

All levels SLOs achievement Business Computing - Medical Administrative Office Technician-Certificate of Accomplishment during CCC Fall 2012

SLO Text	SLO Achievement				
	SLO Level	Course Number	Fully Achieved	Partially Achieved	Failed to Achieve
Students will apply Standard English principles when writing, editing, and speaking.	C	ENGL-C103	84.68 %	11.29 %	4.03 %
Upon successful completion of the course students will be able to communicate effectively by telephone, in person, and through computers and office equipment; set up files and file manually and electronically; use proper workplace etiquette and customer service skills; keyboard, edit, and proofread business documents; handle, distribute, and process mail; and work as a flexible team member.	C	BC-C112	44.44 %	25.93 %	29.63 %
Demonstrating good customer service, appropriate communication styles, human relations skills, problem-solving expertise and a grasp of business terminology; given a real-life scenario the student will make travel plans for a challenging situation with various types of documentation.	C	BC-C112	70.37 %	3.70 %	25.93 %
The student will create a personal job seeker's portfolio that includes research on jobs, salaries, and samples of various professional documents (letter of application, references list, resume, application for employment, etc.).	C	BC-C112	55.56 %	0.00 %	44.44 %
Based on a typical business scenario, students will be able to use medical terminology to create medical records or insurance claim forms used in a medical facility.	C	BC-C163	94.44 %	2.78 %	2.78 %
Students will be able to integrate the appropriate terminology from patient files and physician notes.	C	BC-C163	94.44 %	2.78 %	2.78 %
Students will be able analyze medical terminology to produce professional medical documents.	C	BC-C163	94.44 %	2.78 %	2.78 %
Demonstrate ability to apply critical thinking and analysis.	I	BC-C112	88.89 %	3.70 %	7.41 %
Demonstrate innovative thinking, and adaptive, creative problem solving skills.	I	BC-C163	97.22 %	2.78 %	0.00 %
Use effective communication and interpersonal skills.	I	BC-C112	77.78 %	0.00 %	22.22 %
Apply Standard English principles when writing, editing, and speaking.	P	ENGL-C103	84.68 %	11.29 %	4.03 %
Communicate effectively in the workplace.	P	BC-C112	62.96 %	0.00 %	37.04 %
Input, organize, retrieve, and manipulate data for the workplace.	P	BC-C112	62.96 %	0.00 %	37.04 %
Use appropriate software to create documents and digital files for the workplace.	P	BC-C112	40.74 %	33.33 %	25.93 %
Use medical terminology to create medical records and insurance claim forms, integrate appropriate terminology from patient files and physician notes, and analyze medical terminology to produce professional medical documents.	P	BC-C163	94.44 %	2.78 %	2.78 %