

**BIENNIAL PROGRAM STUDENT LEARNING OUTCOMES ASSESSMENT REPORT FORM –
ASSESSMENT COMPLETED IN AY2023-2024 (Due to the dean on November 15)**

Submission date: 11/15/2024

Assessment Plan covered in this report: Veterinary Assisting OEC

College: Community and Technical College

Campuses where the program(s) is delivered: ☐ Anchorage ☐ KOD ☐ KPC ☒ MSC ☐ PWSC

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1. Please list and number the Program Student Learning Outcomes your program assessed in the past academic year. For each outcome, indicate one of the following: Exceeded faculty expectations, Met faculty expectations, or Did not meet faculty expectations.

1. Communicate effectively in a variety of contexts and formats- Exceeded faculty expectations
2. Improve student proficiency regarding general office procedures that pertain to their role in veterinary practices- met faculty expectations

2. Describe what your assessment process was last year for these Program Student Learning Outcomes, including the collection of data, analysis of data, and faculty (and other, e.g., advisory board) conversations around the findings. (1000 words or less)

1. Community actors were recruited to role-play the part of angry clients that the students had to handle as if they were a team member of a veterinary practice. The scenarios were given to actors in greater depth than to the student to make the student have to respond when put on the spot. At the conclusion of the "scene" the student, the actor, the other classmates, and myself "debriefed" on what was done well, what could be improved and what levels of stress did the students feel.
2. A review of materials was performed to determine information that had not been mastered in previous VETT A103 (Veterinary Office Procedures) classes and a quiz was formulated. The quiz was administered on the first day of class and the last day of class. The student average rose from 61.7% to 88.7%.

3. What are the findings and what do they tell the faculty about student learning in your program? (1000 words or less)

Subjective assessment of student performance on the role playing exercise was that the

students could effectively respond to the stressful situations they were put in.

Student proficiency with general office procedures is being learned however not to a level of fluency that is ideal yet.

4. Based on the findings, did the faculty make any recommendations for changes to improve student achievement of the Program Student Learning Outcomes? Yes

- i. **Please describe the recommended action(s), what improvements in student learning the program hopes to see, the proposed timeline, and how the program will know if the change(s) has worked. If no recommendations for changes were made, please explain that decision. (1000 words or less)**

Continuing to incorporate role playing in class for client communication skills development will be done and, if time allows, more than one session will be incorporated. An objective rubric for scoring student performance during role playing will be developed.

We will be attempting to incorporate more opportunities for hands-on learning of material that was not mastered in the previous classes.

5. In the past academic year, how did your program use the results of previous assessment cycles to make changes intended to improve student achievement of the Program Student Learning Outcomes? Please check all that apply.

- ☐ Course curriculum changes
- ☐ Course prerequisite changes
- ☒ Changes in teaching methods
- ☐ Changes in advising
- ☐ Degree requirement changes
- ☐ Degree course sequencing
- ☐ Course enrollment changes (e.g., course capacity, grading structure [pass/fail, A-F])
- ☐ Changes in program policies/procedures
- ☐ Changes to Program Student Learning Outcomes (PSLOs)
- ☐ College-wide initiatives (e.g., High-Impact Practices)
- ☐ Faculty, staff, student development
- ☐ Other
- ☐ No changes were implemented last year. *(If no options above were selected)*

If you checked "Other" above, please describe. (100 words or less)

6. Do you have any information about how well these or other past improvements are working? Are they achieving their intended goals? Please include any data or assessment results that help you demonstrate this. *(1000 words or less)*

No data at this time.

DEAN SECTION (Due to the program on January 15)

1. Based on the program's responses above, what guidance and support do you have for the program moving forward? *(200 words or less)*

The Veterinary Assistant program should continue to monitor the program, looking for efficiencies in the courses. Also, it may be beneficial to combine the assessments of both the New Veterinary Technician Program and this to minimize overlap and reduce faculty time. Finally, the faculty should consider additional changes to course work to bring students in the general office procedures up to fluency.

2. Discuss what the program is doing particularly well in terms of its processes for the assessment and improvement of student learning, for example, the use of a common rubric or prompt, a signature assignment, etc. *(200 words or less)*

The faculty should be commended for their continued work on applied instruction. The roleplaying assessments engage the students and provides valuable experience before moving into their career.

Dean's signature:



Date: 1/15/2025