

# Office Support Specialist-SLO Assessment, Spring 2013 Results

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## Survey Overview

### Description

Office Support Specialist, Spring 2013

### Instructions Provided To Respondents

There are four sections in this survey.

- The first section contains two questions about your overall experience in the program. Use this section to identify things you liked, things you would change, and to communicate any other comments about your overall experience in the program. If you have feedback about the instruction or anything else related to the overall program, please address that in one of these questions.
- The second section addresses the college core abilities. The core abilities are overall skills that all graduates should acquire during their experience at Western. Focus on yourself in this section.
- The third section addresses the specific outcomes for your program. Please focus on yourself in this section.
- The conclusion provides a comment section for any additional information you would like to share about your experience with your program and Western Technical College.

Thank you for completing this survey.

### Respondent Metrics

Respondents: 8  
First Response: 4/29/2013 07:46 AM  
Last Response: 5/7/2013 10:02 PM

## Survey Results

The following is a tabular depiction of the responses to each survey question. Additional comments provided by respondents, if any, are included after each table.

### Section - General Overview of Program

#### Instructions Provided To Respondents

We appreciate your feedback, comments and suggestions. The information you provide will strengthen our program. Thank you.

#### 1. What did you like about this program?

I appreciated my instructor, Gail Fancher, who focused on details and really cared about her students. She was very clear about the expectations of businesses in the area, and about her requirements in the classes she taught. (0000000409 Anonymous)

I really liked the teachers I had in this program. I felt they taught what will be needed for that Office Support Job. (0000000338 Anonymous)

I was able to update my computer skill set and get a better understanding of what it would be like to work in an office setting. Being able to get this technical diploma in one year was nice for me because I already have a bachelor's degree and I didn't want to be back in school for an extended period of time. (0000000617 Anonymous)

It was very interesting (0000000615 Anonymous)

Learning the technology. (0000000616 Anonymous)

The instructor was great and provided us with so much information and was always there to answer any and all questions. (0000000620 Anonymous)

The teacher:) (0000000619 Anonymous)

This program was very informational in a lot of different areas of the work field. The advisor gave us lots of oppurtuniteis to have many learning experiences by guest speakers and hand on experiences. (0000000618 Anonymous)

#### 2. What would you change about this program?

I wouldn't change anything. (0000000618 Anonymous)

If it was up to me, I would offer a streamlined course for older students who already have most skills, but need the technology skills. (0000000409 Anonymous)

Not all instructors were available, and some classes did not seem to be worth my while (0000000620 Anonymous)

Not having to type 50 words per minute. (0000000616 Anonymous)

Nothing (0000000338 Anonymous)

Nothing (0000000615 Anonymous)

Nothing, I like the three days a week! (0000000619 Anonymous)

Nothing, I think it was great! (0000000617 Anonymous)

## Section - Western Technical College Core Abilities

### Instructions Provided To Respondents

This section addresses the college core abilities. The core abilities are overall skills that all graduates should acquire during their experience at Western. Focus on yourself in this segment. As a result of this program:

#### ***3. I have learned effective communication skills.***

100%            8        Yes

#### ***4. Comments on effective communication skills.***

I think I had effective communication skills, but was happy to brush up on them. (0000000409 Anonymous)

#### ***5. I am able to apply mathematical concepts.***

100%            8        Yes

#### ***6. Comments on application of mathematical concepts.***

I will be taking a general math course this summer. Do I need it? Probably not. (0000000409 Anonymous)

#### ***7. I learned how to transfer social and natural science theories into practical applications.***

100%            8        Yes

#### ***8. Comments on transferring social and natural science theories into practical applications.***

I've worked with the public for 40 years. I can always learn new things. (0000000409 Anonymous)

#### ***9. I learned critical thinking skills.***

100%            8        Yes

#### ***10. Comments on critical thinking skills.***

Critical thinking was put to the test often and also working in groups (0000000620 Anonymous)

The courses enhanced my skills. (0000000409 Anonymous)

#### ***11. I have learned to use technology effectively.***

100%            8        Yes

#### ***12. Comments on effective use of technology.***

Learned so many new skills that are very helpful (0000000620 Anonymous)

This is the reason I came to Western, and I learned very much. These are the skills that will enhance my resume. (000000409 Anonymous)

**13. I have learned to value myself and work ethically with others in a diverse population.**

100%          7          Yes

**14. Comments on valuing self and working ethically in a diverse population.**

Yes, but I've always felt that I had the ability to do this. (000000409 Anonymous)

**15. I am able to make decisions that incorporate the importance of sustainability.**

100%          8          Yes

**16. Comments on incorporating the importance of sustainability.**

This is also a skill I arrived with. (000000409 Anonymous)

**Section - Specific Program Outcomes**

**Instructions Provided To Respondents**

This section addresses the specific outcomes for your program. Please focus on yourself in this section. As a result of this program, I learned to:

**17. Produce error-free business communications using appropriate software applications.**

100%          8          Yes

**18. Comments about learning this program outcome.**

Learning the software was imperative. (000000409 Anonymous)

**19. Demonstrate ethical principles and professional behavior.**

100%          8          Yes

**20. Comments about learning this program outcome.**

It confirmed my prior knowledge. (000000409 Anonymous)

**21. Provide excellent customer service to both internal and external customers.**

100%          8          Yes

**22. Comments about learning this program outcome.**

Again, it confirmed my prior knowledge. (000000409 Anonymous)

**23. Categorize and prioritize assigned work to meet stated deadlines.**

100%          8          Yes

**24. Comments about learning this program outcome.**

I have owned a business--I have always felt that this was a priority (000000409 Anonymous)

**Section - Conclusion****Instructions Provided To Respondents**

Please use this space to share any other feedback, comments, or suggestions about your experience at Western Technical College.

**25. Comments**

I would like to see Western develop a program in office technology for older students that have been in the field, but need to alleviate their fears of technology. This would be a benefit to small business owners, older people getting back into the workplace, and people who want to have more effective communication with younger workers. (0000000409 Anonymous)

Loved all of my time spent in this program, learned a lot, met so many great people and would definitely return! Thanks for a great experience. (0000000620 Anonymous)