

CENTRAL NEW MEXICO COMMUNITY COLLEGE
ASSESSMENT REPORT
Due to SAAC by October 15

PART 1: CONTACT & PROGRAM IDENTIFICATION

Report Year and Contact Information:			
<u>2013-2014</u> Academic Year	<u>Monica Lewis</u> Contact Person	<u>mllewis@cnm.edu</u> Email	<u>224-4000 ext 50202</u> Phone Number

Subject of this Assessment Report:		
Program: <u>Phlebotomy</u> <input checked="" type="checkbox"/> Certificate <input type="checkbox"/> AA <input type="checkbox"/> AS <input type="checkbox"/> AAS	Gen Ed Area: _____ Applicable to: <input type="checkbox"/> AA/AS <input type="checkbox"/> AAS	Discipline Area: _____

PART 2: EVIDENCE OF ACHIEVEMENT OF PROGRAM OUTCOMES

Summary of Program Success in Achieving Desired Outcomes:
Entrance to the Phlebotomy program is always in very high demand. Two cohorts per semester fill up immediately. Retention is high. National exam pass rates are high, employment is high and return of students to complete MLT AAS is high.

Description and Evaluation of Recent Changes Made in Support of Student Learning:
Study of PHLB program retention is underway. Results may dictate future action plan. Study of enrollment and possibility of coordinated entry underway. Staffing approaching adequate. Starting with Fall 2014 soft skills assessment has been have been moved into new MLT 1001 prerequisite. Change in long term plan to follow.

PART 3: REPORT ON RECENT ASSESSMENT OF STUDENT LEARNING PROCESSES

Learning Outcome(s)/Exit Competencies Assessed:	Classes/Cohorts Assessed:
<i>To add rows: right –click in cell below and select "Insert," "Insert Rows Above"</i> Behavior: Describe and demonstrate appropriate laboratory etiquette, professionalism, communication and human relation skills.	2013-2014 random sample: PHLB 1010 soft skills & PHLB 1090

Measurement Tool(s) Used:	Enter X's for type of tool				Initial Achievement Target or Expectation:
	Internal	External	Direct	Indirect	
<i>To add rows: right-click in cell below and select "Insert," "Insert Rows Above"</i>					
Achievement of soft skill objectives (early) and demonstrated behavior measured by preceptor evaluation (late). Internal/direct and External/indirect.	x	x	x	x	Successful completion of soft skills objectives in PHLB 1010 (internal/direct/early) Mean score <71% = unacceptable, immediate action plan Mean score >71% = adequate, action plan as time permits Clinical Performance (external/direct/late) Mean score <71% = unacceptable, immediate action plan Mean score >71% = adequate, action plan as time permits

Assessment Results/Findings:
Student Learning Outcome 3 (behavior): Internal/Direct/Early: Students passed soft skills objective (describe) in PHLB 1010 with mean of 87% (>71%) External/Indirect/Late: Students passed clinical evaluations (demonstrate) with mean of 99% (>71%)

Analysis and Interpretation of Assessment Results/Findings:
No action indicated.

Action Plan in Support of Student Learning:
None indicated

Recommendations, Proposals, and/or Funding Requests:
Requesting FT (2-term) faculty to support PHLB program

PART 4: EMBEDDED OUTCOMES

Critical Thinking and Life Skills/Teamwork Development within Programs:
a) Please describe how Critical Thinking assessment is embedded within your program assessment. b) Please describe how Life Skills/Teamwork assessment is embedded within your program assessment.

- a) Critical Thinking is assessed in every facet of the PHLB program as the very nature of the work done by a PHLB involves problem solving and judgment.
- b) Life Skills are assessed in the soft skill objective in PHLB 1010. Teamwork is assessed in classroom laboratory group work and clinical preceptor reports.

PART 5: ASSESSMENT CYCLE PLAN (Copy and paste from original plan if unchanged)

Cycle Years:	Plan Description:
2012-2017	Phlebotomists will be evaluated on knowledge of PHLB Theory, measured through pre-and post tests. Phlebotomists will be evaluated on skill through performance on classroom skills practicals and evaluations by preceptors in clinical sites. Phlebotomists will be evaluated on behavior through activities in class and by preceptors evaluations in clinical sites.

Student Learning Outcomes/Exit Competencies:	When Measured:	Where Measured:	How Measured:
1. Knowledge: Describe and identify pre-analytical variables and interferences related to laboratory specimen collection and handling and correlate laboratory tests with basic human physiology and disease states.	2013-2014 & 2015-2016	PHLB 1010	Measure achievement of knowledge by pre & post tests. Internal/Direct
2. Skill: Perform laboratory procedures including: specimen collection and processing, record documentation, pre-analytical preventative and corrective action, and safety protocols.	2013-2014 & 2015-2016	PHLB 1092 & PHLB 1090	Achievement of skills objectives as measured by lab practical exams (early) and preceptor evaluations (late). Direct/internal and Indirect/external.
3. Behavior: Describe and demonstrate appropriate laboratory etiquette, professionalism, communication and human relation skills.	2012-2013 & 2014-2015 & 2016-2017	PHLB 1010 & PHLB 1090	Achievement of soft skill objectives (early) and demonstrated behavior measured by preceptor evaluation (mid to late). Internal/direct and External/indirect.