

### IT 331: Hospital Clerk Scenario Guidelines and Rubric

**Overview:** In this scenario, you have been asked by the HR department of a small regional hospital to provide IT support for one of the intake clerks. She has always been considered a stellar employee but is returning to work after an extended illness. She has residual physical disabilities as a result of the illness, including weakness on her left side and lingering sight issues that cannot be fully corrected with glasses or contact lenses.

**Prompt:** Prepare a report that summarizes your recommendations for reasonable IT accommodations that will allow the employee to continue her work as an intake clerk.

Specifically, the following critical elements must be addressed:

- **Technology Recommendations.** What supporting technology (hardware or software) would you recommend to accommodate the clerk's disability? If multiple options are feasible, provide a summary of the pros and cons of each option, along with your final recommendation. Explain your rationale, focusing on cost, ease of use, and effectiveness.
- **Work Environment Recommendations.** What alterations to the work environment would you recommend? Consider the work station, ergonomics, and other relevant work-space characteristics.
- **Training and Support Recommendations.** What training or other support resources would you recommend for the clerk as she returns to work? Be sure to identify services needed to effectively use identified software or hardware.

**Guidelines for Submission:** The report should be submitted as a two- to four-page Word document that uses double spacing, 12-point Times New Roman font, one-inch margins, and APA style for any citations.

**Rubric**

<b>Critical Elements</b>	<b>Exemplary (100%)</b>	<b>Proficient (85%)</b>	<b>Needs Improvement (55%)</b>	<b>Not Evident (0%)</b>	<b>Value</b>
<b>Technology Recommendations</b>	Meets “Proficient” criteria and includes insightful suggestions for effectively implementing the technology	Recommends appropriate hardware and software based on the accessibility challenges outlined in the scenario; response includes a well-developed rationale for each recommendation	Recommends appropriate hardware and software to address accessibility challenges, but the recommendations are incomplete or not adequately explained	Does not recommend appropriate hardware and software based on the accessibility challenges outlined in the scenario	40
<b>Work Environment Recommendations</b>	Meets “Proficient” criteria and includes details for effective implementation	Recommends specific and comprehensive alterations to the work environment	Recommends alterations to the work environment, but recommendations are incomplete or unclear	Does not recommend appropriate alterations to the work environment	25
<b>Training and Support Recommendations</b>	Meets “Proficient” criteria and includes details for effective implementation of training and services	Provides specific and comprehensive recommendations for training and support	Provides recommendations for training and support, but the response is incomplete or unclear	Does not provide appropriate recommendations for training and support	25
<b>Articulation of Response</b>	Submission is free of errors related to citations, grammar, spelling, syntax, and organization and is presented in a professional and easy to read format	Submission has no major errors related to citations, grammar, spelling, syntax, or organization	Submission has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	10
<b>Earned Total</b>					<b>100%</b>