

# CNM ANNUAL STUDENT LEARNING ASSESSMENT REPORT

*Due to the Student Academic Assessment Committee by October 15*



## PART 1: REPORT INFORMATION

Report Year and Contact Information			
<u>2017-2018</u> Academic Year	<u>Evelyn Selva, RVT</u> Contact Person	<u>Ehamilton9@cnm.edu</u> CNM Email	<u>X50152</u> CNM Office Extension

  

Subject of this Report
HWPS--VT_REC_CERT--Veterinary Receptionist Certificate

## PART 2: CONTEXT IN WHICH THE ASSESSMENT TOOK PLACE

Program/Area Highlights and Successes
(Wherever applicable, include course completion rates, job placement outcomes, and licensing examination pass rates. See the program information dashboard at <a href="https://livecnm.sharepoint.com/sites/Dashboards/SitePages/Program%20Information%20Dashboard.aspx">https://livecnm.sharepoint.com/sites/Dashboards/SitePages/Program%20Information%20Dashboard.aspx</a> (access restricted to CNM employees) and other reports at <a href="https://www.cnm.edu/depts/opie">https://www.cnm.edu/depts/opie</a> .)
The Veterinary Receptionist Certificate has remained popular. Employers have voiced confidence in hiring students that have completed the Certificate coursework.

  

Changes Implemented During the Past Year in Support of Student Learning
Additional sections of either course VT 1011 and / or VT 1005 were offered to meet student demand.

**PART 3: REPORT ON ASSESSMENT OF STUDENT LEARNING**

<b>Assessment Method</b>	<b>Type of Assessment Tool</b>	<b>Population or Course(s) Assessed</b>	<b>Graduate Learning Outcome(s) Assessed</b>	<b>Mastery Level</b> (E.g., "Minimum score of 3 on a rubric scaled 0-4" or "Minimum score of 75%")	<b>Targeted % Achieving Mastery</b>	<b>Outcome</b>
Successful completion of the courses.	Direct & Internal	VT 1011	Identify and properly use vocabulary supporting the 9 species involved in animal care fields	"C" or better received	63%	Target partially met
Successful completion of the courses.	Direct & Internal	VT 1011	Explain the need for veterinary confidentiality and professional ethics	"C" or better received	63%	Target partially met
Successful completion of the courses.	Direct & Internal	VT 1005	Recognize animal care client communication techniques relating to veterinary client service	"C" or better received	77%	Target partially met
Successful completion of the courses.	Direct & Internal	VT 1005	Complete basic veterinary front office skills	"C" or better received	77%	Target partially met

<b>Summary of Assessment Findings</b>
<p>VT 1005: Progress report including Summer 2017, Fall 2017, Spring 2018 and Summer 2018 (which did not "make"):</p> <p>The percentage above reflects all students still registered at census day; 11 dropped the course before the end of the course.</p> <p>53 students completed the course; 49 students received a "C" or better. 92.4% of the students completing the course met or exceeded the assessment target. Four students received a non- passing grade (1 = D, 3 = F)</p> <p>VT 1011: Progress report including Fall 2017, Spring 2018 and Summer 2018:</p> <p>The percentage above reflects all students still registered at census day; 10 dropped the course before the end of the course.</p> <p>89 students completed the course; 64 students received "C" or better. 71.2% of the students completing the course met or exceeded the assessment target. 26 students received non- passing grades (10 = D, 15 = F, 1 = audit).</p> <p>In either course, most of the "Ds" and "Fs" were due to chronic absence, especially after the midterm point.</p> <p>VT 1005 Summer 2018 was included in this report to align for future FY reports (but that section did not "make").</p>

**Interpretation of Assessment Findings**

In both VT 1011 and VT 1005 student learning assessment were measured by quizzes and tests. Role play was used and assessed by a standardized score sheet in VT 1005.

Both courses include vocabulary building exercises and cover topics regarding confidentiality and professional ethics. Client communication techniques and basic front office skills are incorporated into VT 1005.

Of the students completing the courses, 79.2% of the students in VT 1005 received "A"s or "B"s; and 48.3% of the students in VT 1011 received "A"s or "B"s. These statistics indicate ample coverage of student learning outcomes in VT 1005 and adequate coverage in VT 1011.

VT 1011 is a Program Required course for the AAS in Veterinary Technology, and the course requires sufficient homework study time. Some students appear to not be prepared for such needed study time.

**Action Plan in Support of Student Learning** (Describe changes to be made that are based at least in part on the assessment interpretation. If the assessment did not yield useful information, describe changes to be made in the assessment methodology and/or criteria.)

Continue the curriculum as developed.

Continue to incorporate and monitor the impact of role play in VT 1005, which encourages students to be in front of a group of peers performing a scenario based skill.

Continue to monitor chronic absence patterns which in the past have resulted in "Ds" and "Fs". Increase faculty communication to such students prior to drop dates.

**Please select all of the following that characterize the types of changes described in the above action plan:**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Assessment criteria revision | <input checked="" type="checkbox"/> Assessment methodology revision | <input type="checkbox"/> Assignment revision     |
| <input type="checkbox"/> Budgetary reallocation       | <input type="checkbox"/> Change in teaching approach                | <input type="checkbox"/> Course content revision |
| <input type="checkbox"/> Curricular Revision          | <input checked="" type="checkbox"/> Faculty training/development    | <input type="checkbox"/> Process revision        |

**Recommendations, Proposals, and/or Funding Requests****Budget Needed**

Continue offering the discipline specific course, VT 1005, each term. VT 1011 will also be offered, but student success will be reflected in the full AAS Veterinary Technology degree since VT 1011 has been moved to be a pre-req to the AAS.

NA

**PART 4: REMAINING YEARS IN CURRENT ASSESSMENT CYCLE PLAN** (including any revisions) – **OR -- UPCOMING ASSESSMENT CYCLE PLAN** (if this was the final year)

<b>Years of Full Cycle</b>	<b>Next Year's Assessment Focus</b> (Describe how the next planned assessment is expected to provide information that can be used toward improving student learning.)
2018-2022	Will focus on VT 1005 as an indicator for Certificate success. Beginning in Fall 2018, VT 1011 is moved to be a pre-req to Veterinary Technology AAS, and will be monitored under the AAS degree.

<b>Graduate Learning Outcomes to Be Assessed</b>	<b>Years in which Assessment Is Planned</b>	<b>Population/Courses to Be Assessed</b>	<b>Planned Assessment Approach</b>
Complete basic veterinary front office and customer service skills	2018-2020	VT 1005	
Identify and properly use vocabulary applicable to veterinary, agricultural, and retail animal care fields	2018-2020	VT 1005	
Recognize animal care client communication techniques relating to veterinary client service	2020-2022	VT 1005	
Assess various career paths and paraprofessional opportunities in the veterinary profession	2020-2022	VT 1005	