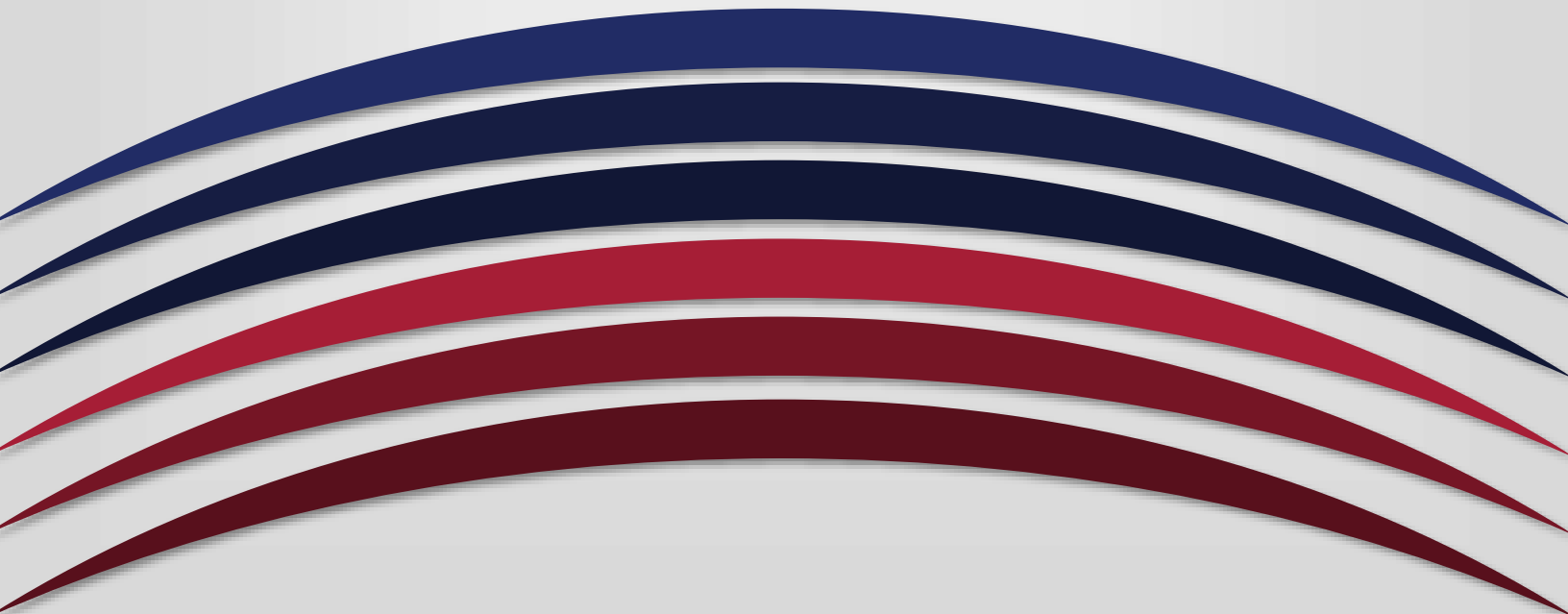


UNIVERSITY OF ARKANSAS  
**PULASKI TECH**

**Assessment Report:**  
**2020-2021:**  
**(BUS 2513 Administrative Office  
Procedures)**



1. Name of individual compiling report: Rebecca Sterling

2. Date of submission: October 13, 2021

3. Is the assessment plan (*Check or highlight one*)

☐ an initial plan for the  
program

☒ a revision of an old plan

☐ unaltered from  
previous year

## Course-Level Learning Outcomes-

### 1. What are the Course-Level Outcomes (CLOs)?

Upon completion of this course, the student should be able to:

- a. Understand the various types of communication (written, verbal, nonverbal, interpersonal, group, public) and which is the most effective for different business situations.
- b. Demonstrate a basic knowledge and proficiency in managing and resolving conflict within an organization.
- c. Describe how networking (both in –person and virtual) has changed the way people find jobs and companies recruit new employees
- d. Demonstrate knowledge and proficiency in effective decision-making, communication and team building.
- e. Explain how human motivation affects organizational dynamics.
- f. Demonstrate basic knowledge of the differences between managing and leading.
- g. Demonstrate knowledge of how to prepare for and deliver a presentation.
- h. Demonstrate knowledge of the importance of multi-cultural communication in today's workplace.
- i. Describe the ways in which confidentiality, legality, and ethics are important or the functioning of an organization.
- j. Demonstrate a basic knowledge and proficiency in creating, preparing, editing, and drafting correspondence, documents, and reports within an organization.
- k. Identify and describe the most important steps when editing and proofreading.
- l. Demonstrate ability to apply basic rules of English grammar, especially spelling, punctuation, capitalization, and sentence construction.
- m. Know which software applications are appropriate for the production of common business documents, presentations and spreadsheet creation (e.g. MS Word, MS Publisher, Adobe Acrobat, MS PowerPoint and MS Excel)
- n. Explain corporate branding and describe its role in copyright protection and plagiarism.
- o. Demonstrate basic knowledge and proficiency in creating appropriate email and traditional letters with regard to communication and etiquette.

- p. Identify and describe copyright laws, regulations regarding intellectual property, and ways to maintain confidentiality when distributing information.
- q. Identify and describe the process and techniques of gathering, compiling, and analyzing data.
- r. Demonstrate a basic knowledge and proficiency in the use of the Internet.

## 2. Which CLOs were addressed for this academic year? (2020-2021)

- 1. Demonstrate ability to apply basic rules of English grammar, especially spelling, punctuation, capitalization, and sentence construction.
- m. Know which software applications are appropriate for the production of common business documents, presentations and spreadsheet creation (e.g. MS Word, MS Publisher, Adobe Acrobat, MS PowerPoint and MS Excel)
- o. Demonstrate basic knowledge and proficiency in creating appropriate email and traditional letters with regard to communication and etiquette.
- r. Demonstrate a basic knowledge and proficiency in the use of the Internet Type your response here.

## 3. Which CLOs are being addressed in your assessment plan next academic year? (2020-2021)

- a. Understand the various types of communication (written, verbal, nonverbal, interpersonal, group, public) and which is the most effective for different business situations.
- j. Demonstrate a basic knowledge and proficiency in creating, preparing, editing, and drafting correspondence, documents, and reports within an organization.
- k. Identify and describe the most important steps when editing and proofreading.
- l. Demonstrate ability to apply basic rules of English grammar, especially spelling, punctuation, capitalization, and sentence construction.
- m. Know which software applications are appropriate for the production of common business documents, presentations and spreadsheet creation (e.g. MS Word, MS Publisher, Adobe Acrobat, MS PowerPoint and MS Excel)

## 4. Explain the assessment cycle.

Every semester; Spring 2020, Fall 2020; Spring 2021...

## 5. What are the assessment methods? Are they direct or indirect?

Direct – Performance Based Project – Two assessment activities were chosen for this class. The first activity consisted of a Computer Literacy Test made up of three tasks to show the student's knowledge as to MS Word, MS Excel and to demonstrate a basic knowledge and proficiency in creating, preparing, editing and drafting correspondence and documents within an organization including demonstrating the ability to apply basic rules of English grammar (spelling, punctuation, capitalization and sentence construction). (Active)

The second assessment activity is a comprehensive final exam.

Criterion/Threshold: Task 1 - Using Microsoft Word, Answer the following question in paragraph form. Your answer should express your thoughts on this topic, be in good grammatical form and be formatted so that it includes the question followed by the answer.

Question 1: What do you see yourself doing with your Medical Office degree after you graduate from this program? And in five years from now? (Your short term goals)

Place your name (first and last name) centered at the top of the page. Save your document on the computer's desktop or My Documents as first and lastname.doc. For example, if I were taking this test my document would be titled: Rebecca Sterling.doc or Rebecca Sterling Docx

Submit the document by attaching your file Task 1 file in this location.

Task 2 -

Using Microsoft Excel, design a spreadsheet for the following "dummy data." The data contains patient names, admit and discharge dates and physician names. The final product should have columns for 4 categories (patient name, admit date, discharge date and physicians name) with a title at the top of each category. Use the Header/Footer line in Excel to place YOUR name (First and Last name) centered at the top of the page. Make sure that the entire spreadsheet is "viewed" or "printed" as the final product so that none of the data falls to another page or is not shown. Set up the page to show "grid lines" when "viewed" or "printed" as the final product. All data names below are entered as first name then last name. Do not enter the year. The data is as follows:

Three patients were admitted on the last day of May, these were: Ann Day, Bobby Jones, and Cindy Smith. Their physician was Roy Flower. Another patient was admitted the next day, Doris Cooper under the care of Dr. Michael Gray. This same day, Ann Day was discharged. On June 3rd, an infant, Trey Butler was admitted to PICU and Ron White was

admitted to geriatrics. The physician for the infant was Dr. Gray and Ron White's physician was Linda Rogers. Dr. Rogers also discharged Ms. Smith and Ms. Cooper this same day. On the 5th, a motor vehicle accident injured several people causing the admissions of: Dan Fox, Carla Fox, Mike Fox and Michelle Ledbetter. Dr. Fowler was the ER Physician on duty this weekend. He also discharged Mr. Jones on Saturday the 6th of this particular weekend. One June 8th, Dr. Rogers discharged Baby Butler and admitted Greg Parker, Rhonda Murray and Laura Johnson all who had the flu virus. At this point, you may total the number of patients who are still "in-house" as the number who are still "admitted". The number of discharges for the month is the total you have discharged. These are the only two totals you will need.

Save your document on the computer's desktop or My Documents as first and lastname.doc (or docx) For example, if I were taking the test, my document would be titled: RebeccaSterling.xls

Submit your completed Task 2 spreadsheet in this location.

Task 3 - You will first attach Task 1 document in the attach files of Task 1 and Task 2 document to Task 2 for grading in Blackboard.

Task 3 will be to e-mail the two documents to me (rsterling@uaptc.edu) In order for your e-mail not to get lost in the UAPTC spam filter, place in the subject line of your e-mail: Computer Test - (your lastname) For example, If I were taking the test, my subject line would be SUBJECT: Computer Test - Sterling. Send your two documents to me, Rebecca Sterling, at rsterling@uaptc.edu

You will be notified via email when your email including your two documents are received.

The purpose of Task 3 is to see if the student can email documents with attachments correctly -

## 6. What are the assessment goal(s)?

The computer literacy test is to determine if the students are ready to move forward to jobs in their fields or continue their education toward an Associate Degree in Health Information Management Technology.

## 7. What were the findings for this academic year? (2020-2021)

Task one and three were worth 50 points and Task 2 was worth 100 points. The students that completed the computer literacy test, did well. The computer literacy test is to

determine if the students are ready to move forward to jobs in their fields or continue their education toward an Associate Degree in Health Information Management Technology.

## 8. What is your analysis of the findings?

Five students completed the Computer Literacy Test. The computer literacy test verifies at the student has the requisite computer skills with word processing, using a spreadsheet and sending e-mail attachments.

Task one and three were worth 50 points and Task 2 was worth 100 points. The students that completed the computer literacy test, did well. The computer literacy test is to determine if the students are ready to move forward to jobs in their fields or continue their education toward an Associate Degree in Health Information Management Technology. Analysis of Results of the five students completing Task 1 - all but 1 student received 50 out of 50 points. In Task 2 - the grades ranged from 80-100 out of 100 points and in Task 3 - all but 1 student received 50 out of 50 points. As to the Computer Literacy Test - all students that completed the three-part test did very well!

# of Traditional Students Assessed 0

# of Traditional Students Who Successfully Completed Assessment 0

# of Online Students Assessed 5

# of Online Students Who Successfully Completed Assessment 5

# of Hybrid Students Assessed 0

# of Hybrid Students Who Successfully Completed Assessment 0

# of Concurrent Students Assessed 0

# of Concurrent Students Who Successfully Completed Assessment 0

On the comprehensive final exam, all 5 students completed the exam. The high score was 91, the low score was 76 and the median score was 82 for the final exam consisted of 100 questions worth 2 points each covering 14 chapters.

## 9. What is the action plan for the next academic year? (2021-2022) Explain.

Add the following student learning outcomes for Fall 2021 semester:

- s. Demonstrate a basic knowledge of HIPPA (Health Insurance Portability and Accountability Act).
- t. Identify and describe HIPPA regulations regarding the health privacy law, and ways to maintain confidentiality when distributing information.
- u. Demonstrate how to effectively interact with patients using the AWARE Approach to Patient Interactions

The instructor will emphasize the need for the students to complete the Computer Literacy Test as it is just one of the precursors to the student getting accepted into the AAS in Health Information Technology program from the TC in Medical Office Technology.

The instructor added a detailed group project that includes a Written Communications component to the 2020-2021 plan and also included the comprehensive final exam.

### **Detailed Group Project**

You will use the tools such as collaborate, discussion board and file exchange in Blackboard.

Before (date assigned) at 11:30 p.m., you will:

Elect co-chairs or co-leaders (This is in the event your one of your leaders goes AWOL and you need a co-leader to step up and be able to submit the group project). If your leader goes AWOL (Absent without leave or letting anyone else in the group be aware that they cannot fulfill their position, please contact me immediately!) AWOL is unacceptable.....

Complete a Teamwork Contract and all members will sign contract and submit one individually in the drop box - this can be individually signed or collectively signed but it will need to be worded the same. I have provided a Teamwork Contract information sheet. The contract must be posted in the discussion area and it will need to have the following items included:

#### Meetings and communication

- Times and places for in person meetings.
- Frequency of checks to Blackboard discussion area.
- Rules and procedures during face-to-face meetings.
- Who will summarize decisions, when will he/she post them in the discussion area.

#### Work and deadlines

- How will the group come to agreement on a topic (what research are members expected to do before you meet / go online to discuss the topic)?
- When will you make a final decision on a topic?
- Who will write the first draft of and who will first edit each component? Deadlines.
- Who will collate the whole submission and then circulate it for the group to comment on? Deadline.
- Who will prepare and submit the final submission? Deadline.

#### Penalties.



- What happens if members don't meet agreed-to deadlines?
- What happens if members do not contribute / come to meetings?

Each week prior to the deadline I want you (individually) to complete the Teamwork Checklist and make comments and submit in the drop box. You will be reflecting on your performance in the group; you will answer the questions regarding the rest of the group and discuss with your whole group where you think the problems are arising. Make comments in the box as to what are the problems and how you are going to overcome them. I should receive 3 separate checklists from each student. Teamwork checklists will be due on the following dates: March 7; March 14 and March 21 by 11:30 p.m.

Once you have completed your project, (please submit by March 21, 2021) one of the co-leaders will drop the final project in the project drop box for instructor grading. The other co-leader will check with the instructor to make sure that the project has been submitted by March 21, 2021 contact instructor at [rsterling@uaptc.edu](mailto:rsterling@uaptc.edu)

Submit your teamwork -assessment rubric - one for each team member -(instructions are on the drop box) - you have multiple attempts for multiple pages.

Points for this teamwork project:

20 points - teamwork checklist (per person) - need to submit 3 (March 7; March 14, March 21)

20 points - teamwork contract (per person) completed and signed deadline of March 7.

20 points - for Team member assessment rubric (need to submit 1 each per member of team)

40 points - these are the points you receive from your team members on their assessment of your work on the team

50 points - these are the points you receive from your instructor on your overall team project