

## Student Learning Outcomes for HTEC 71

*Medical Office Reception*

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### 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:**

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### 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.

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**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.

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**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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