

**( BC-C108) Course Level SLO & Qualitative Notes**

**Upon completion of the course students will meet the minimum to maximum data entry requirements of 8,000 to 12,000 keystrokes per hour on industry-approved timed tests.**

81097-(BC-C108-L01)-Data Entry  
by Sally Kurz

This is a skills course that requires practice. I had one student that didn't complete enough work, two students that did not achieve a passing score and four students that only achieved 60-65%. Students can redo assignments until they achieve employable speed. In the future, I will send more emails to encourage students not to wait until the end of the course and then try to complete the assignments without doing the necessary practice to achieve marketable keyboarding speed.

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**( BC-C112) Course Level SLO & Qualitative Notes**

**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.**

81263-(BC-C112-001)-Office Organization  
by Krista Taylor

Each student will have the opportunity to show their skills at these scenarios by answering the scenarios in the discussion forums.

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**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.).**

81263-(BC-C112-001)-Office Organization  
by Krista Taylor

This does not apply to this course

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**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.**

81263-(BC-C112-001)-Office Organization  
by Krista Taylor

Students will be able to effectively complete all of these tasks upon completion of this course.

**( BC-C112) Institutional SLO & Qualitative Notes**

**Demonstrate ability to apply critical thinking and analysis.**

81263-(BC-C112-001)-Office Organization  
by Krista Taylor

Students are given office situations that require critical thinking. Each chapter requires students to work through a situation that they would come across in business.

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**Use effective communication and interpersonal skills.**

81263-(BC-C112-001)-Office Organization  
by Krista Taylor

Throughout the course, students are asked to communicate with the professor in discussion forums, as well as other students. There are specific scenarios which test their use of effective communication and interpersonal skills. After taking this course, each student should be able to use these tools effectively.

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**( BC-C112) Program Level SLO & Qualitative Notes**

**Communicate effectively in the workplace.**

81263-(BC-C112-001)-Office Organization  
by Krista Taylor

Each student shall be ready to communicate effectively and calmly in the workplace.

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**Input, organize, retrieve, and manipulate data for the workplace.**

81263-(BC-C112-001)-Office Organization  
by Krista Taylor

After completing the course in Office Organization, each student should be able to input, organize, retrieve and manipulate data for the workplace. They will learn how to do these items in lesson plans as well as in their HOW 12 workbook.

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**Use appropriate software to create documents and digital files for the workplace.**

# Student Outcomes Qualitative Notes during CCC Fall 2012 for Business Computing

81263-(BC-C112-001)-Office Organization  
by Krista Taylor

Throughout the course, each student will learn how to select appropriate software to create documents and digital files for the workplace. They will do so by creating their HOW 12 workbook, as well as taking their quizzes and exams.

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## (BC-C120) Course Level SLO & Qualitative Notes

**Based on a business scenario, students will be able to use Microsoft Excel to produce a professional worksheet and printed report that contains appropriate formatting, correct formulas, and simple charts.**

82980-(BC-C120-L01)-Microsoft Excel 1  
by Sylvia Amitoelau

The students that failed to meet the SLOs were the students who stopped submitting work towards the end of this 8-week course. I sent individual emails listing their missing work, asked if they needed help, etc. I didn't hear back from any of them. I don't know why these students stopped submitting work during the last few weeks of this course.

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## (BC-C120) Institutional SLO & Qualitative Notes

**Demonstrate ability to apply critical thinking and analysis.**

82980-(BC-C120-L01)-Microsoft Excel 1  
by Sylvia Amitoelau

The students that failed to meet the SLOs were the students who stopped submitting work towards the end of this 8-week course. I sent individual emails listing their missing work, asked if they needed help, etc. I didn't hear back from any of them. I don't know why these students stopped submitting work during the last few weeks of this course.

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**Demonstrate ethical civic, environmental, and social responsibility.**

82980-(BC-C120-L01)-Microsoft Excel 1  
by Sylvia Amitoelau

The students that failed to meet the SLOs were the students who stopped submitting work towards the end of this 8-week course. I sent individual emails listing their missing work, asked if they needed help, etc. I didn't hear back from any of them. I don't know why these students stopped submitting work during the last few weeks of this course.

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## (BC-C124) Course Level SLO & Qualitative Notes

**Create, edit, convert, print, and distribute Acrobat (PDF) files that contain, text, images, forms, security options, and multimedia elements.**

83434-(BC-C124-001)-Using Adobe Acrobat  
by Stefan Bund

I will continue to refine the instructional materials (instructions, guidelines, requirements and content) to be more readable and doable by students. I do not wish to lower any expectations for online work, but can improve the human side of how the material is presented and collected. I do feel that the large number of high scores is reflected by the use of email, where I can respond to student questions within five minutes of a question being answered. I used email for the first time this term, and found that my new iphone was very helpful in receiving student questions quickly. They seemed engaged by being able to get answers quickly, and managed to turn in a high number of good pieces of work.

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**( BC-C147) Course Level SLO & Qualitative Notes**

**Given workplace, school, and personal communication scenarios, the student will use essential features and functions of computer hardware, the Windows XP or Vista operating system, and Internet Explorer**

82527-(BC-C147-001)-Beginning Microsoft Word  
by Brenda Terry

This SLO relies upon all the chapter assignments, quizzes, and Part 1 and Part 2 of the Final Exam. 93% of my class met or partially met this SLO.

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**The student will use Microsoft® Word 2007 XP or Vista or higher versions' features and functions to create and edit memos, letters, and reports; apply appropriate formatting elements and styles to a range of document types; add graphics and other visual elements to enhance written communication; plan, research, write, revise, and publish documents to meet specific information needs; assess the communication purpose and then prepare the materials that achieve the goal efficiently and effectively.**

82527-(BC-C147-001)-Beginning Microsoft Word  
by Brenda Terry

This SLO relies upon the chapter assignments and Part 2 of the Final Exam. 83% of my class met or partially met this SLO. One of the things I plan to do the next time that I teach this class is to give out fewer assignments. I think I overdid it with the amount of work I gave from each chapter.

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**( BC-C147) Institutional SLO & Qualitative Notes**

**Demonstrate ability to apply critical thinking and analysis.**

82527-(BC-C147-001)-Beginning Microsoft Word  
by Brenda Terry

This SLO relies upon the three quizzes and part 1 and part 2 of the Final Exam. 80% of my class met or partially met this SLO. I give the students a study guide and everything is based upon what

they learned in the chapter assessments, so I don't know that there's anything that can be done to improve beyond the 80%. Perhaps give a little more time on Part 1 of the exam since this is where my percentages dipped down. I have a lot of non-native English students and the extra time would probably facilitate better scores on Part 1 of the exam which is question based and requires reading under a timed deadline.

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### (BC-C148) Course Level SLO & Qualitative Notes

**Given workplace, school, and personal communication scenarios, the student will be able to use essential features and functions of computer hardware, the Windows XP or Vista operating system, Microsoft® Word 2007, and Internet Explorer**

83220-(BC-C148-001)-Intermediate Microsoft Word  
by Brenda Terry

This SLO relies upon Chapter Projects, Chapter benchmarks, and two quizzes. 72% of my class met or partially met this SLO. 5 out of the 18 students didn't do any of the work or only some of it and they failed the class. So they're the ones who brought this SLO's "scores" down.  $5/18 = 28\%$

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**The student will be able to use Microsoft® Word 2007, in conjunction with the XP or Vista operating system, to create and edit memos, letters, and reports; insert custom numbers and bullets, multilevel list numbering, headers and footers; create and print different sections; create and edit a chart; use spelling, grammar, thesaurus, word count, custom dictionaries, and research features; use and customize AutoCorrect, Quick Parts, Fields, and the Quick Access toolbar; create and customize themes and styles; insert links, and create a cross reference; insert special features and references; create a variety of tables and indexes; insert comments, track changes, and combine documents; and protect documents, prepare documents for distribution, and use a digital signature.**

83220-(BC-C148-001)-Intermediate Microsoft Word  
by Brenda Terry

This SLO relies upon Chapter Projects and Chapter benchmarks. 72% of my class met or partially met this SLO. 5 out of the 18 students didn't do any of the work or only some of it and they failed the class. So they're the ones who brought this SLO's "scores" down.  $5/18 = 28\%$

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### (BC-C148) Institutional SLO & Qualitative Notes

**Demonstrate ability to apply critical thinking and analysis.**

83220-(BC-C148-001)-Intermediate Microsoft Word  
by Brenda Terry

This SLO relies upon eight Chapter benchmarks and two quizzes. 72% of my class met or partially met this SLO. 5 out of the 18 students didn't do any of the work or only some of it and they failed the class. So they're the ones who brought this SLO's "scores" down.  $5/18 = 28\%$

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**( BC-C161) Course Level SLO & Qualitative Notes**

**Students will be able analyze a medical billing situation and integrate the appropriate data from patient files and physician notes to complete a professional accounts payable invoice and submit the document to the appropriate insurance provider(s).**

81218-(BC-C161-L01)-HIT Medical Coding 1  
by Barbara Long

The SLO will be rewritten when the course outline is revised. Students do not analyze a billing situation and complete invoices or insurance forms. They read case students and look up the codes in the coding manuals that will be used in the billing office.

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**Students will be able to use CPT codes to create medical insurance claim forms used in a medical facility.**

81218-(BC-C161-L01)-HIT Medical Coding 1  
by Barbara Long

As mentioned before, students do not create medical billing forms. This SLO will be revised when course outline is rewritten There were 9 students who failed this class. This course is difficult for students and they tend to drop out or stick with the class and get discouraged and fail to study. The SLO's need to be rewritten to more accurately define the class.

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**( BC-C161) Institutional SLO & Qualitative Notes**

**Demonstrate innovative thinking, and adaptive, creative problem solving skills.**

81218-(BC-C161-L01)-HIT Medical Coding 1  
by Barbara Long

Students who completed the final exam had to use critical thinking and creative problem solving skills

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**( BC-C161) Program Level SLO & Qualitative Notes**

**Analyze medical billing situations, integrate appropriate data from patient files and physician notes, complete professional accounts payable invoices, and submit the documents to the appropriate insurance provider(s).**

81218-(BC-C161-L01)-HIT Medical Coding 1  
by Barbara Long

This SLO needs to be rewritten when the course outline is revised. Students do not analyze billing situations, create invoices or submit documents to insurance providers.

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**Use CPT codes to create complex medical insurance claim forms used in a medical facility.**

81218-(BC-C161-L01)-HIT Medical Coding 1  
by Barbara Long

Students learn to use the CPT coding book, but they do not complete medical insurance forms. This SLO will be rewritten when course outline is updated.

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**( BC-C162) Course Level SLO & Qualitative Notes**

**Students will be able analyze a complex medical billing situation and integrate the appropriate data from patient files and physician notes to complete a professional accounts payable invoice and submit the document to the appropriate insurance provider(s).**

81219-(BC-C162-L01)-Hit Medical Coding 2  
by Barbara Long

This is another SLO that needs to be rewritten. Students use the coding manuals to determine the codes to be used in billing situations, but they do not actually fill out the claim forms.

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**Students will be able to use CPT codes to create complex medical insurance claim forms used in a medical facility.**

81219-(BC-C162-L01)-Hit Medical Coding 2  
by Barbara Long

Students do not use insurance forms to complete the billing. This objective will be replaced when the course outline is rewritten.

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**( BC-C162) Institutional SLO & Qualitative Notes**

**Demonstrate innovative thinking, and adaptive, creative problem solving skills.**

81219-(BC-C162-L01)-Hit Medical Coding 2  
by Barbara Long

This was completed by only three of the six students.

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**( BC-C162) Program Level SLO & Qualitative Notes**

**Analyze medical billing situations, integrate appropriate data from patient files and physician notes, complete professional accounts payable invoices, and submit the**

**documents to the appropriate insurance provider(s).**

81219-(BC-C162-L01)-Hit Medical Coding 2  
by Barbara Long

Students had to code cases for procedure codes and diagnosis codes using the coding manuals. They did not do a good job because most of them procrastinated until the end of the semester.

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**Use CPT codes to create complex medical insurance claim forms used in a medical facility.**

81219-(BC-C162-L01)-Hit Medical Coding 2  
by Barbara Long

Students do not fill out insurance forms--they just read the cases and assign the codes that will be placed on the forms. This objective is going to be rewritten

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**( BC-C163) Course Level SLO & Qualitative Notes**

**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.**

81313-(BC-C163-L01)-HIT Medical Terminology 1  
by Barbara Long

This SLO needs to be rewritten because students do not create medical records or fill out forms using medical terminology.

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**Students will be able analyze medical terminology to produce professional medical documents.**

81313-(BC-C163-L01)-HIT Medical Terminology 1  
by Barbara Long

The wording on this SLO needs to be changed because the students do not produce medical documents.

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**Students will be able to integrate the appropriate terminology from patient files and physician notes.**

81313-(BC-C163-L01)-HIT Medical Terminology 1  
by Barbara Long

This SLO needs to be rewritten. Students do not read patient files and physician notes in this class.

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**( BC-C163) Institutional SLO & Qualitative Notes**

**Demonstrate innovative thinking, and adaptive, creative problem solving skills.**

81313-(BC-C163-L01)-HIT Medical Terminology 1  
by Barbara Long

Students took an essay Final Exam

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**( BC-C163) Program Level SLO & Qualitative Notes**

**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.**

81313-(BC-C163-L01)-HIT Medical Terminology 1  
by Barbara Long

This SLO needs to be rewritten because students do not use medical insurance forms or create medical documents using medical terminology.

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**( BC-C164) Course Level SLO & Qualitative Notes**

**Adhere to current regulations and establish guidelines in code assignment.**

83279-(BC-C164-L01)-HIT Medical Coding Review  
by Barbara Long

Both books dealt with current regulations and guidelines in code assignments.

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**Apply diagnosis/procedure codes using the ICD-9-CM.**

83279-(BC-C164-L01)-HIT Medical Coding Review  
by Barbara Long

Students successfully completed this SLO in doing assignments and exams.

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**Apply procedure codes using the CPT/HCPCS.**

## Student Outcomes Qualitative Notes during CCC Fall 2012 for Business Computing

83279-(BC-C164-L01)-HIT Medical Coding Review  
by Barbara Long

Both classes required students to use the CPT and HCPCS to apply codes to cases

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**Pass a sample AHIMA certification exam with a score of 75% or better.**

83279-(BC-C164-L01)-HIT Medical Coding Review  
by Barbara Long

Students prepared to take the AHIMA exam, but no student actually took the exam. This SLO will be rewritten when the course outline is revised.

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**Pass a sample AHIMA certification exam with a score of 75% or better.**

83279-(BC-C164-L01)-HIT Medical Coding Review  
by Barbara Long

Only one student took the sample AHIMA exam and passed with better than 75%. This SLO will be rewritten when course outline is revised.

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### **( BC-C164) Institutional SLO & Qualitative Notes**

**Demonstrate innovative thinking, and adaptive, creative problem solving skills.**

83279-(BC-C164-L01)-HIT Medical Coding Review  
by Barbara Long

Enrolled students chose one of two books to complete the assignments. Both books dealt with innovative thinking, and adaptive, creative problem solving skills.

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### **( BC-C284) Course Level SLO & Qualitative Notes**

**Apply and build on theoretical and practical education in the performance of work tasks in chosen field.**

83063-(BC-C284-001)-Work Based Learning  
by Iliana Marin

1. the students who successfully completed the course, effectively communicated achieving the SLO through the Final Written Report. The reports provides students with the opportunity to discuss

the nature of the work they performed and link education and skills learned to their final performance. 2. I will continue to use this assessment to measure this SLO, since both students enrolled in the course successfully met it. Again the 33% statistic shown as Failed to Meet is reflecting a student who is showing up in the gradebook that is not enrolled in the course at the time of submitting the notes.

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**Based on self-evaluation and supervisor feedback, develop appropriate professional development and career advancement goals.**

83063-(BC-C284-001)-Work Based Learning  
by Iliana Marin

1. The professional growth plan assessment enables students to reflectively consider feedback from the supervisor and instructor to define areas of strengths and areas requiring improvement to better succeed in the workplace. 2. Both students enrolled in the course successfully met this objective. See notes submitted on the previous SLOs for discrepancy of 33% Failed to Meet SLO.

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**( BC-C284) Institutional SLO & Qualitative Notes**

**Demonstrate ability to apply critical thinking and analysis.**

83063-(BC-C284-001)-Work Based Learning  
by Iliana Marin

1. Through the Student Objectives and Growth Plan, students are able to effectively develop and apply critical thinking and analytical skills. Students meet one on one with the instructor to discuss the nature of the work the student is engaged in and to determine areas of strengths and areas of need improvement. 2. The statistics in all of the SLOs at the time of writing the notes, were negatively impacted by the reporting of a student who is listed on the gradebook on Seaport but does not belong in the course. A request was submitted to have student removed. A total of two students according to the instructor's record were enrolled in the course and successfully met the SLO. However, the additional student on the roster yields a 33% Failed to Meet statistic.

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**Demonstrate ethical civic, environmental, and social responsibility.**

83063-(BC-C284-001)-Work Based Learning  
by Iliana Marin

1. Timesheets or Timecards are an effective measure of students social responsibility, tied to ethical, civic and environmental responsibilities. In this course, students are required to meet a minimum number of hours

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