

**SLO ARCHIVE**

Student Learning Outcomes for HTEC 71

Medical Office Reception

Team Members:

Team Leader:

Pat Hassel (8789) in HTEC

Other members:

1. Cassie Hanna (x) NURS
2. Pat Hassel (x8789) HTEC

Additional team members/notes about team:

Mary Lavin, Roberta Powers, Juanita Russell, Kathryn Atwood, Cathy Brown, Jeff Schinske.

Additional Notes:

Outcomes:

Outcome 1 Phase I: Statement

Illustrate skills necessary to assist incoming and outgoing patients in the medical reception area of the doctor's office.

Outcome 1 Phase II: Assessment Strategy Used:

Assessment Quarter: Fall 2010

Assessors:

Assessment Tools: •

Sections being assessed: 01

Outcome 1 Phase III: Reflect & Enhance

Number of people involved in Phase III: 8

Changes:

Methods:

Embedded test and assignment questions.

Findings and Conclusions:

Seventy-five percent of these students should achieve at least 76% on these questions.
The mean was 100%. They did meet this expectation.

Enhancement (Planned Actions)**Part I:**

I was satisfied with the results-no changes in the near future.

Part II:

No additional resources are required to maintain this level of achievement.

Outcome 2 Phase I: Statement

Demonstrate appropriate communication skills with patients and colleagues.

Outcome 2 Phase II: Assessment Strategy Used:

Assessment Quarter: Fall 2010

Assessors: Pat Hassel

Assessment Tools: •

Sections being assessed: 01

Outcome 2 Phase III: Reflect & Enhance

Number of people involved in Phase III: 7

Changes:

Methods:

Embedded test and assignment questions.

Findings and Conclusions:

Seventy-five percent of these students should achieve at least 76% on these questions.
The mean score was 94%. They did meet this expectation.

Enhancement (Planned Actions)**Part I:**

The students need more case studies and role playing with various scenarios.

Part II:

No additional resources are required.

Outcome 3 Phase I: Statement

Identify and discuss the advantages and disadvantages of the different types of appointment scheduling including demonstrating computer skills.

Outcome 3 Phase II: Assessment Strategy Used:

Assessment Quarter: Fall 2010

Assessors: Pat Hassel

Assessment Tools: •

Sections being assessed: 01

Outcome 3 Phase III: Reflect & Enhance

Number of people involved in Phase III: 7

Changes:

Methods:

Embedded test and assignment questions.

Findings and Conclusions:

Seventy-five percent of these students should achieve at least 76% on these questions.
The mean score was 96%. They did meet this expectation.

Enhancement (Planned Actions)

Part I:

Students need more practice in scheduling appointments. They do have this in HTEC 75 Medical Office Management.

Part II:

No additional resources are required.

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