From: Sue Urbaniak
To: Janis Wittber
Subject: FW: Client Simulations - VET442 (for Sponsor Hill"s)
Date: 09 October 2014 11:05:23
Attachments: costs 2012 VET442 Communication exercises.xlsx
VET442 review 2012 gp 1.docx
VET442 review 2012 gp 2.docx
VET442 review 2012 gp 3.docx
VET442 - communication workshop 2012.doc
Report for Hill"s 2012.docx

Hi Janis
I see that the report for Hill's 2012 is amongst the attachments.

Regards
Sue Urbaniak
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From: Jennifer Mills
Sent: Wednesday, 23 May 2012 12:13 PM
To: Ellaine Hislop
Cc: Ian Robertson; David Hampson
Subject: Client Simulations - VET442 (for Sponsor Hill's)

Dear Ellaine,
The cost of the client simulations was $5558.89; see details in attached spread sheet. Below are the student satisfaction scores of the three sessions, scores in a scale of 1 (low) to 10 (high). Also attached are student evaluation comments for each of the three groups.

		6	7	7.5	8	8.5	9	10	n	mean	std dev
2/05/2012	1st Gp	1	5	1	7		6	6	26	8.4	1.18
9/05/2012	2nd Gp	1	4		10	1	6	6	28	8.4	1.09
16/05/2012	3rd Gp				7		13	7	28	9	0.72
	Overall								86	8.62	1.04

Students, staff & actors were pleased with the outcome. We did have a 'client' who had to have her own dog euthanased within the period, and so I acted in her place for the last session.

More resources are required to perfect client simulations, both in venue and organisation.

a) Venue –5 individual consultation rooms are needed, with a central 'control room' and waiting room for the clients. We used the anatomy laboratories for the last session – these were very cold; and anatomy museum and two adjacent rooms for the first two sessions.
b) Organization – more time is needed to run coaching and training sessions for both clients and facilitators to ensure correct & consistent techniques are being used, and the learning environment is 'safe' for both students and clients . Such sessions may need to be run after-hours, or repeated several times as new facilitators & clients are recruited. Dedicated educators in client communication are now on staff at some veterinary schools.

My report for Hills is also attached & contains the information above & more.
Please let me know if you require any further information, or if the report needs to be modified.

Kind Regards
Jenny

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