

Western Student Learning Results (Program Outcomes) for 2012

Source: Student

of Grads: 11

Program: Office Support Specialist

of Responses: 11

Outcome	Yes	No	Unk	NA	Result	Feedback
What did you like about this program?	11 100.00%	0	0	0		
					Yes	I liked the teacher and co-students. My computer skills were lacking when I began the program and everyone was quite willing to answer my many questions. I was also able to get a tutor to work with me (through my instructor and the ASC).
					Yes	I found it very useful for enhancing my basic skills, communication, and computer skills. For the knowledge I've acquired in going back to school since it had been a long time since H.S, I found it very useful.
					Yes	The redundancies between many of the courses.
					Yes	Having never worked with some programs, I got to learn them. FUN! Learning proper speaking and writing techniques and office edict. Big plus
					Yes	The overall program helped to teach me more about the skills I did not know how to do effectively before. What I did not like about the program is some of the information needed more time to learn and it was rushed through or incomplete in the context of work we needed to do.
					Yes	I love the way Advanced Word & Publisher course was taught. We had a mini lecture and had a quick overview of the chapter. Then we could work on our chapter the rest of the class time. I understood much more just working on it in class after the mini lecture.
					Yes	I liked learning about Microsoft 2012 and I how can put it in use in the work field.
					Yes	The program kept me up to date on the new technology on computer programs 2010.
					Yes	I really liked that the class was very small and had a lot of one on one with the instructors. One thing this program can improve on is finding a differnt teacher for Website Design and Introducticon to Excel/Access. I had a lot of problems with that class and most important the instructor was very, very, very unorganized.
					Yes	My adviser, Kim, was very helpful with becoming the individual I hoped to be. If there were any struggles with homework, or even personal life, she was of assistance. Western needs more teachers and advisers like her. It was a fun, enjoyable and resourceful program; which can be used in conjunction with every day needs, as well as jobs. Without this program, I wouldn't know how to use PowerPoint, Word, Excel, and many more, which are required in today's world.
What would you change about this program?	11 100.00%	0	0	0		
					Yes	Would like to have more variety of instructors
					Yes	Instructor for Website Design and Introduction to Access/Excel
					Yes	I wouldn't change anything about this program.
					Yes	There is not anything I would change.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	Go to the end of May with most of the programs that are taught. Then more time can be used for the more intense chapters of the books.
					Yes	Maybe have a quick books course available.
					Yes	Some of the classes were redundant. Some classes seemed to have the same information.
					Yes	I would say that some classes should come before others. One of my last classes this semester is Advanced Word/Desktop Publishing. In this class we have to do a portfolio. However, I do not have a lot to put in it because I have not been keeping things from previous semesters.
					Yes	I feel that Web Design could be omitted (or an elective).
Use effective communication skills.	11	100.00%	0	0	0	
					Yes	I feel confident that I will be very competent as an office support specialist in almost any setting.
					Yes	I feel I have better knowledge and understanding of knowing how to use effective communication skills with others.
					Yes	I feel it is very necessary to have effective communication skills and going forward in a professional field it really helps for job growth. Without professional communication skills it makes your job more complicated and less productive. It will also cause breakdown between your supervisor, coworkers, and customers. It's a well needed course.
					Yes	Yes.
					Yes	There was a lot more to effective communication skills than I ever thought. I was impressed.
Apply mathematical concepts.	10	90.91%	1	9.09%	0	0
					Yes	Math is difficult for me. I do believe Math with Business Applications could be more focused for general use.
					Yes	I have not yet completed my math course.
					Yes	Only took one class.
					Yes	Haven't done much with mathematical concepts yet. But in excel and access I still learned how to apply mathematical concepts.
					Yes	I love math, but quickly realized that what I learned in High School was nothing compared to college math!
					No	Spot student learning issues in math concepts to enable the student to get all available help they need to pass the course with more confidence in their ability to do the different types of math applications.
Transfer social and natural science theories into practical applications.	10	90.91%	1	9.09%	0	0
					Yes	No.
					Yes	N/A
					Yes	I feel more confident and outgoing after being part of the student life at Western.
					No	N/A
Demonstrate ability to think critically.	11	100.00%	0	0	0	

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	Taking these classes, I feel more confident to demonstrate the ability to think critically.
					Yes	Yes.
					Yes	Thinking critically was very much a part of the curriculum.
					Yes	I've had experience in thinking critically, but this course helped me to enhance my ability and some new ideas to achieving this.
Demonstrate ability to value self and work ethically with others in a diverse population.	11 100.00%	0	0	0		
					Yes	Yes.
					Yes	I've worked with many types of diversity and learned more in this course and how to deal with situations. I have learned to value myself more and also maintain and plan out my future goals with more confidence.
					Yes	Well done.
					Yes	I have become more confident to work ethically with others. The classes helped a lot.
Use technology effectively.	11 100.00%	0	0	0		
					Yes	Technology was my weakness when I began my program. I am still developing my technical abilities, and assume I will be doing that throughout my career. I found that some computer skills were assumed, so I had a lot of catching up to do.
					Yes	All the classes were great to learn how to use technology effectively. I feel I learned a lot.
					Yes	I would yes, with the exception of Web Expression, Excel and Access.
					Yes	Yes.
					Yes	My main goal was to learn more about technology than just emailing and web sites, but now I see how much I've advanced in my learning capabilities with the business courses. I feel very confident with my decision going back to school has tremendously helped.
					Yes	Immensely.
Make decisions that incorporate the importance of sustainability	11 100.00%	0	0	0		
					Yes	This subject was stressed repeatedly, especially in regard to printing.
					Yes	Yes.
					Yes	It is very important to have a plan, and the decision to be knowledgeable is a very important aspect in sustainability.
					Yes	The classes helped me learn how to make decisions that incorporate the importance of sustainability. I felt more confident in making decisions.
Produce error-free business communications using appropriate software applications.	11 100.00%	0	0	0		
					Yes	Well done.
					Yes	Yes.
					Yes	I have learned many error-free software applications that I feel will help me tremendously when moving forward.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	I feel these class have achieved me in producing error-free business communications using appropriate software applications. I feel more confident in using it.
Demonstrate ethical principles and professional behavior.	11 100.00%	0	0	0	Yes	Well done.
					Yes	Yes.
					Yes	One of the many styles individuals need to be professional is in their behavior. To be able to communicate not only with coworkers,family, but also customers. It is the factor that hold together an organization is ethical principles and behavior.
					Yes	The classes helped me have better knowledge and uderstanding of being professional in everyway.
Provide excellent customer service to both internal and external customers.	11 100.00%	0	0	0	Yes	Yes, the course for these skills was too long. Felt that the information that was taught in this course was common sense and could have been completed in 6 weeks.
					Yes	Customer Quality Service helped a lot with now knowing how to deal with customer service. There was a lot I learned that I didnt know much about or how to be professional about.
					Yes	Yes.
					Yes	I've worked many years in a department store and having cutomer service as one of my courses really enhanced my ability to provide the service that is needed both internally adn externally.
					Yes	Definitely yes. I feel everyone at Western wants each student to succeed.
Categorize and prioritize assigned work to meet stated deadlines.	11 100.00%	0	0	0	Yes	Well done.
					Yes	I learned a lot with knowing how to categorize and prioritize assigned work and how important it is to do so in the work field. It helps create less stress.
					Yes	Yes.
					Yes	The homework that is needed to complete in a timely manner has helped to prioritize and categorize my daily projects. I had some experience in doing this, but through this program it has helped me to not procrastinate and meet deadlines and finish the hardest projects first.
Aggregate Assessment of Achievement	141 98.60%	2 1.40%	0	0		