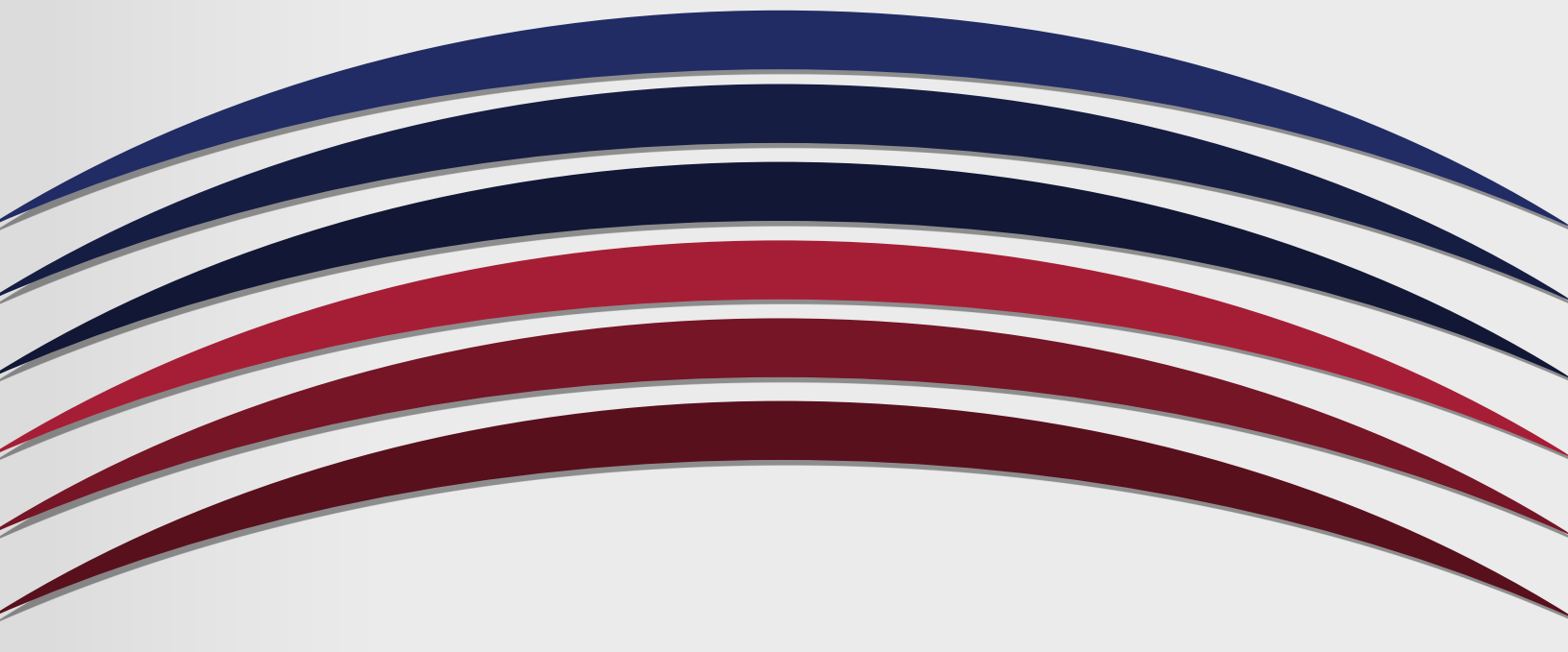


UNIVERSITY OF ARKANSAS  
**PULASKI TECH**

**Course-Level Assessment Report**  
**Course: BUS 2513 Administrative**  
**Office Procedures**  
**Academic Year: \_\_2021-2022\_\_**



1. Name of course: BUS 2513 Administrative Office Procedures
2. Name of individual(s) compiling report: Rebecca Sterling
3. Date of submission: August 26, 2022
4. Academic year: 2021-2022

## Course-Level Learning Outcomes

- 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 as a way of communicating with others inside and outside of the organization.

- s. Demonstrate a basic knowledge of HIPAA (Health Insurance Portability and Accountability Act).
- t. Identify and describe HIPAA 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

- Which CLOs were addressed for the academic year?

- Comprehensive final exam – All areas of CLOs
- Added to the list of CLO's (s, t & u) per HIMT program review. HIPAA knowledge exam.
- Added detailed group project (teamwork) (a,b & d)

- Which CLOs are being addressed in your assessment plan in the upcoming academic year?

- Comprehensive final exam – All areas of CLOs
- HIPAA knowledge exam. (CLO's s, t & u)
- Detailed group project (teamwork) (CLO's a,b,& d)

## How does this report connect or map to program-level or institutional-level outcomes?

(ILO link: <https://uaptc.edu/college-academics/resources/student-learning-outcomes>  
PLO list will vary depending on your Program.)

### **Institutional Learning Outcome**

#### **1. Analyze information from credible sources. (Information Literacy)**

This may include the ability to:

- Locate relevant information
- Evaluate the quality and usefulness of the information
- Synthesize the information.
- Communicate the information in an ethical manner consistent with the standards of the field or program of study.

#### **2. Appropriately apply a variety of technology tools within one's discipline. (Technology Literacy)**

This may include the ability to:

- Acquire information,
- Solve real-world problems,
- Communicate, and/or
- Perform tasks and processes.

## 7. Demonstrate career readiness skills. (Professionalism)

This may include the ability to:

- Demonstrate personal accountability.
- Meet commitments.
- Demonstrate ethical behavior.
- Demonstrate teamwork.

For each Course Level Outcome assessed this academic year, please complete the chart below, providing the assessment data for both fall and spring, and then a total for the academic year.

<p>Assessment Methods- How did you assess student learning (define direct assessment methods used) in relation to the course level outcome being reported?</p> <p><i>Note: If more than one assessment method was used, you may insert an additional row.</i></p>	<p>Comprehensive final exam – All areas of CLOs</p> <p>HIPAA Knowledge Exam (CLO's s, t &amp; u)</p>	
<p>Were indirect assessment methods also used to assess students? If 'yes', please describe the method used.</p>	Yes	No
<p>How do you define success for an individual student on the CLO assessment assignment or measure?</p>	<p>The student scores 70% on the questions linked to the CLO</p>	
<p>How do you define success for the course level outcome? What is the</p>	<p>70% of Students in the course achieve success on the CLO assessment/comprehensive final exam.</p>	

benchmark for the Course Level Outcome?	70% of Students in the course achieve success on the HIPAA Knowledge exam.	
How many students completed the assessment, and how many were successful?	<p><b>Fall (Comprehensive Final Exam)</b> 9 students assessed 9 successful (100% success rate)</p> <p><b>Fall (HIPAA Exam)</b> 9 students assessed 8 students successful (88.8% success rate)</p> <p>Note: 10 total students in class; 1 student did not take the Final Exam, and the HIPAA Exam</p>	<p><b>Spring (Comprehensive Final Exam)</b> 7 students assessed 7 successful (100% success rate)</p> <p><b>Spring (HIPAA Exam)</b> 8 students assessed 7 students successful (87.5% success rate)</p> <p>Note: 8 total students in class; 1 student did not take the Final Exam.</p>
Academic Year Total (add the numbers from Fall and Spring)	<p>16 students assessed (Comprehensive Final Exam) 16 successful (100% success rate)</p> <p>17 students assessed (HIPAA Exam) 15 students successful (88.2% success rate)</p> <p>Note: 18 total students from Fall and Spring courses. See previous note on number of students that did not participate in the assessment.</p>	
Was the benchmark/goal for this academic year met?	Yes	No
Were standardized rubrics, tests, or checklists used?	Yes	No

- What is your analysis of the findings?

On the comprehensive final exam, 16 of the 18 students completed the exam. The high score was 192/200, the low score was 156/200 and the median score was 174/200 for the final exam consisted of 50 questions worth 4 points each covering 14 chapters.

On the HIPAA exam, 17 of 18 students completed the exam. The high score was 100. The low score was 50 and the median score was (88.8%).

- What is the action plan for the upcoming academic year?  
Explain.

Continue current plan and add teamwork assessment.