

Program SLOs

Health Care Information Technology

Certificate of Achievement – Health Care IT Implementation Support Specialist

Certificate of Achievement – Health Care IT Technical Support Specialist

Certificate of Achievement – Health Care IT Trainer

Program Student Learning Outcomes From the 2015 PrOF (Program Review) Update

1	Program Student Learning Outcome (P-SLO)	Health Care Information Technology	<ul style="list-style-type: none"> Execute implementation project plans by installing hardware (as needed) and configuring software to meet practice needs.
2	Program Student Learning Outcome (P-SLO)	Health Care	<ul style="list-style-type: none"> Incorporate usability principles into design and implementation.
3	Program Student Learning Outcome (P-SLO)	Health Care Information Technology	<ul style="list-style-type: none"> Test the EHR software against performance specifications.
4	Program Student Learning Outcome (P-SLO)	Health Care Information Technology	<ul style="list-style-type: none"> Interact with the vendors as needed to rectify problems that occur during the deployment process.
5	Program Student Learning Outcome (P-SLO)	Health Care Information Technology	<ul style="list-style-type: none"> Interact with end users to diagnose IT problems and implement solutions.
6	Program Student Learning Outcome (P-SLO)	Health Care Information Technology	<ul style="list-style-type: none"> Document IT problems and evaluate the effectiveness of problem resolution.
7	Program Student Learning Outcome (P-SLO)	Health Care Information Technology	<ul style="list-style-type: none"> Support systems security and standards.
8	Program Student Learning Outcome (P-SLO)	Information Technology	<ul style="list-style-type: none"> Be able to use a range of health IT applications, preferably at an expert level.
9	Program Student Learning Outcome (P-SLO)	Environment	<ul style="list-style-type: none"> Design lesson plans and structure active learning experiences for users.

10	Program Student Learning Outcome (P-SLO)	Environment	<ul style="list-style-type: none"> Assess training needs and competencies of learners.
11	Program Student Learning Outcome (P-SLO)	Soft Skill	<ul style="list-style-type: none"> Develop skills necessary to communicate effectively across the full range of roles that will be encountered in health care and public health settings.

Certificate - Health Care IT Implementation Support Specialist Student Learning Outcomes*

SLO 1	Execute implementation project plans, by installing hardware (as needed) and configuring software to meet practice needs.
SLO 2	Incorporate usability principles into software configuration and implementation
SLO 3	Test the software against performance specifications.
SLO 4	Interact with the vendors as needed to rectify technical problems that occur during the deployment process.
SLO 5	Proactively identify software or hardware incompatibilities.
SLO 6	Assist the practice in identifying a data back-up and recovery solution, and ensure the solution is effective.
SLO 7	Ensure that the mechanism for hardware/software recovery (e.g., data backup or redundant systems) and related capabilities are appropriately implemented to minimize system downtime.
SLO 8	Ensure that privacy and security functions are appropriately configured and activated in hardware and software.
SLO 9	Document IT problems and evaluate the effectiveness of problem resolution.
SLO 10	Assist end users with the execution of audits.
SLO 11	Demonstrate effective listening skills to comprehend spoken messages, analyze information critically and consider multiple perspectives.
SLO 12	Express ideas clearly in effective, appropriate and well-organized format.

Certificate - Health Care IT Technical Support Specialist Student Learning Outcomes*

SLO 1	Interact with end users to diagnose IT problems and implement solutions.
SLO 2	Document IT problems and evaluate the effectiveness of problem resolution.
SLO 3	Support systems security and standards.
SLO 4	Assist end users with the execution of audits and related privacy and security functions.
SLO 5	Incorporate usability principles into ongoing software configuration and implementation.
SLO 6	Ensure that the hardware/software “fail-over” and related capabilities are appropriately implemented to minimize system downtime.
SLO 7	Ensure that privacy and security functions are appropriately configured and activated in hardware and software.
SLO 8	Interact with the vendors as needed to rectify technical problems that occur during the deployment process.
SLO 9	Work with the vendor and other sources of information to find the solution to a user’s question or problem as needed.
SLO 10	Describe the purpose of typical networking hardware and software.
SLO 11	Summarize the mechanisms used to make network data continuously available.
SLO 12	Analyze fundamental security concepts.
SLO 13	Demonstrate effective communication skills.
SLO 14	Review the skills for troubleshooting computer problems.

SLO 15 Examine common support problems.

Certificate - Health Care IT Trainer Student Learning Outcomes*

SLO 1 Assess a range of Health Care IT applications, preferably at an expert level

SLO 2 Communicate proficiently using both health care and IT concepts

SLO 3 Assess training needs and competencies of adult learners

SLO 4 Build lesson plans while structuring active learning principles for the users

SLO 5 Analyze training records of the users and develop appropriate learning plans

SLO 6 Demonstrate effective listening skills to comprehend spoken messages, analyze information critically and consider multiple perspective.

SLO 7 Express ideas clearly in effective, appropriate and well-organized format.

*Developed through the Curriculum Committee approval process.