

**School of Massage Therapy
2005
Annual Program Assessment Plan**

University Learning Outcome #8

I. University Learning Outcome #8 Graduates will demonstrate competence of appropriate depth and scope for one's discipline.

University Learning Outcome #8 related to competence in one's discipline is clearly one that is addressed and assessed on an ongoing basis in many of the classes. While the plan for other ULO's may need to be assessed on an annual or even bi-annual rotation, it has been determined that we must be constantly assessing student and graduate skills in this area.

The Commission on Massage Therapy Accreditation standards related to clinical competence have been modified and adopted by the faculty as criteria for this outcome.

II. Program Criteria for University Learning Outcome

School of Massage Therapy Criteria for University Learning Outcome #8

I. The Massage Therapy graduate will be able to plan and organize an effective massage and bodywork session.

A. Graduates will demonstrate knowledge of the structure and function of the human body and its systems in health and disease.

1. Graduates will be able to demonstrate the ability to identify, locate, and describe the components and function of the systems of the body.

- a) Anatomical organization and physiological principles.
- b) Anatomy and physiology of the cardiovascular and lymphatic systems.
- c) Histology and physiology of the blood and immune system.
- d) Anatomy and physiology of the urinary system.
- e) Anatomy and physiology of the respiratory system.
- f) Anatomy and physiology of the digestive system.
- g) Anatomy and physiology of the integumentary system.
- h) Anatomy and physiology of the skeletal system.
- i) Metabolism.
- j) Anatomy and physiology of the endocrine system.
- k) Anatomy and physiology of the reproductive system.
- l) Exercise physiology.
- m) Anatomy and physiology of the musculoskeletal system.
- n) Kinesiology.

- o) Anatomy and physiology of the nervous system.
2. Graduates will be able to demonstrate the ability to define and/or identify and describe the pathologies of the human body commonly encountered in massage therapy and bodywork practice.
- a) General pathology.
 - b) Cardiovascular system pathology.
 - c) Respiratory system pathology.
 - d) Digestive system pathology.
 - e) Endocrine system pathology.
 - f) Integumentary system pathology.
 - g) Reproductive system & breast pathology.
 - h) Skeletal muscle pathology.
 - i) Nervous System pathology.
 - j) Orthopedic pathology.
- B. Graduates will demonstrate a knowledge of the effects of massage and bodywork techniques.
- 1. Identify and describe the physiological effects of touch and specific techniques.
 - 2. Identify specific indications, contraindication and precautions considering pathologies in various populations.
- C. Graduates will demonstrate a knowledge of the components of a therapeutic environment.
- 1. Define and demonstrate the interpersonal and physical components of a therapeutic environment.
- D. Graduates will demonstrate a knowledge of a wellness model and its relationship to massage therapy and bodywork practice.
- 1. Identify the scope of practice of massage therapy and bodywork in relation to the components in a wellness model.
- E. Graduates will demonstrate an ability to collect and assess data for the purpose of determining contraindications and formulating a treatment strategy.
- 1. Perform assessment and data collection.
 - a. History taking.
 - b. Observation.
 - c. Palpation.
 - d. Functional testing.
 - e. Pain assessment.

F. Graduates will demonstrate the ability to formulate and document a treatment strategy based on assessment findings and client response to previous application of massage techniques.

1. Integrate methods of clinical case management, including clinical reasoning, with methods of assessment and treatment in the formulation of an organized, safe, and effective initial application of massage therapy/bodywork and an on-going treatment plan.
2. Write clear, concise and accurate client notes based on treatment sessions.

II. Graduates will be able to perform massage therapy and bodywork for therapeutic benefit.

A. Graduates will demonstrate the ability to effectively organize and manage the client session.

1. Use effective clinical reasoning skills in the development and execution of the treatment plan based on knowledge of anatomy and physiology and on the interpretation and prioritization of all case information (i.e. client history, assessment, referral letters and other sources of information).
2. Formulate and convey informed consent to client prior to initialization of treatment protocol.
3. Modify the treatment plan and therapeutic approach used during a client session based on client response to the application of massage and bodywork techniques.
4. Manage time within a client session.
5. Develop and implement strategies to address challenging client/ therapist interactions.

B. Graduates will demonstrate the ability to apply appropriate techniques utilizing hands, fingers, thumbs, and forearms as applicable.

1. Use a set of techniques that is within the scope of training and practice of a specific primary massage therapy or bodywork discipline that is commonly recognized by practitioners in the field.
2. Identify and apply principles and protocols for massage applications.
3. Vary the choice and application of techniques as appropriate to the client's needs, including those of special populations.
4. Identify endangerment sites and use techniques that are appropriate for each different body area.
5. Recognize and practice appropriate methods of sanitation and personal hygiene in the performance of massage.
6. Use standard precautions.

C. Graduates will demonstrate the ability to apply and use of appropriate equipment and supplies.

D. Graduates will demonstrate the ability to apply and use of hydrotherapy, thermal agents, and complementary therapies.

1. Describe the circumstances under which various hydrotherapy techniques (e.g. foot baths, dry skin brushing, salt rubs, wraps, poultices) and physical agents of heat and cold (hydrocollator packs, paraffin baths, hot water bottles, sauna, steam, cold packs, ice massage) would be used and their indications, contraindications, precautions, effects, and uses.
2. Identify the physiological principles and mechanisms involved in the effects of hydrotherapy and thermal agents.
3. Describe the circumstances under which various complementary therapies (e.g. sound, color, aromatherapy, moxibustion, and cupping) would be used and their indications, contra-indications, precautions, effects, and uses.
4. Apply and use various hydrotherapy techniques and hot and cold applications to produce a therapeutic benefit.
5. Recognize and practice appropriate methods of hygiene and sanitation in the performance of hydrotherapy.

III. Graduates will develop a strategy for a successful practice, business or employment situation.

A. Graduates will identify and describe basic business practices relevant to the practice of massage therapy.

1. Identify common business practices and structures as applied to proprietorships, partnerships, and corporations in massage therapy and bodywork practice.
2. Formulate a business plan or outline an employment strategy, including short and long-term goals relative to the students' professional goals.
3. Understand basic aspects of legal agreements, contracts, employment agreements and professional insurance.
4. Identify basic principles of accounting and bookkeeping suitable for various business structures
5. Create and maintain client, financial and tax records and identify legal requirements for retaining these records.
6. Demonstrate knowledge of federal, state/ provincial and local regulations as they pertain to massage therapy.
7. Demonstrate knowledge of ADA requirements and the implication this has on the practice of massage therapy.

B. Graduates will demonstrate knowledge of effective communication related to business and marketing.

1. Write clear, concise and complete business letters, resumes and marketing materials.
2. Identify and discuss common methods of promotion and advertising used in establishing and operating a massage therapy practice.

C. Graduates will identify strategies to develop and maintain a client base.

D. Graduates will identify strategies for effective communication with other professionals regarding client care and referrals.

1. Discuss the process needed to identify the scope of practice of allied professions.
2. Describe the appropriate use of medical release and consent forms.

E. Graduates will identify strategies for effective management of the work environment.

1. Identify and design effective methods for time management, client scheduling, and maintenance of the work environment.

F. Graduates will be able to discuss the process for establishing and maintaining professional boundaries and relationships with peers, in the work place, and with other professionals.

G. Graduates will identify strategies for conflict resolution in relationships with other professionals.

1. Discuss the need to document conflict.

IV. Graduates will be able to demonstrate professional management of resources.

A. Effectiveness is demonstrated by responsible use of professional behaviors such as time management and effective verbal communication. These skills are demonstrated by

1. Completing required course sessions; attendance.
2. Arriving for class and returns from breaks on time.
3. Preparing all assignments before the scheduled class session.
4. Communicating and participates in class discussions.
5. Speaking from the role of a professional massage therapist.
6. Demonstrating attentive and reflective listening skills to instructors and peers when speaking or being spoken to.
7. Successful completion of course work able to participate equally effectively as an individual or member of a team.
8. Utilizing peer and community network resources effectively.

B. Graduates will be able to demonstrate personal self care skills through:

1. Personal Journal entries/Core Assessment: manages issues of personal growth by clarifying values.
2. Identification of personal barriers to success: reflects on and modifies self imposed limitations to create barrier free goals/accomplishments.
3. Goal setting to acquire position as a massage therapist.

C. Graduates will be able to demonstrate discipline and/or capacity to acknowledge and regulate internal self.

1. The journal entries demonstrates the ability to manage personal and professional growth by clarifying one's own values, beliefs, and goals
2. By written evaluation, the elimination or reduction/modification of self imposed limitations.
3. Demonstration of an understanding and application of goal setting for self and or clients.

III. and IV. Assessment Methods and Implementation Plan

Specific methods used to determine the program's progress in meeting the criteria as defined by the program include:

Alumni surveys

This is an indirect assessment method that is done annually by the alumni affairs office. The first surveys were conducted in 2004. The data from those surveys are currently being summarized into a form that will be able to be interpreted by the faculty at a future curriculum committee meeting. Future surveys will be conducted and summarized by the alumni affairs office and the results forwarded to the program for consideration. Upon receipt of the data summary, the information will be distributed and the analysis of that data added as an agenda item for the curriculum committee.

Clinic Assessment

This is a direct assessment method that is done on an ongoing basis in the clinic environment with T2's and T3's. To this point the assessment data collected has been seen and interpreted by the individual supervisors. In the upcoming year we plan to summarize this data for interpretation by the curriculum committee.

National Board Exam Pass Rates

This is an indirect assessment method that is available to us by request once a year. Unfortunately the information that is available to us is somewhat limited. It is actually just the pass rate. Furthermore, not all students take the test. However, the information is reviewed by the curriculum committee as a clue into the level of competency of our graduates.

Graduate Focus Groups

This is an indirect assessment method that was just implemented for this past fall graduation. The dean of the program sat down with a sampling of students that were partly hand picked and partly self selected for participation. The format was relatively informal and was aimed at collecting some data surrounding (among other areas) the level of competency and confidence of the graduating class. For future focus groups, consideration is being given to having a facilitator from outside the program conduct the focus group in order to limit any possible skewing of the feedback that may result from having the dean as the facilitator. These focus groups will take place at the end of every term.

Employer Surveys

This is an indirect assessment method that has yet to be implemented, but will consist of a phone survey of a random sampling of employers of our graduates. The survey will be conducted and summarized annually by the dean's administrative assistant and then reviewed and interpreted by the curriculum committee.

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University Learning Outcome #7

**I. University Learning Outcome #7: Critical Thought and Knowledge Acquisition
Graduates will acquire, appraise and apply scientific information. Graduates will contextually organize and synthesize relevant information to address an issue or problem.**

The cycle of assessment adopted by the School of Massage Therapy will allow for formal assessment and review of the 7th outcome approximately every 2 years.

The School of Massage Therapy will engage in the following assessment activities related to University Learning Outcome #7 for the upcoming year.

Criteria will be established, curriculum mapping information will be collected and measurement tools will be established for learning outcome #7 by the curriculum committee during the summer 2005 term.

Measurement tools will be implemented during the fall 2005 term.

In December of 2005 results of measurement will be analyzed and feedback will be provided to the curriculum committee.

Recommendations for curriculum changes will be incorporated to specific classes during winter 2006.

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University Learning Outcome #4

**I. University Learning Outcome #4: Individuals, Communities and Cultures
Graduates will demonstrate awareness and sensitivity to the cultural and health practices of individuals and communities. Graduates will be able to identify appropriate health related resources.**

The cycle of assessment adopted by the School of Massage Therapy will allow for formal assessment and review of the 4th outcome approximately every 2 years.

The School of Massage Therapy will engage in the following assessment activities related to University Learning Outcome #4 for the upcoming year.

Criteria will be established, curriculum mapping information will be collected and measurement tools will be established for learning outcome #4 by the curriculum committee during the fall 2005 term.

Measurement tools will be implemented during the winter 2006 term.

In April of 2006 results of measurement will be analyzed and feedback will be provided to the curriculum committee.

Recommendations for curriculum changes will be incorporated to specific classes during summer 2006.

Included in this report is a chart that outlines the timeline that the School of Massage Therapy intends to follow to address assessment of all 8 learning outcomes. The timeline was established to allow 1 term for criteria to be established, curriculum mapping information to be collected and measurement tools to be established. The next term will be used for implementation of the measurement tools. At the end of that (2nd) term, results of measurement will be analyzed and feedback will be provided to the curriculum committee. The following (3rd) term will be used to incorporate recommendations for curriculum changes into specific classes. This will provide for 1 year for a full assessment cycle of a particular outcome.

The assessment cycle for the next outcome in line will begin after the first term of the cycle of the outcome before it. In other words, when we are beginning the assessment cycle of an outcome, we will be in the middle of the cycle of the previous one and finishing up the cycle of the outcome before that one. We will be at different stages of the assessment cycle for 3 outcomes during every term.

When we get through all 8 outcomes, we will start again. This will provide for approximately a 2 year cycle for each outcome.

School of Massage Therapy 2005 Assessment Timeline

Establish criteria for Learning outcome #5	Summer 2006
Definition of learning outcome #8 criteria guidelines	Summer 2006
Collect curriculum mapping information on learning outcome #5	Summer 2006
Establish criteria for outcome #8	Winter 2005
Collect curriculum mapping information on learning outcome #5	<i>In process Winter 05</i>
Establish measurement tools for learning outcome #8	Summer 2006
Establish measurement tools for learning outcome #8	Clinical assessment
Implement measurement for learning outcome #8	Summer 2005
Analyze results of measurement	August 2005
Provide feedback to curriculum committee	August 2005
Incorporate recommendations for curriculum changes to specific classes	Fall 2005
Selection of University learning outcome: Outcome # 7 Critical Thought and Knowledge Acquisition	
Establish criteria for Learning outcome #7	Summer 2005
Collect curriculum mapping information on learning outcome #7	Summer 2005
Establish measurement tools for learning outcome #7	Summer 2005
Implement measurement for learning outcome #7	Fall 2005
Analyze results of measurement	December 2005
Provide feedback to curriculum committee	December 2005
Incorporate recommendations for curriculum changes to specific classes	Winter 2006
Selection of University Learning Outcome #4: Understanding of Individuals, Communities and Cultures	
Establish criteria for Learning outcome #4	Fall 2005
Collect curriculum mapping information on learning outcome #4	Fall 2005
Establish measurement tools for learning outcome #4	Fall 2005
Implement measurement for learning outcome #4	Winter 2006
Analyze results of measurement	April 2006
Provide feedback to curriculum committee	April 2006
Incorporate recommendations for curriculum changes to specific classes	Summer 2006
Selection of University learning outcome # 3: Ethics and Moral Reasoning	
Establish criteria for Learning outcome #3	Winter 2006
Collect curriculum mapping information on learning outcome #3	Winter 2006
Establish measurement tools for learning outcome #3	Winter 2006
Implement measurement for learning outcome #3	Summer 2006
Analyze results of measurement	August 2006
Provide feedback to curriculum committee	August 2006
Incorporate recommendations for curriculum changes to specific classes	Fall 2006
Selection of University learning outcome #5 :Service to the community	

School of Massage Therapy

2005 Annual Program Assessment Report

V. Results this year.

Completed assessment activities this past year include:

- 1. The second Clinic Communication Assessment.**
- 2. Fall 2005 graduate cohort focus group**
- 3. Fall 2005 meeting of the Advisory Board**
- 4. National Certification Board results for the past 1 ½ years**

Assessment data are included in the form of:

- 1. summary table and charts for the communications assessment,**
- 2. minutes from the graduate focus group**
- 3. minutes from the advisory board meeting and**
- 4. a letter from the National Board, for the above activities.**

Also included are curriculum committee minutes from 10/12/04 that reference faculty review of the graduate focus group information, curriculum committee minutes from 2/22/04 that reference faculty review of the Advisory Board Recommendations and the National Certification Board results.

The communications assessment has yet to be reviewed formally by the curriculum committee.

VI. Resources needed for proposed improvements

No specific resources of note were identified or deemed necessary for the changes noted below.

VII. Actions taken on results

No curricular changes were recommended based on the National Board pass rate or the Advisory Board Feedback.

In regards to the feedback obtained from the graduate focus group, the following changes were recommended:

1. Shifting content from PS 3 into PS 2. This change had actually already been made prior to the 2/22/05 meeting. The fall 2004 class was the last class under the old system.

2. In regards to student feedback on electives: we will continue to consider adding electives to the curriculum.
3. In regards to student feedback on research: Jim Hulbert will cover some content in the Special Topics class on the subject.