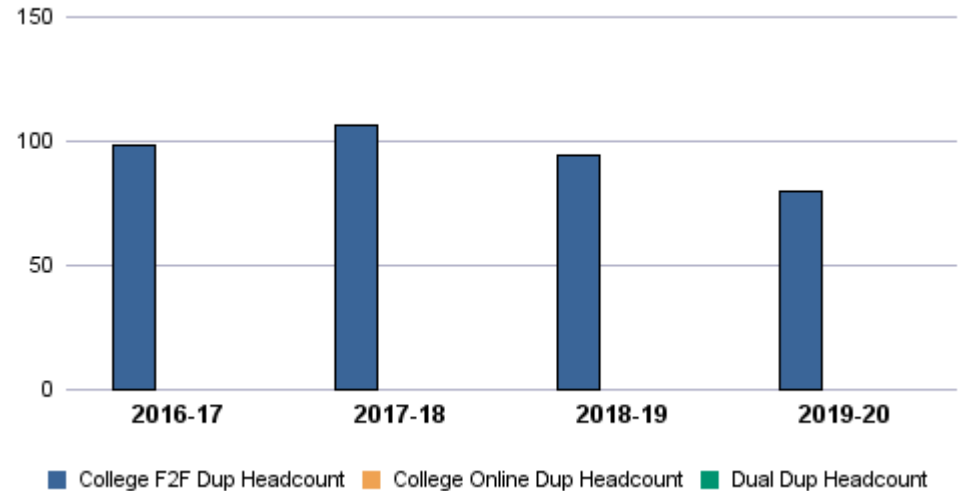
This report contains data from Academic Year (AY) 2016 to 2019. Information on program size based on full-time equivalent students (FTES), Student Success, and Student Achievement are presented below. The following categories are excluded: CAL FIRE, Culinary Jail, Fire In-Service, IEC, ISP, ISP Work Experience, ISSI, Municipal Fire, Noncredit, Noncredit CDCP, South Bay JPA, and Work Experience.

	Total Sections	College F2F Sections	College Online Sections	Dual Sections	Total FTES	College F2F FTES	College Online FTES	Dual FTES	Total Duplicated Headcount	College F2F Duplicated Headcount	College Online Duplicated Headcount	Dual Duplicated Headcount
2016-17	7	7	0	0	20.63	20.63	0.00	0.00	98	98	0	
2017-18	7	7	0	0	23.27	23.27	0.00	0.00	106	106	0	
2018-19	6	6	0	0	23.36	23.36	0.00	0.00	94	94	0	
2019-20	5	5	0	0	15.68	15.68	0.00	0.00	80	80	0	
3-Yr Chg	-28.6%	-28.6%	---	---	-24.0%	-24.0%	---	---	-18.4%	-18.4%	---	---
1-Yr Chg	-16.7%	-16.7%	---	---	-32.9%	-32.9%	---	---	-14.9%	-14.9%	---	---

**RESIDENT FTES**



**DUPLICATED HEADCOUNT**



# 2019-20 ANNUAL PROGRAM REVIEW

## EMT

### Demographics: College F2F and College Online

	2016-17		2017-18		2018-19		2019-20	
	N	%	N	%	N	%	N	%
Male	76	78.4%	69	66.3%	69	74.2%	53	66.3%
Female	20	20.6%	34	32.7%	24	25.8%	27	33.8%
Unknown	1	1.0%	1	1.0%	0	0.0%	0	0.0%

	2016-17		2017-18		2018-19		2019-20	
	N	%	N	%	N	%	N	%
African American	1	1.0%	1	1.0%	0	0.0%	1	1.3%
Asian	1	1.0%	1	1.0%	0	0.0%	1	1.3%
Hispanic	11	11.3%	21	20.2%	18	19.4%	16	20.0%
Native Amer/Alaska Native	0	0.0%	1	1.0%	1	1.1%	2	2.5%
White Non-Hispanic	76	78.4%	71	68.3%	66	71.0%	55	68.8%
Two or more races	8	8.2%	6	5.8%	8	8.6%	3	3.8%
Unknown	0	0.0%	3	2.9%	0	0.0%	2	2.5%

	2016-17		2017-18		2018-19		2019-20	
	N	%	N	%	N	%	N	%
Age < 25	41	42.3%	43	41.3%	35	37.6%	23	28.8%
Age 25 - 49	50	51.5%	55	52.9%	55	59.1%	48	60.0%
Age 50 +	6	6.2%	6	5.8%	3	3.2%	9	11.3%

	2016-17		2017-18		2018-19		2019-20	
	N	%	N	%	N	%	N	%
Median Age	26		26		26		26	
Youngest	17		18		17		17	
Oldest	64		64		59		66	

# 2019-20 ANNUAL PROGRAM REVIEW

## EMT

**Demographics:**  
**Dual**

	N	%
	0	0.0%

	N	%
	0	0.0%

Median Age	0	
Youngest		
Oldest		

# 2019-20 ANNUAL PROGRAM REVIEW

## EMT

**Course Success:  
College F2F and  
College Online**

	2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
Male	74	97.3%	65	93.8%	68	98.5%	46	97.8%
Female	19	89.5%	34	100.0%	22	95.5%	24	100.0%
Unknown	1	100.0%	1	100.0%	0	0.0%	0	0.0%

	2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
African American	1	100.0%	1	100.0%	0	0.0%	0	0.0%
Asian	1	100.0%	1	100.0%	0	0.0%	1	100.0%
Hispanic	10	90.0%	21	90.5%	15	100.0%	12	100.0%
Native Amer/Alaska Native	0	0.0%	1	100.0%	1	100.0%	2	100.0%
White Non-Hispanic	75	96.0%	68	97.1%	66	98.5%	50	98.0%
Two or more races	7	100.0%	5	100.0%	8	87.5%	3	100.0%
Unknown	0	0.0%	3	100.0%	0	0.0%	2	100.0%

	2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
Age < 25	39	92.3%	40	90.0%	35	94.3%	17	94.1%
Age 25 - 49	49	98.0%	54	100.0%	52	100.0%	44	100.0%
Age 50 +	6	100.0%	6	100.0%	3	100.0%	9	100.0%

	2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
College F2F	94	95.7%	100	96.0%	90	97.8%	70	98.6%

NOTE: Enrollment = duplicated headcount, excluding audits, noncredit, and drops w/ no record.

# 2019-20 ANNUAL PROGRAM REVIEW

## EMT

### Course Success: Dual

	Enrollment	Success
	0	0.0%

	Enrollment	Success
	0	0.0%

*NOTE: Enrollment = duplicated headcount, excluding audits, noncredit, and drops w/ no record.*

# 2019-20 ANNUAL PROGRAM REVIEW

## EMT

### 2019-20 COURSE STATISTICS

<b>EMT PRODUCTIVITY* (2019-20):</b>	<b>310.26</b>
<b>% FULL TIME INSTRUCTORS** (2019-20):</b>	<b>0%</b>
<b>% ADJUNCT INSTRUCTORS** (2019-20):</b>	<b>100%</b>

COLLEGE F2F	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTES	WSCH	FTEF	Productivity
HEA-140C-01 Emergency Medical Technician	3	33.3%	0%	100%	22.5	22.0	97.8%	97.7%	10.68	709	0.66	360.00
HEA-140C-02 Emergency Medical Technician	1	0.0%	0%	100%	16.0	7.0	43.8%	100.0%	4.03	252	0.33	256.00
HEA-142A-01 EMT Refresher (24 hours)	3	33.3%	0%	100%	9.5	9.5	100.0%	100.0%	0.98	43	0.09	152.00
HEA-143-01 EMT Refresher (40 hours)	3	100.0%					0.0%			0		---
<b>Total</b>	<b>10</b>	<b>50.0%</b>	<b>0%</b>	<b>100%</b>	<b>16.0</b>	<b>14.0</b>	<b>87.5%</b>	<b>98.6%</b>	<b>15.68</b>	<b>1,004</b>	<b>1.08</b>	

COLLEGE ONLINE	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTES	WSCH	FTEF	Productivity
		---					0.0%					---
<b>Total</b>		---					<b>0.0%</b>					

DUAL	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTES	WSCH	FTEF	Productivity
		---					0.0%					---
<b>Total</b>		---					<b>0.0%</b>					

\* Excludes Summer, noncredit, work experience, internship, and cancelled sections

\*\* Excludes summer assignments. Based on instructional workload and the percentage of workload assigned under full-time contracts versus adjunct contracts

\*\*\* Withdrawal and success statistics exclude noncredit classes.



# 2019-20 ANNUAL PROGRAM REVIEW

## Medical Office Assistant

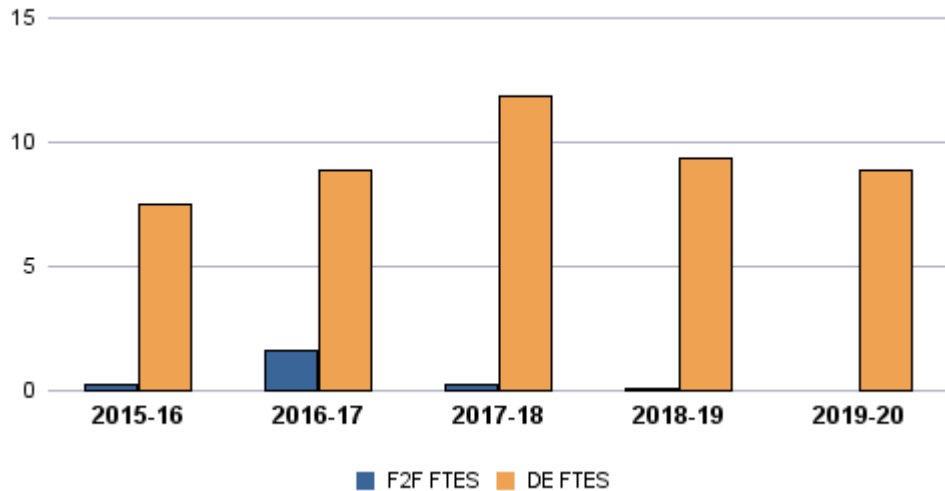


### MEDICAL OFFICE ASSISTANT SUMMARY

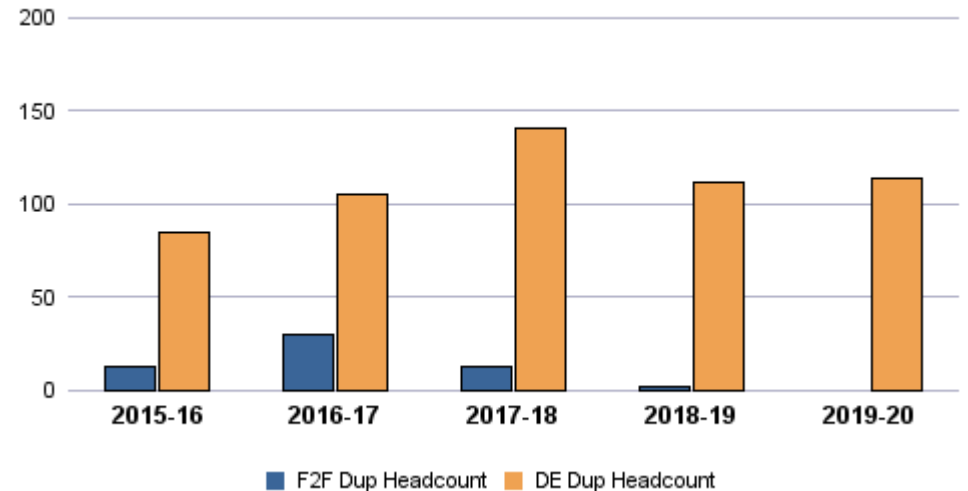
This report contains data from Academic Year (AY) 2015 to 2019. Information on program size based on full-time equivalent students (FTES), Student Success, and Student Achievement are presented below. Unless otherwise indicated, students enrolled through the Incarcerated Students Program, South Bay JPA, and Dual Enrollment are excluded.

	Total Sections	F2F Sections	Dist Ed Sections	Total FTES	F2F FTES	Dist Ed FTES	Total Duplicated Headcount	F2F Duplicated Headcount	Dist Ed Duplicated Headcount
2015-16	6	2	4	7.70	0.23	7.47	98	13	85
2016-17	8	2	6	10.46	1.59	8.87	135	30	105
2017-18	11	3	8	12.04	0.21	11.83	153	12	141
2018-19	9	2	7	9.40	0.04	9.36	114	2	112
2019-20	8	0	8	8.86	0.00	8.86	114	0	114
4-Yr Chg (15-16 to 19-20)	33.3%	-100.0%	100.0%	15.1%	-100.0%	18.6%	16.3%	-100.0%	34.1%
1-Yr Chg (18-19 to 19-20)	-11.1%	-100.0%	14.3%	-5.8%	-100.0%	-5.3%	0.0%	-100.0%	1.8%

**RESIDENT FTES**



**DUPLICATED HEADCOUNT**



# 2019-20 ANNUAL PROGRAM REVIEW

## DEMOGRAPHICS

	2015-16		2016-17		2017-18		2018-19		2019-20	
	N	%	N	%	N	%	N	%	N	%
Male	7	9.2%	9	10.5%	10	12.3%	6	7.6%	7	10.1%
Female	69	90.8%	77	89.5%	71	87.7%	73	92.4%	62	89.9%
Unknown	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

	2015-16		2016-17		2017-18		2018-19		2019-20	
	N	%	N	%	N	%	N	%	N	%
African American	1	1.3%	2	2.3%	1	1.2%	1	1.3%	0	0.0%
Asian	5	6.6%	9	10.5%	5	6.2%	6	7.6%	4	5.8%
Hispanic	30	39.5%	33	38.4%	25	30.9%	27	34.2%	24	34.8%
Native Amer/Alaska Native	0	0.0%	2	2.3%	1	1.2%	0	0.0%	0	0.0%
White Non-Hispanic	36	47.4%	38	44.2%	44	54.3%	36	45.6%	37	53.6%
Two or more races	4	5.3%	2	2.3%	4	4.9%	9	11.4%	2	2.9%
Unknown	0	0.0%	0	0.0%	1	1.2%	0	0.0%	2	2.9%

	2015-16		2016-17		2017-18		2018-19		2019-20	
	N	%	N	%	N	%	N	%	N	%
Age < 25	29	38.2%	38	44.2%	40	49.4%	42	53.2%	25	36.2%
Age 25 - 49	41	53.9%	42	48.8%	38	46.9%	34	43.0%	43	62.3%
Age 50 +	6	7.9%	6	7.0%	3	3.7%	3	3.8%	1	1.4%
Age Unknown	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

	2015-16		2016-17		2017-18		2018-19		2019-20	
	N	%	N	%	N	%	N	%	N	%
Median Age	27		26		25		25		26	
Youngest	17		17		14		15		17	
Oldest	58		59		72		57		58	

# 2019-20 ANNUAL PROGRAM REVIEW

## COURSE SUCCESS

	2015-16		2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
Male	7	85.7%	8	100.0%	15	86.7%	6	50.0%	8	87.5%
Female	84	88.1%	112	85.7%	127	81.9%	97	72.2%	102	88.2%

	2015-16		2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
African American	1	100.0%	1	100.0%	1	0.0%	1	100.0%	0	0.0%
Asian	6	66.7%	11	90.9%	8	100.0%	5	80.0%	6	83.3%
Hispanic	37	83.8%	41	75.6%	47	70.2%	40	57.5%	47	83.0%
Native Amer/Alaska Native	0	0.0%	3	66.7%	4	50.0%	0	0.0%	0	0.0%
White Non-Hispanic	42	92.9%	60	93.3%	69	88.4%	46	78.3%	51	92.2%
Two or more races	5	100.0%	4	100.0%	11	100.0%	11	81.8%	2	100.0%
Unknown	0	0.0%	0	0.0%	2	100.0%	0	0.0%	4	100.0%

	2015-16		2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
Age < 25	33	84.8%	54	83.3%	74	79.7%	47	68.1%	29	82.8%
Age 25 - 49	47	87.2%	52	86.5%	63	84.1%	52	71.2%	79	91.1%
Age 50 +	11	100.0%	14	100.0%	5	100.0%	4	100.0%	2	50.0%

	2015-16		2016-17		2017-18		2018-19		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success	Enrollment	Success
Dist Ed	78	85.9%	91	83.5%	130	81.5%	101	72.3%	110	88.2%
F2F	13	100.0%	29	96.6%	12	91.7%	2	0.0%	0	0.0%

NOTE: Enrollment = duplicated headcount, excluding audits, noncredit, and drops w/ no record.

## 2019-20 COURSE STATISTICS

# 2019-20 ANNUAL PROGRAM REVIEW

MEDICAL OFFICE ASSISTANT PRODUCTIVITY* (2019-20):	<b>263.07</b>
% FULL TIME INSTRUCTORS** (2019-20):	<b>0%</b>
% ADJUNCT INSTRUCTORS** (2019-20):	<b>100%</b>

FACE TO FACE	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTEs	WSCH	FTEF	Productivity
MOA-132-01 MOA Work Experience	4	100.0%					0.0%			0		---
MOA-133-01 Intern-Occupational Work Exp.	4	100.0%					0.0%			0		---
<b>Total</b>	<b>8</b>	<b>100.0%</b>					<b>0.0%</b>			<b>0</b>		

DISTANCE EDUCATION	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTEs	WSCH	FTEF	Productivity
HEA-149-01 Intro Medical Ethics & Law	1	0.0%	0%	100%	10.0	10.0	100.0%	90.0%	0.17	8	0.02	160.00
MOA-235-01 Intro Admin Medical Assisting	1	0.0%	0%	100%	12.0	12.0	100.0%	83.3%	0.80	36	0.06	192.00
MOA-236-01 Basic Medical Coding	1	0.0%	0%	100%	11.0	11.0	100.0%	81.8%	1.22	55	0.10	176.00
MOA-237-01 Medical Insurance Billing	1	0.0%	0%	100%	12.0	11.0	91.7%	90.9%	0.80	36	0.06	192.00
MOA-238-01 Medical Terminology, Part 1	2	0.0%	0%	100%	25.5	24.0	94.1%	87.5%	4.27	204	0.17	408.00
MOA-240-01 Medical Terminology, Part 2	2	0.0%	0%	100%	9.0	9.0	100.0%	94.4%	1.60	72	0.17	144.00
<b>Total</b>	<b>8</b>	<b>0.0%</b>	<b>0%</b>	<b>100%</b>	<b>14.3</b>	<b>13.8</b>	<b>96.5%</b>	<b>88.2%</b>	<b>8.86</b>	<b>411</b>	<b>0.58</b>	

\* Excludes Summer, noncredit, work experience, internship, and cancelled sections

\*\* Excludes summer assignments. Based on instructional workload and the percentage of workload assigned under full-time contracts versus adjunct contracts

\*\*\* Withdrawal and success statistics exclude noncredit classes.

# 2019-20 ANNUAL PROGRAM REVIEW

## Physical Therapy Aide

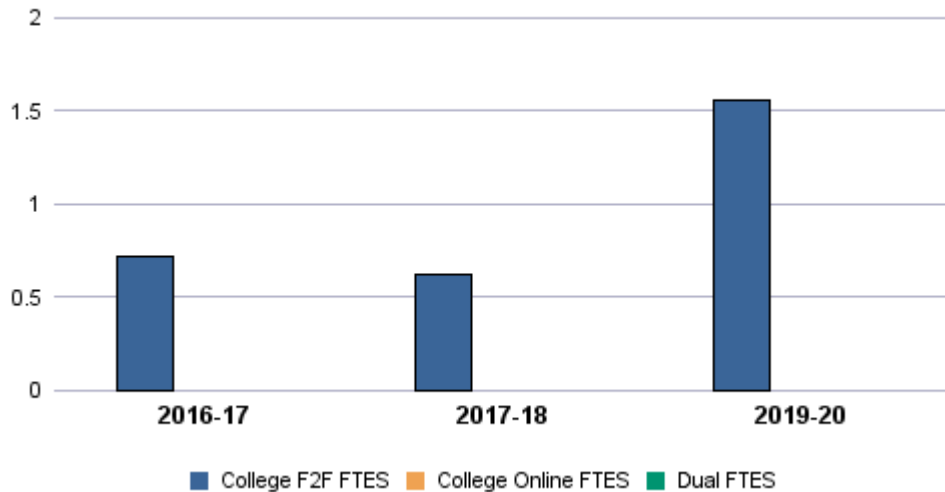


### PHYSICAL THERAPY AIDE SUMMARY

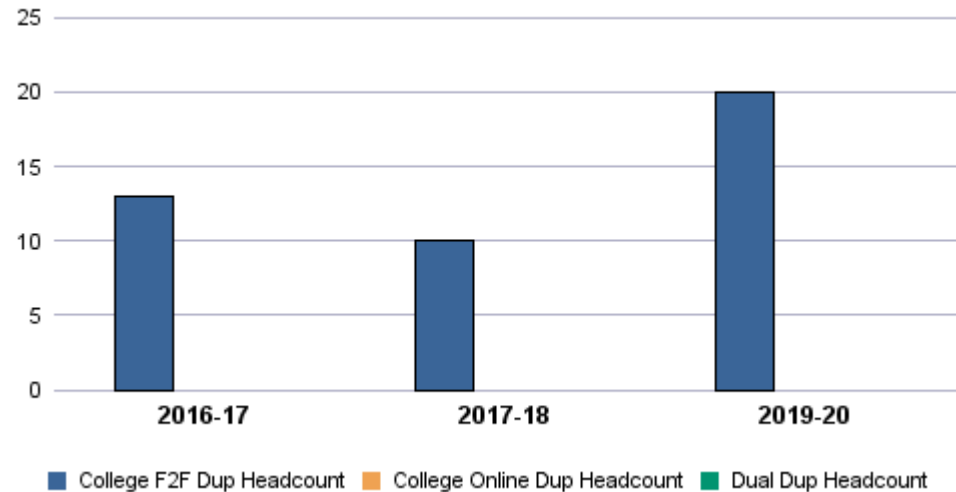
This report contains data from Academic Year (AY) 2016 to 2019. Information on program size based on full-time equivalent students (FTES), Student Success, and Student Achievement are presented below. The following categories are excluded: CAL FIRE, Culinary Jail, Fire In-Service, IEC, ISP, ISP Work Experience, ISSI, Municipal Fire, Noncredit, Noncredit CDCP, South Bay JPA, and Work Experience.

	Total Sections	College F2F Sections	College Online Sections	Dual Sections	Total FTES	College F2F FTES	College Online FTES	Dual FTES	Total Duplicated Headcount	College F2F Duplicated Headcount	College Online Duplicated Headcount	Dual Duplicated Headcount
2016-17	2	2	0	0	0.71	0.71	0.00	0.00	13	13	0	
2017-18	2	2	0	0	0.62	0.62	0.00	0.00	10	10	0	
2019-20	2	2	0	0	1.56	1.56	0.00	0.00	20	20	0	
2-Yr Chg	0.0%	0.0%	---	---	118.3%	118.3%	---	---	53.8%	53.8%	---	---
1-Yr Chg	0.0%	0.0%	---	---	152.6%	152.6%	---	---	100.0%	100.0%	---	---

**RESIDENT FTES**



**DUPLICATED HEADCOUNT**



# 2019-20 ANNUAL PROGRAM REVIEW

## Physical Therapy Aide

**Demographics:  
College F2F and  
College Online**

	2016-17		2017-18		2019-20	
	N	%	N	%	N	%
Male	2	22.2%	2	33.3%	4	33.3%
Female	7	77.8%	4	66.7%	8	66.7%

	2016-17		2017-18		2019-20	
	N	%	N	%	N	%
Hispanic	2	22.2%	1	16.7%	8	66.7%
White Non-Hispanic	6	66.7%	5	83.3%	4	33.3%
Two or more races	1	11.1%	0	0.0%	0	0.0%
Unknown	0	0.0%	0	0.0%	0	0.0%

	2016-17		2017-18		2019-20	
	N	%	N	%	N	%
Age < 25	2	22.2%	1	16.7%	6	50.0%
Age 25 - 49	7	77.8%	5	83.3%	6	50.0%
Age 50 +	0	0.0%	0	0.0%	0	0.0%

	2016-17		2017-18		2019-20	
	N	%	N	%	N	%
Median Age	25		31		26	
Youngest	20		18		17	
Oldest	42		45		55	

# 2019-20 ANNUAL PROGRAM REVIEW

## Physical Therapy Aide

**Demographics:**  
**Dual**

	N	%
	0	0.0%

	N	%
	0	0.0%

	N	%
Median Age	0	
Youngest		
Oldest		

# 2019-20 ANNUAL PROGRAM REVIEW

## Physical Therapy Aide

**Course Success:  
College F2F and  
College Online**

	2016-17		2017-18		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success
Male	3	100.0%	4	100.0%	6	83.3%
Female	8	75.0%	5	100.0%	13	92.3%

	2016-17		2017-18		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success
Hispanic	3	66.7%	0	0.0%	12	91.7%
White Non-Hispanic	7	85.7%	9	100.0%	7	85.7%
Two or more races	1	100.0%	0	0.0%	0	0.0%

	2016-17		2017-18		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success
Age < 25	4	100.0%	2	100.0%	8	87.5%
Age 25 - 49	7	71.4%	7	100.0%	11	90.9%

	2016-17		2017-18		2019-20	
	Enrollment	Success	Enrollment	Success	Enrollment	Success
College F2F	11	81.8%	9	100.0%	19	89.5%

*NOTE: Enrollment = duplicated headcount, excluding audits, noncredit, and drops w/ no record.*



# 2019-20 ANNUAL PROGRAM REVIEW

## Physical Therapy Aide

### Course Success: Dual

	Enrollment	Success
	0	0.0%

	Enrollment	Success
	0	0.0%

*NOTE: Enrollment = duplicated headcount, excluding audits, noncredit, and drops w/ no record.*

# 2019-20 ANNUAL PROGRAM REVIEW

## Physical Therapy Aide

### 2019-20 COURSE STATISTICS

<b>PHYSICAL THERAPY AIDE PRODUCTIVITY* (2019-20):</b>	<b>158.06</b>
<b>% FULL TIME INSTRUCTORS** (2019-20):</b>	<b>95%</b>
<b>% ADJUNCT INSTRUCTORS** (2019-20):</b>	<b>5%</b>

COLLEGE F2F	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTES	WSCH	FTEF	Productivity
HEA-119A-01 Intro to Physical Therapy Aide	1	0.0%	91%	9%	12.0	11.0	91.7%	81.8%	0.78	48	0.08	189.93
HEA-119B-01 Advanced Physical Therapy Aide	1	0.0%	100%	0%	8.0	8.0	100.0%	100.0%	0.78	34	0.09	128.00
<b>Total</b>	<b>2</b>	<b>0.0%</b>	<b>95%</b>	<b>5%</b>	<b>10.0</b>	<b>9.5</b>	<b>95.0%</b>	<b>89.5%</b>	<b>1.56</b>	<b>82</b>	<b>0.17</b>	

COLLEGE ONLINE	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTES	WSCH	FTEF	Productivity
		---					0.0%					---
<b>Total</b>		---					<b>0.0%</b>					

DUAL	Sections Offered	Cancel %	FT % **	Adjunct % **	Avg Census Enroll	Avg End of Term Enroll	Retention % ***	Success % ***	FTES	WSCH	FTEF	Productivity
		---					0.0%					---
<b>Total</b>		---					<b>0.0%</b>					

\* Excludes Summer, noncredit, work experience, internship, and cancelled sections

\*\* Excludes summer assignments. Based on instructional workload and the percentage of workload assigned under full-time contracts versus adjunct contracts

\*\*\* Withdrawal and success statistics exclude noncredit classes.

The revised Medical Office Assistant: Administrative Degree and Certificate programs will launch in the 2021/2022 academic year. This program was re-structured by dividing MOA-236 Basic Principles of Medical Coding into two separate courses, MOA-236A "Principles of ICD Medical Coding" (covers ICD-10) and MOA-236B Principles of CPT Medical Coding (covers CPT), combining MOA 238 "Medical Terminology, Part 1" and MOA 240 "Medical Terminology, Part 2" into one enhanced Medical Terminology course, and adding an Electronic Health/Medical Records MOA-236C course. Revising the Medical Office Assistant: Administrative Degree will allow students to achieve full mastery of the two main topics, ICD-10 and CPT coding, while providing an opportunity to practice hands-on experience in using these skills in Electronic Health/Medical Records. It is highly recommended students take BIO-120 Introduction to Human Anatomy and Physiology (2 units) before starting this program.

### **MEDICAL OFFICE ASSISTANT: ADMINISTRATIVE ASSOCIATE IN ARTS DEGREE**

The Medical Office Assistant: Administrative degree is designed to provide students with essential knowledge and skills to assume responsible administrative positions in medical offices. The core curriculum in the Medical Office Assistant: Administrative program focuses on the effective use of medical terminology and Anatomy and Physiology, the mechanics of medical coding and billing procedures, and hands-on experience with utilizing electronic health/medical records. Additional courses emphasize contemporary current business communication principles and techniques, including appropriate oral communication strategies and written correspondence. ~~medical office technology skills such as effective computer files management, data entry, and word processing. Students will develop solid skills in bookkeeping/accounting, math, and oral communication as well as an in-depth understanding and appreciation of ethical issues related to employment in a medical office. A greater depth of understanding and appreciation of ethical issues related to employment in a medical office will be covered.~~

#### *Program Learning Outcomes:*

- Demonstrate effective use of advanced medical terminology and apply the principles of anatomy and physiology.
- Identify, evaluate, and appropriately apply principles of medical office administration and demonstrate competency in performing administrative clerical duties.
- Demonstrate accuracy in common medical insurance billing and coding procedures to ensure proper reimbursement.
- Demonstrate accuracy in creating and managing fictitious Electronic Health/Medical Records (EHRs/EMRs).

#### **A. GENERAL EDUCATION REQUIREMENTS**

See pages 68-70 for details.

#### **B. REQUIRED COURSES**

**31.75 29** units distributed as follows:

##### **1. All courses from the following (~~27.75~~ 29 units):**

- ~~BSN 102 Business Information Processing and Systems (4)~~
- ~~BSN 152A Fundamentals of Bookkeeping I (4)~~
- ~~BSN 104 Business Communications (3)~~
- ~~HEA 149 Introduction to Medical Ethics and Law (.75)~~
- MOA 235 Introduction to Administrative Medical Assisting (3)
- ~~MOA 236 Basic Principles of Medical Coding (5)~~
- ~~MOA 236A Principles of ICD Medical Coding (4.5)~~
- ~~MOA 236B Principles of CPT Medical Coding (4.5)~~
- ~~MOA 236C Electronic Health/Medical Records (2.5)~~
- MOA 237 Medical Insurance Billing (3)
- ~~MOA 238 Medical Terminology, Part 1 (4)~~

~~MOA 241 Medical Terminology (4.5)~~

~~MOA 240 Medical Terminology, Part 2 (4)~~

~~MOA 249 Medical Ethics and Law (3)~~

~~2. One course selected from the following (4 units):~~

~~BSN 104 Business Communications (4)~~

~~BSN 105 Professional Communication (4)~~

~~SPE 102 Intercultural Communications (4)~~

~~SPE 104 Speech Communication (4)~~

**C. ELECTIVE UNITS to bring the total to 90.**

~~NOTE: The Medical Office Assistant: Administrative degree and certificate programs are designed to augment the Certified Medical Assistant: Clinical program through our Regional Training Partners at Barton University and is required for employment consideration at Barton Healthcare.~~

## MEDICAL OFFICE ASSISTANT: ADMINISTRATIVE CERTIFICATE OF ACHIEVEMENT

The Medical Office Assistant: Administrative Certificate of Achievement is designed to provide students with essential knowledge and skills to assume responsible administrative positions in medical offices. The core curriculum in the Medical Office Assistant: Administrative program focuses on the effective use of medical terminology and Anatomy and Physiology, the mechanics of medical coding and billing procedures, and hands-on experience with utilizing electronic health/medical records. Additional courses emphasize ~~contemporary current business communication principles and techniques, including appropriate oral communication strategies and written correspondence.~~ medical office technology skills such as effective computer files management, data entry, and word processing. ~~Students will develop solid skills in bookkeeping/accounting, math, and oral communication as well as an in-depth understanding and appreciation of ethical issues related to employment in a medical office. A greater depth of understanding and appreciation of ethical issues related to employment in a medical office will be covered.~~

### *Program Learning Outcomes:*

- Demonstrate effective use of advanced medical terminology and apply the principles of anatomy and physiology.
- Identify, evaluate, and appropriately apply principles of medical office administration and demonstrate competency in performing administrative clerical duties.
- Demonstrate accuracy in common medical insurance billing and coding procedures to ensure proper reimbursement.
- Demonstrate accuracy in creating and managing fictitious Electronic Health/Medical Records (EHRs/EMRs).

### A. REQUIRED COURSES:

**31.75 29 units distributed as follows:**

#### **1. All courses from the following (27.75 29 units):**

- BSN 104 Business Communications (4)
- MOA 235 Introduction to Administrative Medical Assisting(3)
- MOA 236A Principles of ICD Medical Coding (4.5)
- MOA 236B Principles of CPT Medical Coding(4.5)
- MOA 236C Electronic Health/Medical Records (2.5)
- MOA 237 Medical Insurance Billing (3)
- MOA 241 Medical Terminology (4.5)
- MOA 249 Medical Ethics and Law (3)
- ~~BSN 102 Business Information Processing and Systems (4)~~
- ~~BSN 152A Fundamentals of Bookkeeping I (4)~~
- ~~HEA 149 Introduction to Medical Ethics and Law (.75)~~
- ~~MOA 235 Introduction to Administrative Medical Assisting (3)~~
- ~~MOA 236 Basic Principles of Medical Coding (5)~~
- ~~MOA 237 Medical Insurance Billing (3)~~
- ~~MOA 238 Medical Terminology, Part 1 (4)~~
- ~~MOA 240 Medical Terminology, Part 2 (4)~~

#### **2. One course from the following (4 units):**

- ~~BSN 104 Business Communications (4)~~
- ~~BSN 105 Professional Communication (4)~~
- ~~SPE 102 Intercultural Communications (4)~~
- ~~SPE 104 Speech Communication (4)~~

NOTE: The Medical Office Assistant: Administrative degree and certificate programs are designed to augment the Certified Medical Assistant: Clinical program through our Regional Training Partners at Barton University and is required for employment

consideration at Barton Healthcare.

## **MEDICAL OFFICE ASSISTANT EMPLOYABLE SKILLS CERTIFICATES**

Two employable skills certificates have been designed to assist students in obtaining responsible entry-level administrative positions in medical offices. The ultimate goal of these certificates is to develop competency in communication, critical thinking, ~~and technology applications~~ medical terminology comprehension and application, the mechanics of medical coding/billing procedures, hands-on experience of electronic health/medical records, as required for the delivery of and safe, ethical, legal, and compassionate patient care. For further information about this program, contact the Career and Technical Education department at extension 583 or 723.

### **~~MEDICAL TERMINOLOGY (8 units):MEDICAL OFFICE ASSISTING, PART 1~~**

All courses from the following (13.5 units)

~~—MOA 238 Medical Terminology, Part I (4)~~

~~—MOA 240 Medical Terminology, Part II (4)~~

MOA 235 Introduction to Administrative Medical Assisting (3)

MOA 237 Medical Insurance Billing (3)

MOA 241 Medical Terminology (4.5)

MOA 249 Medical Ethics and Law (3)

### **~~BILLING AND CODING (8 units):~~**

MEDICAL OFFICE ASSISTING, PART 2

All courses from the following (11.5 units)

~~MOA 236 Basic Principles of Medical Coding (5)~~

~~—MOA 237 Medical Insurance Billing (3)~~

MOA 236A Principles of ICD Medical Coding (4.5)

MOA 236B Principles of CPT Medical Coding (4.5)

MOA 236C Electronic Health/Medical Records (2.5)

NOTE: The Medical Office Assistant: Administrative degree and certificate programs are designed to augment the Certified Medical Assistant: Clinical program through our Regional Training Partners at Barton University and is required for employment consideration at Barton Healthcare.