

Western Student Learning Results (Program Outcomes) for 2011

Source: Student

of Grads: 6

of Responses: 5

Program: Office Support Specialist

Outcome	Yes	No	Unk	NA	Result	Feedback
What did you like about this program?	5 100.00%	0	0	0		
					Yes	Kim was such a great teacher for this program. I wouldn't change a thing!
					Yes	I liked that it was mostly all one instructor and that we were able to have a full schedule, but have two days without classes a week to be able to work.
					Yes	I liked this program because it focuses on daily office duties that you will most likely use in any field.
					Yes	Yes, I feel very comfortable completeing the tasks that I've learned in this program in a work environment.
What would you change about this program?	5 100.00%	0	0	0		
					Yes	I realize the entire second year of the program is essentially taken online, is there any way to make one or two of the first year classes available to take online so we're prepared with time management and etc. for the second year?
					Yes	I would not change anything in this program
Use effective communication skills.	5 100.00%	0	0	0		
					Yes	Yes, I'm very comfortable using my communication skills both verbally and in writing.
					Yes	I have greatly improved my communication skills in both written and oral.
Apply mathematical concepts.	5 100.00%	0	0	0		
Transfer social and natural science theories into practical applications.	5 100.00%	0	0	0		
Demonstrate ability to think critically.	5 100.00%	0	0	0		
Demonstrate ability to value self and work ethically with others in a diverse population.	5 100.00%	0	0	0		
Use technology effectively.	5 100.00%	0	0	0		
					Yes	Yes, I find in my work study program that I'm one of the more knowledgable people when it comes to computer programs in the department so I'm very thankful for all the hands on experience we get in the classroom.
Make decisions that incorporate the importance of sustainability	5 100.00%	0	0	0		
Produce error-free business communications using appropriate software applications.	5 100.00%	0	0	0		

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	This program is great for this!
Demonstrate ethical principles and professional behavior.	5 100.00%	0	0	0		
Provide excellent customer service to both internal and external customers.	5 100.00%	0	0	0	Yes	Learned alot on this topic as well. Quality Customer Service taught me alot that I had never really thought about.
					Yes	Yes. P.s. I think you should keep the fish market video for future classes :)
Categorize and prioritize assigned work to meet stated deadlines.	5 100.00%	0	0	0	Yes	time management is something that I feel everybody excels in my the time they finish the program requirements.
Aggregate Assessment of Achievement	65 100.00%	0	0.00%	0		