

Q3 - What did you like about this program?

I honestly loved the program, I think that the biggest thing that I enjoyed where the Instructors. They were all very helpful and willing to work with you if any questions came up.

I enjoyed having two main instructors for the program.

I respected my instructor XXXXX and knew what was expected of me.

I liked every course that XXXXX XXXXX taught. She was extremely supportive of every student and every concern. She kept telling me not to stress out, that I could do it. I liked every course that was part of Microsoft Office, even though a couple of them were very, very challenging. I liked that many of the courses were offered online. There were a couple of others that I wish were offered online. I liked the Field Study, even though at first I was afraid I wouldn't find a place to do it. This program challenged me to increase my typing speed, and, fortunately, I did so. Overall, I think this is a very good program that prepares men and women for real jobs.

This program provides relevant information that I've used on the job constantly. I feel this program focuses on building the students' confidence with certain software and tasks very effectively.

I think that everything was very well laid out when it came to assignments and the classes that were offered. I thought that especially, the instructors for this program were absolutely amazing. They were great when it came to communication and really giving you a great opportunity to learn new ideas from different approaches.

I liked having a consistent instructor that was familiar with each student.

I like that the program allows the graduate to enter many different types of jobs. Receptionist, Secretary, Administrative Assistant, Executive Secretary, Office Manager. It seems to be a very versatile career. I like that there are online classes in the last year that allow one to start looking for a job while still finishing classes.

I liked having the same instructor(s) for majority of the classes and how the classes progressed and built on each other. I also liked that creating our portfolio is part of the program.

I enjoyed the instructors and people I met during the years. I also enjoyed learning new things.

I enjoyed the instructors. They were helpful and honest. They took the time to explain any questions I may have had.

Q4 - What would you change about this program?

I would change the online class options. I am personally a visual learner and prefer to have face-to-face class. At the end of program they only offered my program classes online, which I didn't like.

I would change the consistency between the two instructors. One instructor has more of a lax homework and grading attitude and the other doesn't. One instructor I feel I learn a lot from and the other I question whether I learned anything new.

Some classes should have been in a classroom, online did not fulfill some expectations

There were only two courses that I would change if I could. First, I would have taken "Math with Business Applications" online instead of in class. I thought the pace was too slow. I'm sure I could have completed the course by myself with the textbook as a guide. The second class I didn't enjoy at all was "Technical Reporting." After reading the introduction to the textbook, I thought we would be researching a project with many technical terms, and preparing a report in laymen's terms. Instead, it seemed to be a class on how to take, and evaluate the results of, a survey. This is an activity that I find intrusive (interrupting and talking to strangers), and I will never accept such an assignment from my employer.

Some of the classes could be arranged a bit differently. For example, some of the larger projects felt rushed and therefore seemed more stressful than beneficial. Perhaps extending long projects, even by a few days, could really help.

I would have to say that the least thing that I had enjoyed about this course was the online classes. I have taken courses in my program as well as all my extra general classes there at Western. Some classes were great online and some were not. I think that the second year in my program since it was all online, I struggle a lot more. I am a visual learner and when I found out that I wouldn't be meeting in a traditional class face-to-face, I was a little upset. Some classes are easy, but by only offering online courses for a program that is all customer service related, I felt that was a failure on Western's part. At least give the option to meet face-to-face, or online.

This program worked with my schedule so I don't see anything that I would change.

I would like to see more focus on those skills that will be used in most offices. Rather than focusing on skills most likely used in offices (mail merge, basic excel worksheets, Adobe, etc.), we are overwhelmed with all of the things you can do with these programs and never really master any of them. I recently went for a job interview and test and could not remember how to perform a mail merge. I didn't get the job. The skills most used in offices should be used throughout the program until they are second nature. I've been watching job postings and many of them want the applicant to be familiar with Adobe products which were not even covered in the program. Performing more real world activities instead of quizzes and tests would have been more beneficial to me as a job applicant.

Adding a class on using software like Quickbooks could be useful, as I see several job postings desiring experience or familiarity with it.

The only thing I would change about the program is the amount of information taken in all at once.

I would change a couple of the required classes, I don't see myself needing Meeting and Event Planning. I think it should be an elective. Also Supervision.

Q6 - As a result of this program: I have learned effective communication skills.

#	Answer	%	Count
1	Strongly Disagree	9.09%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	18.18%	2
5	Strongly Agree	72.73%	8
	Total	100%	11

Q7 - Provide any comments you have on effective communication skills you learned.

Absolutely, I have always been shy but by doing projects and presenting them I came out of my shell. I think that the girls in my class were great and helped as well. I think that communication is key, and this was a great way to present myself in a way I haven't fully exposed myself yet. It was great!

I found working in groups to be very helpful.

When I first started this program, my vocabulary lacked professionalism and it was difficult to express any ideas I had appropriately. Over time and during all the reading assignments, I started to learn new terms and expand. As a result, I've been able to communicate my ideas better to customers and managers.

I thought that I've learned a lot. The classes were smaller than I typically thought, so when speaking up front while delivering a speech or explaining a project I was able to feel confident and not be so stressed. I am very shy, but my instructor XXXXX XXXXX was a big help to get us working together and feel comfortable while speaking.

I have learned to be more professional and courteous with communication. I have a better understanding on how to write e-mails in a professional manner.

The communication side of this program is exceptional.

Proper ways to deal with customers, phone skills, computer communication skills, appropriate workplace communication.

Q8 - As a result of this program: I am able to apply mathematical concepts.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	36.36%	4
4	Agree	54.55%	6
5	Strongly Agree	9.09%	1
	Total	100%	11

Q9 - Provide any comments you have on mathematical concepts you learned.

I think that the basic was a good thing to cover. I am not strong when it comes to math, but basic knowledge of understanding different ways to figure it out (problem solving) was a great lesson I learned over the years.

Math has always been a difficult topic for me, I'm just not wired for math. However, the classes in this program focused on math gave me the necessary tools to make difficult calculations and solve problems.

I think that I am personally at about the same level as before when it comes to figuring out or solving mathematical problems. But at the same time I do believe that I was able to strengthen my problem solving skills. My Math instructor was also a big help, Mrs. XXXXX was able to help me with difficult problems, or even simple ones that I was over looking. She was a big help, and it taught me a lot when it came to figuring out problems in different ways.

I have learned the basic mathematical skills for accounting to be able to establish certain math skills.

Q10 - As a result of this program: I learned how to transfer social and natural science theories into practica...

#	Answer	%	Count
1	Strongly Disagree	18.18%	2
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	9.09%	1
4	Agree	54.55%	6
5	Strongly Agree	18.18%	2
	Total	100%	11

Q11 - Provide any comments you have on transferring social and natural science theories into practical applications.

I think that every situation you come across is different and you need to apply all knowledge of social and science to any problem solving issue or apply it at least to every situation.

Learning that there are different types of personalities, in terms of offering customer service, will, I'm sure be very helpful in the workplace.

Most of my classes were focused on office work and using software, but the few classes that focused on human interaction were fascinating.

I've learned a lot when it comes to social and natural theories. I think that it is important to know socially, what to expect and what you may come across. It is important to update yourself socially in the community if you plan on working with people and dealing with customer service issues locally. This will help give you a better understanding on the world around you, and help problem solve if there is an issue.

Q12 - As a result of this program: I learned critical thinking skills.

#	Answer	%	Count
1	Strongly Disagree	9.09%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	45.45%	5
5	Strongly Agree	45.45%	5
	Total	100%	11

Q13 - Provide any comments you have on critical thinking skills you learned.

I became much more aware of how diverse our culture has become`.

Absolutely!!! I believe that is be a big part on my program itself. You need to have critical thinking skills to deal with every kind of customer or employee. I just believe that I have learned way to much about critical thinking, and problem solving when it comes to this program. It has been a great help, and you were able to learn a consistent amount by working with others and getting their input on critical thinking as well. This was/is an amazing tool to have, and I would highly recommend this being in everything program.

I have more critical thinking skills that would assist in my job.

Q14 - As a result of this program: I have learned to use technology effectively.

#	Answer	%	Count
1	Strongly Disagree	9.09%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	9.09%	1
4	Agree	36.36%	4
5	Strongly Agree	45.45%	5
	Total	100%	11

Q15 - Provide any comments you have on what you learned about using technology effectively.

I think that it is good to know how to run a program and get the basics down. Technology will forever be changing, you just need to be willing to accept and learn as you go.

I feel much more prepared to employ commonly used office software, as well as doing effective internet research, than I did before beginning this program.

Some of the lessons we learned were very rushed and hindered my understanding of what we were doing. Otherwise, yes.

I have learned more than I thought when it came to online systems and technology. I never really considered myself to be a technology wiz, but at this point in time I feel like I know a lot more than I ever did before. Over the years looking back at some of my assignments you can really see my progress. I am able to apply my skills at work and over the years I have been in the program. My teachers were very helpful, and patient when it came to discussing new technology.

I am able to troubleshoot any problems that may arise with multiple forms of technology.

Focusing on applications employers need on the job rather than covering all the things you can do with Microsoft products would have been more helpful. There isn't enough time in the program to do both.

The only thing I think would be more helpful is in Excel and Access, they need to teach how to come up with the formulas and in what order instead of spoon feeding you the already developed formulas.

Q16 - As a result of this program: I have learned to value myself and work ethically with others in a diverse population.

#	Answer	%	Count
1	Strongly Disagree	9.09%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	18.18%	2
5	Strongly Agree	72.73%	8
	Total	100%	11

Q17 - Provide any comments you have on what you learned about valuing yourself and working ethically with others in a diverse population.

Absolutely, every situation is different, and everyone has their own background story. We live in an area where there is a lot of diversity and I think that is helpful.

It was very rewarding to hear and learn to value the opinions and ideas of every person in my classes.

This kind of goes with the social theories I believe. This is a great skill to learn, especially working in communities that are as diverse as ours is. I think it's a great idea to have a diverse working environments because you are able to communicate and work with others that have different views as you. This allows for different approaches to problem solving, critical thinking, and even just learning about other cultures, that you could some day use to help another person that may be in that situation.

I have always had a strong work ethic and have worked in diverse populations, so this was more of a refresher.

Q18 - As a result of this program: I am able to make decisions that incorporate the importance of sustainabili...

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	9.09%	1
3	Neither Agree nor Disagree	9.09%	1
4	Agree	18.18%	2
5	Strongly Agree	63.64%	7
	Total	100%	11

Q19 - Provide any comments you have on what you learned about incorporating the importance of sustainability in decisions you make.

Before I began this program, I had no sense of direction for the rest of my life. Now I feel optimistic about my future in the workplace.

Before this program, I found it difficult to look ahead to the future.

I always maintain the decisions I make for every customer.

Q21 - As a result of this program, I learned to: demonstrate effective workplace communications.

#	Answer	%	Count
1	Strongly Disagree	9.09%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	27.27%	3
5	Strongly Agree	63.64%	7
	Total	100%	11

Q22 - Provide any comments you have about learning this program outcome.

Yes, I didn't realize there was so many options when it came to effective communication weather it be email, text, telephone, skype, ect. All of these are great ways to communicate.

In my Supervision class, I learned that supervisory skills can be taught and learned. I've never imagined myself as a supervisor, but now I can see the possibilities.

I now have a much better understanding of business etiquette when it comes to professional communications.

Communication is key! It was one of the most important roles that you should be mastering when it comes to customer service industry's. Using communication correctly is very important in every day life as well as work. Having a good understanding of speaking to someone else allows you to feel connected and confident. Letting your voice be heard is your right, and you shouldn't let shyness keep you down. I am a very shy person, but after learning more effective communication skills for the workplace, allowed me to open up and become more approachable, inside and out side of work.

Q23 - As a result of this program, I learned to: apply technology skills to business and administrative tasks.

#	Answer	%	Count
1	Strongly Disagree	9.09%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	9.09%	1
4	Agree	9.09%	1
5	Strongly Agree	72.73%	8
	Total	100%	11

Q24 - Provide any comments you have about learning this program outcome.

There are to many to list....but I will mention that everything I've learned is very helpful with the program that I'm in. Everything went smoothly and everything I have learned has been applied to real life situations already!

I learned what tools are available, and how to choose which one works best.

Each class has taught me something valuable about professional software.

This was a great learning experience! I think that technology is always changing and that it is important to stay on top of it. All of the administrative skills learned where pretty much always applied to technology in at least one way or another. I think that all the skills that we have learned over the years have been great and help us admin. Assistants to our jobs and get them done right.

Q25 - As a result of this program, I learned to: perform routine administrative procedures.

#	Answer	%	Count
1	Strongly Disagree	9.09%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	36.36%	4
5	Strongly Agree	54.55%	6
	Total	100%	11

Q26 - Provide any comments you have about learning this program outcome.

I love to multi task and preform different duties and I love taking out new tasks that come my way. I am very flexible and I believe that the program I'm in is also very flexible.

Field Study

I had so much fun learning the different tasks for this program and I had a great time improving these skills and learning more. This helped a lot when it came to really deciding which program that I was interested in.

Q27 - As a result of this program, I learned to: manage administrative projects.

#	Answer	%	Count
1	Strongly Disagree	9.09%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	18.18%	2
4	Agree	27.27%	3
5	Strongly Agree	45.45%	5
	Total	100%	11

Q28 - Provide any comments you have about learning this program outcome.

Time management was a big thing for me to over come, and with the projects I was really able to set goals and complete them on time.

I learned techniques for breaking large projects down into smaller steps.

I've led many previous projects, but this program taught me how to be a more effective leader.

This kind of goes with the routine procedures learned in my course as well. I have learned to work on time management skills by far. This was always my biggest concern when it came to classes. I rarely cared when it came to school, but even since I knew I wanted to go to college I tried to do better. One of my very first classes spoke about time management and how important it was. I grew to learn how to handle time, and even though I still struggle with it from time to time I know the skills and investments that need to be made in order to get things complete.

Q29 - As a result of this program, I learned to: maintain internal and external relationships.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	9.09%	1
3	Neither Agree nor Disagree	9.09%	1
4	Agree	54.55%	6
5	Strongly Agree	27.27%	3
	Total	100%	11

Q30 - Provide any comments you have about learning this program outcome.

Everyone is different, it's key to make the customer happy in any situation, especially customer service.

I have learned a lot when it came to relationships. We learned how to handle them, how to speak with people in their different roles within the work place, as well as out side. I think this helped a lot with the communication skills learned.

Q31 - As a result of this program, I learned to: model professionalism in the workplace.

#	Answer	%	Count
1	Strongly Disagree	9.09%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	27.27%	3
5	Strongly Agree	63.64%	7
	Total	100%	11

Q32 - Provide any comments you have about learning this program outcome.

I was able to figure out how to dress in the workplace. All places are different, but this helped me a lot.

I learned that how I dress affects my attitude about my work, and can boost my confidence.

This program has really helped me develop my professional side.

This was a great tool to learn, and i'm glad that they made this clear in the class. This is a big help!

Q33 - CONCLUSION Please use this space to share any other feedback, comments, or suggestions about your experience at Western Technical College.

This was a good experience.

I found everyone in Career Services to be extremely helpful. I think every student should be required to meet with someone there each semester.

A lot of classes and projects seemed to get rushed due to shortened classes or technology problems. Instead of saving large projects for the last half of the last semester, maybe start the large projects early and do them the whole semester. Takes the stress off, gives students more time to research, and they can actively learn skills while reading chapters from the book at the same time.

This was a good place to go for classes. The environment was exciting and diverse with many different learning opportunities. The classes were cheap and easy to get into, and the new building was amazing to be in. It seemed like home when speaking to the instructors. They were all very nice, and did all they could to help you, which was amazing! The only complaint that I have, is that the courses that were offered in my last year were only online. I am a visual learner and like the old fashion face-to-face interaction, and sadly this made me struggle the last semester when it came to online courses only.

Overall, Western Technical College is a great place to get an education. I highly recommend it to everyone.

The only thing I can think of is that I wish I'd been able to give feedback on ALL instructors/classes. Sometimes, I wanted to say something about those I felt didn't do a good job, but was never asked for feedback on them.

One thing I would like to say about this program is that it is totally worth it. It may seem tough and crazy at some parts over the course but stick through it because it is so worth it and there are so many opportunities with this degree.

I personally think that all of my instructors have made an impact on my future, but I think XXXXX and XXXXX go above and beyond to make a personal connection with their students.