

Q3 - What did you like about this program?

I enjoyed the different kinds of experiences: software and hardware, networking and training, etc. The variety made the program interesting for me and gave me an idea as to what I wanted to focus on after graduation.

I was able to build great technology skills to start my career.

I liked the fact this program introduces students to most areas of IT, programming, server-admin, networking etc

The computer support specialist program was a perfect fit for me. I really liked how hands on everything was. I tend to learn more by actually doing something rather than just reading and answering questions. I also like that it is a jack of all trades degree, and I am not specialized in only one aspect of IT.

I like all the community events we did. We did a lot of servant leadership events by doing trainings to the community to the student run help desk. I liked how the teachers were very helpful and cared about my learning. We did a lot of hands on projects in class.

I like the fact this program gives a variety of what the IT field has to offer. It gives a bit of programming, networking, customer service, and many more.

The hands on experience was great, and the courses covered many aspects of the IT industry. I don't know everything about computers, but thanks to this program I have a decent amount of information on many different things related to computer systems. XXXXX was hands down one of the best things about this program as well.

I learned a lot of what I was interested in. I enjoyed the hands on work with technology while learning how to use software and programs.

I liked the content of the classes.

Hands on work.

I liked that the classes were manageable.

The hand's on experience i got at western, I am more of a hands on experience guy. The flexibility of the classes here at western. Helpful teachers that is willing to help you on a assignment.

Q4 - What would you change about this program?

There are a couple of classes that CSS students take with networking students. It would be helpful to make these classes specifically for one program or the other, Windows Server Admin especially I think could really benefit from this.

I would like to have one more Networking class, this seems to be very important knowledge in business.

There is a lot of information squeezed into 15 weeks, it can get a little overwhelming

Possibly adding more of a hardware aspect to the program. Having only one class was very minimal, and is the area I am lacking in the most. Everything else was a good fit.

N/A Maybe add a security class that is just about security because it is very important now. It would be nice if classes were offered both semesters, but I understand the demand on resources for that. It would be great to have classes offered during the summer too.

I'd say that there would be no changes in this program.

Some instructors should be held accountable for their mistakes/teaching styles. XXXXX is also pretty annoying.

More preparation to the real world.

Easier to transfer classes into other IT programs

Remove Advance Business Apps,

I think it would be important to have smaller class sizes.

Nothing the program is excellent.

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

#	Answer	%	Count
1	Strongly Disagree	8.33%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	33.33%	4
5	Strongly Agree	58.33%	7
	Total	100%	12

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

Training development has really helped me to learn to effectively communicate and train others, to where it's now something I'm looking to focus on for a career.

It was a good experience to get used to public speaking and get used to interacting with fellow students

The biggest aspect we learned about was customer service skills. Effective communication is a major factor in those skills.

My help desk class, along with my other computer support classes have been very helpful.

I have learned about active listening and I should improve on it.

- My speech skills have improved with practice on interviews - Writing training manuals help my writing skills develop

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	8.33%	1
4	Agree	66.67%	8
5	Strongly Agree	25.00%	3
	Total	100%	12

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

Basic math skills.

N/A

I have learned business mathematics- and the different formulas they use.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	33.33%	4
4	Agree	41.67%	5
5	Strongly Agree	25.00%	3
	Total	100%	12

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

the importance of learning intelligence's were stressed

Need to be able to have good technical skills and verbal skills.

I didn't take any science courses, since I had a credit from another school.

Most of time when troubleshooting, it has the follow the logic of the computers.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	54.55%	6
5	Strongly Agree	45.45%	5
	Total	100%	11

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

Solved many problems with the classes and student run help desk

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	33.33%	4
5	Strongly Agree	66.67%	8
	Total	100%	12

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

Not just learning how to use technology effectively but also teaching others how to use it.

I have learned the skills to quickly find relevant information

Use technology everyday, and supported clients within a student run help desk.

I have become a lot stronger at using technology because of this program.

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	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	58.33%	7
5	Strongly Agree	41.67%	5
	Total	100%	12

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

Group work was a ajor aspect of this program. Had to be able to work well with others in order to move projects forward.

We had a little bit about ethics.

I absolutely loved my Ethics and Psychology classes - They really assisted me in further opening my mind.

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

#	Answer	%	Count
1	Strongly Disagree	8.33%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	25.00%	3
4	Agree	41.67%	5
5	Strongly Agree	25.00%	3
	Total	100%	12

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

No comment.

We did not discuss this in any of my classes.

Q21 - As a result of this program, I learned to: manage information technology hardware.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	8.33%	1
4	Agree	25.00%	3
5	Strongly Agree	66.67%	8
	Total	100%	12

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

computer hardware is one of my favorite topics it is very important

Had a hardware class, and also worked on hardware in the help desk.

Q23 - As a result of this program, I learned to: manage software.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	41.67%	5
5	Strongly Agree	58.33%	7
	Total	100%	12

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

Classes are heavily Microsoft based, be good to learn more about open sourced software such as Google.

We were introduced to many varieties of software

Worked with many different software products.

I wish there were more software classes to learn.

Q25 - As a result of this program, I learned to: support computer networks.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	8.33%	1
4	Agree	58.33%	7
5	Strongly Agree	33.33%	4
	Total	100%	12

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

I took Cisco one, a lot of information

Basic networking and server skills.

Cisco has helped a lot.

My first semester I had Cisco 1 and I did not do well. It was a tough class and the instructor and I didn't get along very well which made the class even worse.

- Maybe add another cisco class to the course?

Q27 - As a result of this program, I learned to: provide end user support.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	8.33%	1
4	Agree	16.67%	2
5	Strongly Agree	75.00%	9
	Total	100%	12

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

This was helpful training and the importance of soft skills was stressed

Biggest takeaway from the program. Very comfortable supporting end users.

The help desk was amazing and strongly recommend it next year.

Q29 - As a result of this program, I learned to: solve information technology problems.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	41.67%	5
5	Strongly Agree	58.33%	7
	Total	100%	12

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

Solved a variety of problems in different classes. Learned a good process to go through to solve problems.

I wish there were more technical skill training.

Q31 - As a result of this program, I learned to: demonstrate customer service skills as an IT professional.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	33.33%	4
5	Strongly Agree	66.67%	8
	Total	100%	12

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

I am now very confident in my customer service skills.

Working the Help Desk was a great experience.

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

Since the program does seem to be getting bigger, it may be good to have more of the classes offered during different semesters. That some are only offered in the spring/fall and rely on classes that are only offered in the spring/fall, it created some challenges with completing the program in a timely manner. It worked out for me in the end as I was able to add in a second diploma but at the time, it did present some challenges.

In my opinion the CSS program was a great experience as I got a chance to see where in the IT world I might like to learn more

This is a very good program and I can see why it is growing as much as it is. Gave me a great base of knowledge in order to succeed in the future.

I really like the program here at Western. I feel the classes are very beneficial and have prepared me for the work place.

I like the flexibility of time that Western Technical College has to offer.

I have enjoyed most of my time here. Although there were moments in certain classes that I questioned why I was even there, overall I learned a lot about technology and myself. Most the staff were very helpful and you knew they wanted to see you succeed. However there was other staff that I didn't agree with some of their methods, and I know I'm not the only one who thought so. It would be a good idea to hold them accountable, instead of keeping things the same just because they've been working here for a long time.

It was a great experience going to this school. I started in the fall 2013 and it feels like I've only been here a few years. Thank you for everything you have taught me. I am really excited to get out into the real world.

I think this is a great place to learn

Cover more remoting features and active directory.

n/a

The overall experience i had at western was good, i had helpful teachers that are willing to listen and help me with any questions i had about a topic in class. Plus the flexibility of class time fits into my work schedule.