

## NAACLS Board of Directors' Accreditation Award

The Progress Report from the Medical Laboratory Assistant Program of **Bunker Hill Community College** in **Boston, MA** is deemed unsatisfactory.

Next Submissions for Program Review	End Accreditation Date
Progress Report Due to Citations: October 1, 2025 Self-Study: April 1, 2026	April 30, 2027

A Progress Report documenting compliance with the following Standard must be submitted electronically to NAACLS. Please refer to the "Next Submission for Program Review" chart for due date.

The Program is in partial compliance with the following Standards:

Standard II.B.

II. Assessment and Continuous Quality Improvement

B. Outcome measures

A review of the results of the following outcomes measures from at least the last three active years must be documented, analyzed, and used in program assessment and continuous quality improvement of the program to include an annual submission to NAACLS. If outcome measure(s) does/do not meet the stated NAACLS approved benchmarks (see Standards Compliance Guide), then an analysis and action plan must be submitted to correct the deficiency (ies).

1. External certification or licensure results
2. Graduation rates
3. Attrition rates
4. Placement rates (i.e., employment positions in the field of study or pursuit of further education)
5. Other (optional): such as results of capstone projects, faculty feedback, exit or final examinations, exit interviews with graduates, student and graduate professional leadership, impact of the program on local and regional healthcare, etc.

Rationale

A review of the results of the outcomes measures listed in Standard II.B were documented, but not analyzed or used in program assessment and continuous quality improvement of the program.

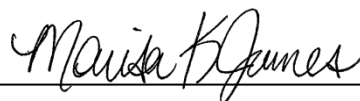
Recommendation

Submit documentation that shows a review of the results of the outcomes measures listed in Standard II.B. are analyzed and used in program assessment and continuous quality improvement of the program.

Failure to submit the required report(s) by the due date may result in Administrative Probation.



Robert Cottrell, MHS, PA(ASCP)<sup>CM</sup>  
President, NAACLS Board of Directors



Marisa K. James, MA, MLS(ASCP)<sup>CM</sup>  
Chief Executive Officer, NAACLS



## Progress Report for Citations

### Program Information

Program Sponsor: Bunker Hill Community College

Program Type:

BMS ☐ CG ☐ DMS ☐ HT ☐ HTL ☐ MLA ☒  
MLM ☐ MLS ☐ MLT ☐ Path A ☐ PHM ☐ PBT ☐

Program Location (City, State, Zip): Charlestown, MA, 02129

Program Director Name/Credentials: Perla Gilman, MS, MLS (ASCP), NRAEMT

Program Director Phone: 617-228-2480

Program Director Email: pgilman@bhcc.edu

A Progress Report must be submitted by all programs documenting the program's compliance with any Standards that were cited for partial compliance or non-compliance during the accreditation cycle. Include in the submission any supporting documents as needed. Refer to the current NAACLS Guide to Accreditation for further information regarding timelines and requirements.

Please include a copy of your most recent NAACLS Accreditation Award with this document. For each citation noted in the award, please provide a narrative describing how the program is now in compliance. Include any supporting documents with this form. To add citations, copy and paste categories as needed.

### Partial Compliance

**Standard number and recommendation from the NAACLS Board of Directors award letter:** Standard II.B. II. Assessment and Continuous Quality Improvement B. Outcome measures

A review of the results of the following outcomes measures from at least the last three active years must be documented, analyzed, and used in program assessment and continuous quality improvement of the program to include an annual submission to NAACLS. If outcome measure(s) does/do not meet the stated NAACLS approved benchmarks (see Standards Compliance Guide), then an analysis and action plan must be submitted to correct the deficiency (ies). 1. External certification or licensure results 2. Graduation rates 3. Attrition rates 4. Placement rates (i.e., employment positions in the field of study or pursuit of further education) 5. Other (optional): such as results of capstone projects, faculty feedback, exit or final examinations, exit interviews with graduates, student and graduate professional leadership, impact of the program on local and regional healthcare, etc.

Rationale: A review of the results of the outcomes measures listed in Standard II.B were documented, but not analyzed or used in program assessment and continuous quality improvement of the program.

Recommendation: Submit documentation that shows a review of the results of the outcomes measures listed in Standard II.B. are analyzed and used in program assessment and continuous quality improvement of the program.



## Progress Report for Citations

### **Description of how the program is now in compliance:**

All outcome measures are used as part of the yearly QA/QI to ensure that students are receiving the level of education required to be successful. Certification rates are further examined to determine which areas need improvement or further evaluation. Outcome measures are also shared during advisory board meetings to get further feedback from members of the advisory board. This feedback is then reviewed and analyzed to determine if any changes need to be made in the program.

Even though we do not have any certification rates, we have received feedback from students about why they have chosen not to sit for the certification exam. Students stated that they were unsure how to study for the exam because there is no study guide. Others stated that they chose not to take the exam due to the fact they are proceeding with their education and entering the MLT program. Please see attached "Post-Grad ASCP exam survey."

Graduate feedback is collected via Google Forms survey. That data is then analyzed and shared with the department. We only had one response to the surveys sent out and the response provided all 5/5 for the feedback. Even though we only had 1 response, we continue to send them out in hopes that feedback continues to come in. That feedback would be analyzed and any response above a 3 would be considered acceptable. Responses that are 3 or below would require a deeper look into the program and trying to find what would need to be improved in response to the scores. Please see attached "BHCC MLA Post-Grad Survey" for the response.

Program feedback is also collected via Graduate Survey. The responses are analyzed and any response that is 3 or above is considered acceptable by the program. Responses that are below a 3, require further investigation into the program and whether anything could be done to improve that response. Please see attached "New Graduate survey" for an example of this. In these surveys, a common theme was the request for more lab skills and lab time. This was all taken into consideration and more lab skills were added to the syllabus to allow more experience prior to attending clinicals. This will be re-assessed this summer when the current class graduates to determine if the changes made a difference.

Employer feedback is collected via advisory board meetings and clinical check ins and is assessed and analyzed by the program director and shared with the dean. Once analyzed it is determined if any quality improvement or changes to the program are needed. Advisory committee meetings and clinical check ins showed that students and clinical sites felt that the clinicals were rushed and that 3 weeks is not enough. After some conversation it was decided that 4 weeks would be better. At the next advisory board meeting, it was determined that 4 weeks still felt a little rushed and was decided that another week is needed and therefore the change was made to add another week to the clinical rotation. Please see attached "Advisory Board Meetings Minutes."

In addition to course evaluations and other feedback we have started doing a mid-semester evaluation called "Stop, Start, Continue" in which students can give their feedback on something within the program or curriculum they would like to see stop, something within the program or curriculum they would like to see start to happen, and something within the program or curriculum they would like to see continue. The responses from this evaluation will be analyzed by the Program Director. This survey will be given for the first time this year and therefore feedback is not

### **Non-Compliance**

**Standard Number and Recommendation from the NAACLS Board of Directors award letter:**



## Progress Report for Citations

**Description of how the program is now in compliance:**

\_\_\_\_\_

Additional Comments: \_\_\_\_\_

Program Sponsor: Bunker Hill Community College

Name of Preparer: Perla Gilman      Date: 10/30/2025

**Medical Laboratory Technology  
Advisory Board Meeting  
December 6, 2023  
Via WebEx Conference**

**Attendance:** Perla Gilman, Ellen Goonan, JoDe Lavine, Laura Rubin, Dalton Clarke, Debra St. George, Destinee Ribeiro, Bethany, Susan Sullivan, Meaghan McKowen, Laura Listro, Alice Murillo, Shauna Mazzola

**MLA Program:**

- Clinical sites are more comfortable with the 4 week rotation. All agree that it provides a more meaningful experience for the student.
- Discussed possibly making it a 5 week rotation to allow a little more time. Perla will have to look into how that fits within the summer semester but is open to making that change.
- Clinical sites would like Perla to come in and speak to the lab managers to better explain the role of an MLA and how they can benefit the lab and help out with staff shortage. Perla would be more than happy to do so, whether in person or via WebEx.

**Medical Laboratory Technology  
Advisory Board Meeting  
December 13, 2022  
Via WebEx Conference**

**Attendance:** Perla Gilman, Ellen Goonan, JoDe Lavine, Laura Rubin, Dalton Clarke, Debra St. George, Destinee Ribeiro, Bethany, Susan Sullivan, Meaghan McKowen, Laura Listro, Alice Murillo, Shauna Mazzola

**Program Review/Update:**

- NAACLS Site Visit
  - The MLT Program has officially received a 10 year award as the outcome of the NAACLS Site Visit.
- MLA Accreditation
  - The MLA Program is now officially accredited by NAACLS.

**Clinical Practicum Feedback and Suggestions:**

- Holy Family Hospital
  - Very happy with the student
  - They hired this student as well
  - So far they have hired both of our students that have gone through rotation there
- MGH
  - Nothing but positive comments about the student. There were no issues or concerns raised.
- BWH
  - Student did a great job and well prepared
  - They would like to extend an offer for the Chem department
  - They also hired our MLA student to work in Phlebotomy
- BMC
  - They did not have a student this semester but are excited to have Rachida in the Spring
  - They have never had issues with our students and our students are always prepared
- CHA
  - Student was well prepared
  - Student applied for employment
  - Dalton would also like to have more MLA Students
- Newton-Wellesley
  - Very good luck with BHCC students
  - Always prepared

### **Phlebotomy Rotation**

- The idea of having a very small phlebotomy rotation was brought up in which the students will attend a 2 or 3 days phlebotomy rotation at the hospital to have a better understanding of phlebotomy and its process.
- This will also allow the hospitals to now hire the students as Per-Diem phlebotomists to help with the shortages.
- Feedback
  - Holy Family Hospital
    - Can definitely support that and believes it would be very beneficial to the student
  - Newton Wellesley Hospital
    - Can support that and will probably place the student in outpatient vs inpatient
  - Tuft's
    - Onboarding at Tuft's is very difficult so it wouldn't make sense to have the student go through the process for just 2 or 3 days
    - Probably will not be able to support
- The idea of Phlebotomy workshops was brought up in which it is a 1 hour long phlebotomy training session. Volunteers will come in and do hands on skills with students.

### **MLA Program**

- Things are going well. The clinicals seemed rushed. 3 weeks seems too little and clinicals feel that students aren't getting the proper experience with 3 weeks.
- It was discussed and decided on that a week will be added and the clinical will now be a 4 week rotation.

**Bunker Hill Community College  
Medical Laboratory Assistant Program  
Survey of New Graduate**

The purpose of this survey is to help faculty evaluate the program's success in preparing graduates to function as competent Medical Laboratory Technicians. Compiled data from all returned surveys will be used to evaluate program quality; personal information from these surveys will be redacted. Aggregate data will be reported.

**Instructions:**

Consider each item separately and rate it independently of all others. Check the rating that indicates the extent to which you agree with each statement. Please do not skip any rating.

5 = Strongly Agree

4 = Generally Agree

3 = Neutral (acceptable)

2 = Generally Disagree

1 = Strongly Disagree,

NA = Not Applicable

Knowledge	5	4	3	2	1	NA
The program taught me the professional knowledge base required to function effectively on the job.		✓				
The program taught me the general knowledge base required to function effectively on the job.		✓				
The program taught me to interpret pertinent clinical information from test results.		✓				
The program trained me to make sound clinical judgments.	✓					
<b>Clinical Proficiency</b>						
The program helped me become proficient in the clinical skills required on the job.	✓					
The program taught me procedures necessary to function safely on the job.	✓					
The program taught me how to perform phlebotomy safely and effectively.	✓					
The program made me feel confident that I possess all the skills necessary to meet the challenges of being a Medical Laboratory Technician.	✓					



Behavioral Skills	5	4	3	2	1	NA
The program helped me develop effective oral communication skills.		✓				
The program helped me develop effective written communication skills.		✓				
The program encouraged me to conduct myself in an ethical and professional manner.	✓					
The program taught me how to manage my time effectively in the clinical setting.	✓					
The program taught me to respect the beliefs and values of all persons, regardless of cultural background, religion, age or lifestyle.	✓					
The program strongly encouraged me to become an engaged laboratory professional through membership in professional organizations.		✓				

Overall rating of the program	5 Excellent	4 Above Avg.	3 Average	2 Below Avg.	1 Poor
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**Comments:**

If there is more days to practice in Lab, not Lecture, <sup>such as venipuncture with false arm, gram stain, etc...</sup>  
It will be great!

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Thank you for participating in this survey. Your feedback is important.

Note: Completion of this survey is required as part of outcomes assessment by the program's accreditation body (NAACLS).

**Bunker Hill Community College  
Medical Laboratory Assistant Program  
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Knowledge	5	4	3	2	1	NA
The program taught me the professional knowledge base required to function effectively on the job.		✓				
The program taught me the general knowledge base required to function effectively on the job.	✓	✓				
The program taught me to interpret pertinent clinical information from test results.		✓				
The program trained me to make sound clinical judgments.		✓				
Clinical Proficiency						
The program helped me become proficient in the clinical skills required on the job.		✓				
The program taught me procedures necessary to function safely on the job.	✓					
The program taught me how to perform phlebotomy safely and effectively.		✓				
The program made me feel confident that I possess all the skills necessary to meet the challenges of being a Medical Laboratory Technician.			✓			

Behavioral Skills	5	4	3	2	1	NA
The program helped me develop effective oral communication skills.	✓					
The program helped me develop effective written communication skills.		✓				
The program encouraged me to conduct myself in an ethical and professional manner.		✓				
The program taught me how to manage my time effectively in the clinical setting.		✓				
The program taught me to respect the beliefs and values of all persons, regardless of cultural background, religion, age or lifestyle.	✓					
The program strongly encouraged me to become an engaged laboratory professional through membership in professional organizations.	✓					

Overall rating of the program	5 Excellent	4 Above Avg.	3 Average	2 Below Avg.	1 Poor
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Comments: We were unable to do practical at classroom. If we did some practical at class that would be very helpful for us during our clinical practical.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Thank you for participating in this survey. Your feedback is important.

Note: Completion of this survey is required as part of outcomes assessment by the program's accreditation body (NAACLS).

Timestamp	Please describe your current job title, salary (optional) and length of employment.	The program taught me the professional knowledge base required to function effectively on the job	
2025/07/22 9:59:14 PM AST	Meat Cutter/ Assistant Manager		5



The program taught me the  
general medical knowledge base  
required to function effectively  
on the job.

5

The program taught me to  
properly collect and process  
specimens throughout the lab

5

The program taught me to  
make sound clinical judgements

5

The program helped me become  
more proficient in the clinical  
skills required on the job

5

The program taught me how to  
function safely on the job

5

The program taught me how to  
perform phlebotomy safely and  
efficiently.

5

The program made me feel  
confident that I possess all the  
skills necessary  
to meet the challenges of being  
a Medical Laboratory Assistant.

5

The program helped me develop  
effective oral communication  
skills

5

The program helped me develop  
effective written communication  
skills

5

<p>The program encouraged me to conduct myself in an ethical and professional manner.</p> <p>5</p>	<p>The program taught me how to manage my time effectively in the clinical setting</p> <p>5</p>	<p>The program taught me to respect the beliefs and values of all persons, regardless of cultural background, religion, age of lifestyle.</p> <p>5</p>
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The program strongly encouraged me to become an engaged laboratory professional through membership in professional organizations.

Overall rating of the program		Comments
5	5	

Have you taken the ASCP Exam? If Why haven't you taken the ASCP MLA exam?

No Not sure how to study

No I have been accepted into the MLT program and would like to wait until that is

No Continuing with the MLT program first

; completed before sitting for an ASCP exam