

Western Student Learning Results (Program Outcomes) for 2012

Source: Student

of Grads: 33

Program: Supervisory Management

of Responses: 9

Outcome	Yes	No	Unk	NA	Result	Feedback
What did you like about this program?	9 100.00%	0	0	0		
					Yes	The greatest strength of the program is practical application to the work world. The program introduced tools, skills and concepts valuable to the student. I enjoyed the interactions between the instructor and students.
					Yes	I loved the co-hort style of the program and the fact that it was completed in an accelerated fashion. It made it easier for someone to work a full time job, but still complete their education in a reasonable amount of time.
					Yes	Clear expectations, accountability, cohort format, night options, hands-on, conversation of life experiences related to topic, ability to ask questions to form connections, safety in class (to share), trust of instructor's knowledge and abilities.
					Yes	I loved being in a core group of students for each of the classes. We created a great network and team.
					Yes	I was challenged which encouraged me to think differently about course material and the applications to the business world. I was able to apply this information to my experiences.
					Yes	I liked the instructors, they were very helpful when I didn't understand what was going on.
					Yes	The core instructors were helpful, knowledgeable, and encouraging. They made the material easy to understand and fun to learn. The schedule of classes fit into my personal life very well. I loved how we followed a co-hart group thru the program. I have still maintained friendships with those that have gone a different direction in their education. This program was set to allow a diversified group of students and to allow us to explore many opportunities of employment.
What would you change about this program?	9 100.00%	0	0	0		
					Yes	I would have the generals incorporated in the core program. I believe the generals is the reason some of my classmates did not finish their degree. If the generals were combined in with the core classes, I feel more students would complete degree.
					Yes	I wouldn't change anything. I liked the Supervisory Management program the way it is.
					Yes	Incorporate the generals into the co-hort, or accelerated format.
					Yes	Re-arranging general education classes. I think Intro to Micro Computers and Technical Writing should be offered and encouraged in the beginning of the program. Thru out the program we do alot of paper writing and project creation.
					Yes	I would like to see a course or maybe a guest instructor for a day covering the topic, Servant Leadership. Maybe an entire course could be created based off of Viterbo's program.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	Safety is not inclusive enough to be a stand alone class. I realize the importance but there is not enough material. I don't feel legal issues should be stand alone either.
					Yes	More speakers on topics in order to connect competencies with the real world. Business professional connection (mentoring?) to form a relationship to ask questions when we need a perspective different than where we work. This would allow for diversity.
Use effective communication skills.	9 100.00%	0	0	0		
					Yes	This program has given me more confidence when asked to present to a group of people. I give more attention to my words and body language and that of others as well.
					Yes	We used many different communications skills. I loved the various methods used to meet all students needs such as, verbal learner, kinesthetic, visual etc.
					Yes	Working with different types of people and skill level has allowed me to learn to communicate effectively with all types of people and get the results I desire.
					Yes	fantastic.
					Yes	I have learned to communicate more effectively than previously. I have learned to continue to improve and to present myself in a more professional manner is all dealing.
					Yes	This is essential. The group dynamic and learning environment depends on engaged dialogue. This is one of my favorite parts of the program.
Apply mathematical concepts.	8 88.89%	1 11.11%	0	0		
					Yes	I believe that exceptions should be made to the Math Compass Test. I did not pass the Math Compass after two attempts. My Advisor was wonderful and moved mountains to get me into the Math with Business Applications class without passing the Math Compass and I obtained an A grade in the class.
					Yes	I was hesitant in approaching this area in the program. Yet, I conquered my apprehension and passed.
					No	I struggle with math in any form. My class in Budget and Finance was not tuned to me learning. The material presented was of no interest to me and would not be used unless I was to become an accountant.
Transfer social and natural science theories into practical applications.	9 100.00%	0	0	0		
					Yes	Definite achievement, I have learned to think outside the box and use what I have learned in daily practices.
					Yes	Real world application was very strong in the program.
					Yes	I use the information I learned in the Supervisory Management Program every day in my career. I have become a more assertive worker and am able to see outside the box to find a better process or method. I am confident when voicing my opinion and have received great feedback from my Manager regarding my growth.
Demonstrate ability to think critically.	9 100.00%	0	0	0		
					Yes	Each instructor has their own personality and teaching style. I would maybe ask, 'why do you think or believe that?'

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					Yes	Again, definite. The majority of my instructors and the material presented afforded me the opportunity to master this skill.
					Yes	This is one of my most productive areas of growth. I use the techniques from the Supervisor Management Program to jot down verbal notes which has been of great benefit in a quick thinking brainstorm session.
Demonstrate ability to value self and work ethically with others in a diverse population.	9 100.00%	0	0	0		
					Yes	Yes, even though I worked mainly via ITV, the cultural diversity was very rich.
					Yes	Due to my completion of the program, my confidence has soared so I know that I value myself and my skills more highly than before the program. I also ask others for their input and feedback. I respect their input even though we may differ in our opinions.
					Yes	This is highly promoted within the program but I have always been able to do this with regards to diversity. I have not always valued myself and I'm not sure I do now.
Use technology effectively.	8 88.89%	1 11.11%	0	0		
					Yes	Yes, the instructors really empowered their students to use various technologies. I think a couple of courses from the Administrative Professional could apply to this program as electives - Business Procedures and Business Correspondence.
					Yes	I have strong computers skills so this area was not as important to me as some others but the technology used in the SM Program was great.
					No	This is an ongoing process but I am learning to become better than I ever was previously. I do think we should have advanced computer skills offered. I did not learn enough in computer basics to facilitate everything I needed to do in my classes. At times I was frustrated with what I was trying to create because it took me hours to complete the task because I couldn't figure out the procedure whether it was Word, Powerpoint or Excel. I knew the bare basics but not the ones I needed to achieve the results I was after.
Make decisions that incorporate the importance of sustainability	9 100.00%	0	0	0		
					Yes	Sustainability was achieved through understanding the whole picture of a corporation or business and apply basic principles for corporate health. The final projects in a number of classes challenged me to problem solve a number of issues I encounter in my current position.
					Yes	I feel I gained the proper insight.
					Yes	Working in the healthcare field, sustainability is very important to my employer. We strive to become more energy efficient and use only what is absolutely necessary to prevent waste. I have been more aware of this and more focused since being in the Supervisor Management Program.
Manage employees and participate in a team environment	9 100.00%	0	0	0		

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					Yes	I do not currently manage employees but I am a leader in my current department and we have great team work. We have been recognized in our department for our wonderful team involvement and team collaboration.
					Yes	This was a very strong concept throughout the entire program. Each instructor challenged me to look at organizational development with a new skill set.
					Yes	I have learned to think as a supervisor, not the employee. I can see the bigger picture much more so than before.
Apply continuous improvement strategies to the supervision process	9 100.00%	0	0	0		
					Yes	I think maybe challenging the students to look at professional organizations and further education opportunities after graduation. I am just thinking about the word strategies and how will I continue to develop in my field through continued education.
					Yes	With the critical thinking process and thinking as a supervisor, I can see areas requiring further improvement and I understand the procedures to implement the improvements.
Manage processes and systems to maximize organizational productivity and quality.	9 100.00%	0	0	0		
					Yes	No comment here = excellent practice exercises throughout the program.
					Yes	With the current economy, our organization is continuously looking as ways we can do more with less without sacrificing quality and great service. We search for new technology and new training skills and obtain a higher level of achievement and still provide great service.
Apply effective leadership skills	9 100.00%	0	0	0		
					Yes	At the onset of the course, I was not inclined to actually speak or lead a class. I felt everyone would think I was being pushy or weird. As we progressed, I saw my inability as something that was holding me back. I had to learn to let go and become a leader. It was not weird to become one, it was the right thing to do.
					Yes	I feel that I have achieved great leadership skills since completing the Supervisor Management program.
					Yes	The challenge in this area is when the majority of students work together more or less as a cohort, certain individual tend to become the spoke person or leader in many projects. The curriculum provided excellent tools for this skill.
Ensure legal compliance to all laws regarding employer/employee relationships and safety.	9 100.00%	0	0	0		
					Yes	Working in the Human Resources field, I am constantly researching updated laws and requirements regarding employee/employer relationships to make certain that I remain compliant.
					Yes	I understand the laws and the intent of them, but the laws don't interest me. Safety is always an issue and personally the class didn't actually teach me anything I didn't already know. Yes, the information was presented but I was already knowledgeable regarding it. I wasn't challenged and became bored.

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					Yes	I have to admit, prior to this program, I had limited knowledge in compliance laws. I think the program is fine in this area.
Evaluate employee performance.	9 100.00%	0	0	0	Yes	I again knew about this process but I did find the information very good. I think resumes should be included in this area and actually focused upon since this is information all employees need and the proper writing or formulating of a resume is very important.
					Yes	A resounding yes - I liked how this core principle challenged me as a mid-level supervisor.
Facilitate change in an organization	9 100.00%	0	0	0	Yes	I believe the organization is going to allow or not allow this to happen. The supervisor may or may not be able to have any ability to make a change. Upper level management will control what happens. Yes, small changes in employee relations, work scheduling may be allowed but the majority of change will be from corporate level to upper management.
					Yes	Our organization and specifically our department is in constant change due to staff turnover, new management, and organizational changes with economy. I have been a change agent in this process.
					Yes	Is there a way that one could apply change management as a certifice program? I am thinking a practice 40 hour program where a student might get certified and a change management skill. Example: the school could bring in a coach or trainer from Six Sigma.
Apply ethical standards to the workplace	9 100.00%	0	0	0	Yes	I believe I am a very ethical person.
					Yes	I appreciated this the most. High ethical standards was expected.
Aggregate Assessment of Achievement	151 98.69%	2 1.31%	0	0		