

MAERB is providing this template for the use of the Program Directors in order to help them cover the substantive issues outlined in the *Standards and Guidelines*. This form is optional, and it certainly can be revised and adopted.

## Advisory Committee Agenda and Checklist Template

<b>SPONSORING INSTITUTION:</b>	<b>Southern State Community College</b>		
<b>DATE, TIME &amp; LOCATION OF MEETING:</b>	<b>Friday, September 30<sup>th</sup>, 2022</b>	<b>9:00 a.m.</b>	<b>Room 344</b>
<b>ATTENDANCE</b>			
<b>Community of Interest</b>	<b>Name(s)</b>	<b>Present</b>	<b>Agency/Organization</b>
<ul style="list-style-type: none"> <li>Current Student</li> </ul>	Cierra Beck		SSCC Medical Assisting student (1 <sup>st</sup> year)
	Chanda Smith		SSCC Medical Assisting student (1 <sup>st</sup> year)
	Amber Ballard	✓	SSCC Medical Assisting student (2 <sup>nd</sup> year)
<ul style="list-style-type: none"> <li>Graduate</li> </ul>	Victoria Loges, CMA (AAMA)	✓	SSCC Medical Assisting Graduate
	Jordan Seaman, RMA (AMT)	✓	SSCC 2020 Medical Assisting Graduate
	Destiny Vanderpool, CMA (AAMA)		SSCC 2021 Medical Assisting Graduate
<ul style="list-style-type: none"> <li>Physician(s) (<i>PA, NP, DO</i>)</li> </ul>	Kelly Colliver, DNP, FNP-BC	✓	West Main Urgent Care
<ul style="list-style-type: none"> <li>Employer(s) of Graduates Representative</li> </ul>	Danielle Hornak		Adena Medical Group, Clinical Educator
	Erica Morgan, CMA (AAMA)	✓	HHP/PFW Office Lead
	Courtney Dawes, LPN/GXMO	✓	Highland Health Providers Clinic Manager
<ul style="list-style-type: none"> <li>Public Member</li> </ul>	Linda Allen	✓	Supplementary Assistance to the Handicapped (SATH), Executive Director
<ul style="list-style-type: none"> <li>Other</li> </ul>	Stephanie Roush	✓	SSCC Medical Assisting & Allied Health Services Office Associate
<ul style="list-style-type: none"> <li>Faculty (<i>ex officio</i>)</li> </ul>	Lucinda Gibson, AAS, CMA (AAMA)	✓	SSCC Faculty/Medical Assisting Practicum Coordinator
<ul style="list-style-type: none"> <li>Program Director (<i>ex officio</i>)</li> </ul>	Rhonda Davis, ATS, CMA (AAMA), RMA (AMT)	✓	SSCC Faculty/Medical Assisting & Allied Health Services Program Director
<ul style="list-style-type: none"> <li>Sponsor Administration (<i>ex officio</i>)</li> </ul>	Julianne Krebs, DNP, RN, NEA-BC		SSCC Dean of Health Sciences

	Agenda Item	Reviewed	Discussion	Action Required	Lead Person	Goal Date
1.	<b>Sharing News and Knowledge</b>					
2.	<b>Follow-up from Last Advisory Meeting</b> <ul style="list-style-type: none"> <li>• Previous suggestions explored</li> <li>• Changes Achieved</li> <li>• Shifts in changes</li> </ul>		Suggestions from last meeting still being addressed. Courtney has taken over as HHP Clinic Manager.	Luci will follow-up with Courtney.	Luci	ASAP
3.	<b>Program Goals &amp; Learning Objectives: Reviewing and Revising</b> <ul style="list-style-type: none"> <li>• Assessment of goals</li> <li>• Report on any goals in addition to the minimum expectations</li> </ul>					
4.	<b>Annual Report and Outcomes: Monitoring Needs and Expectations</b> <ul style="list-style-type: none"> <li>• Graduate Surveys</li> <li>• Employer Surveys</li> <li>• Resource Assessment</li> <li>• Thresholds</li> </ul>		2020 was challenging for data retrieval, less face-to-face with students; numbers are not great.  Employer surveys can be hard to obtain, but those we receive are usually very positive.	Continue attempting to obtain surveys.	Stephanie	Ongoing
5.	<b>Other Assessment Results: Monitoring Needs and Expectations</b> <ul style="list-style-type: none"> <li>• Student</li> <li>• Faculty</li> <li>• Program</li> <li>• Other</li> </ul>					

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6.	<b>Program Changes (possible changes):</b> <b>Responsiveness to Change</b> <ul style="list-style-type: none"> <li>• Course changes</li> <li>• Practicum changes</li> <li>• Curriculum <ul style="list-style-type: none"> <li>○ Content</li> <li>○ Sequencing</li> <li>○ Competencies</li> </ul> </li> <li>• Other (???)</li> </ul>		<p>Per Rhonda – currently a 2-term program with 3<sup>rd</sup> term consisting of practicums and online courses only. Exploring possibility of 2-term (entirely) option due to demand in the field. Program was 72 credit hours, then 62, now 36. Content from some classes combined to make this possible. Unsure what more could be cut out w/o compromises. Bare minimum skills would be taught. Sites getting practicum students prior to all skills being taught/checked off.</p> <p>Luci stated 2-term would put more stress on students; more credit hours, longer days, possibly additional days.</p> <p>Kelly asked about other programs – is anyone else in Ohio doing just 2 semesters? Per Rhonda, only one program accredited through CAAHEP w/2 term program that she’s seen.</p> <p>Courtney questioned how 2-term program would help meet demand with so few students enrolled.</p> <p>Erica mentioned demand is due to a lot of burnout after the past two years, as well as pay.</p> <p>Rhonda - some offices/hospitals now offering sign-on bonuses. Tori said Adena offers one and Courtney said Mercy does as well.</p> <p>Linda asked Amber (current student) if she’d want to do the program in two terms. Amber said no, that she’s a part-time student and struggles as the program is now.</p>	Continue to explore options moving forward to meet demands of the field.	Rhonda	Ongoing

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6.	<p><b>Continued...</b></p> <p><b>Program Changes</b> (<i>possible changes</i>):</p> <p><b>Responsiveness to Change</b></p> <ul style="list-style-type: none"> <li>• Course changes</li> <li>• Practicum changes</li> <li>• Curriculum <ul style="list-style-type: none"> <li>○ Content</li> <li>○ Sequencing</li> <li>○ Competencies</li> </ul> </li> <li>• Other (???)</li> </ul>		<p>Tori said when she completed the program it was a two-year degree and she still struggled at that pace. She stated the field has changed over the recent years. Job encompasses much more than before. Eliminating skills not the right move. Rhonda stated due to accreditation there are certain skills that cannot be cut out.</p> <p>Rhonda - also being explored is the move to a Spring term start with Fall term used as an entry/feeder term to get students ready for program entry.</p> <p>Rhonda stated that these changes are just exploratory at this point and any input, especially from employers, would be wonderful.</p> <p>Per Rhonda, we will no longer be offering the program on a part-time basis; credentialing exam becomes more difficult the longer removed students are from learning skills. Also, will no longer be offering hybrid courses in near future.</p> <p>Rhonda mentioned that the RMA is now required for program completion and is offered on campus. Students are still eligible to sit for CMA, but at their own expense. Courtney asked if there's a difference between RMA and CMA. Rhonda responded that they're very similar and students are also eligible to sit for multiple other credentialing exams throughout the program.</p>	Offer input as available	All	ASAP/ongoing

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6.	<b>Continued...</b> <b>Program Changes</b> ( <i>possible changes</i> ): <b>Responsiveness to Change</b> <ul style="list-style-type: none"> <li>Course changes</li> <li>Practicum changes</li> <li>Curriculum <ul style="list-style-type: none"> <li>Content</li> <li>Sequencing</li> <li>Competencies</li> </ul> </li> <li>Other (???)</li> </ul>		<p>Courtney said at HHP non-certified MAs make a little less than certified MAs, but both CMAs and RMAs get paid the same. Per Erica, Mercy requires their MAs to get certified, giving them three months to obtain. Tori stated that Adena does the same.</p> <p>Rhonda mentioned Ohio Means Jobs internship program – employers eligible for 40% reimbursement for hiring a student in the program (work hours cannot be used as practicum hours). Also, short-term certificate scholarship available to help students with expenses.</p> <p>Rhonda stated new MAERB Core Curriculum will go into effect Fall 2023.</p> <p>Rhonda also mentioned possibility of an admin-only certificate. Multiple credentialing exams may be taken.</p> <p>Rhonda asked about post-COVID changes in the field. Courtney stated that more is being asked of MAs; referrals, patient navigator, rooming patients, etc. Erica added there's a lot of additional info that gets taken at every visit now like depression screening,</p> <p>Kelly asked if MA pay has increased. Per Courtney HHP gave employees 10% pay increase recently due to FQHC funding. Rhonda found median pay for MAs on Ohio BLS website to be around \$17/hour.</p>	<p>Employers may contact Amy McClellan for more information if interested</p> <p>Submit changes for Fall 2023 at curriculum meeting</p>	Rhonda	

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7.	<b>Substantive Change (<i>possible changes</i>):</b> <b>Responsiveness to Change</b> <ul style="list-style-type: none"> <li>• Program Status</li> <li>• Program Sponsor Administrator Personnel</li> <li>• Program Personnel</li> <li>• Change in Instruction Modality (Distance, Hybrid)</li> <li>• Additional campuses, instructional sites, practicum sites</li> </ul>		SSCC has sold Wilmington campus and Fayette campus. Only Central and Brown remain due to growing number of online students.	NA		
8.	<b>Other Identified Strengths</b>		Tori finds it beneficial that manual office procedures are still taught. Has had experiences where computers were down but work must still be done. Kelly mentioned two local offices that still use paper charting.	Continue teaching both electronic and manual office procedures	Rhonda/Luci	Ongoing
9.	<b>Other Identified Weaknesses</b>		Per Courtney lack of customer service skills among some students/employees.  Tori added initiative and cross-training are important.	Stress importance to students	Rhonda/Luci	Ongoing
10.	<b>Action Plan for Improvement:</b> <b>Responsiveness to Change</b>					
11.	<b>Other Business</b>					
12.	<b>Future Meetings</b>		Yearly Advisory Committee Breakfast Fall 2023	NA		Fall 2023