

Western Student Learning Results (Program Outcomes) for 2011

Source: Student

of Grads: 22

Program: Administrative Professional

of Responses: 21

Outcome	Yes	No	Unk	NA	Result	Feedback
What did you like about this program?	21 100.00%	0	0	0		
	Yes					I really liked the program overall. I do not feel that the second year should be all online. I think that would avoid alot of the decreasing grades and confusion
	Yes					I really enjoyed the computer courses and the Business Formating objectives. I also Loved my advisor Gail Fancher and all of the enthusiasum that she brought to the classes.
	Yes					What I liked about the program was all of the things I learned in my past 2 years at Western. I learned a lot of things that I feel will excel me in my field. I also really loved my program head and advisor Gail Fancher, she made it really easy when I had a question or problems, and her door was always open. I really liked learning all of the different programs I had to learn. This program taught me alot.
	Yes					I enjoyed having someone who worked in the field for so many years as an instructor. Gail is very knowledgable and truly cares about each and everyone of her students successes.
	Yes					The instructors were very helpful and informative
	Yes					I liked that it was very hands on. The instructors were wonderful and made learning fun!
	Yes					I liked all the hands on experience and the chance to get in depth with individual classes that were offerd in the program.
	Yes					The various assignments that the instructors had us complete were a lot of fun, they were challenging, I learned a lot about my self, my fellow classmates and what to expect out on the job. The further I went through the program the more confident and assertive I became. it was one of the best learning experiences I have had.
	Yes					Gail Fancher is an excellent instructor. She believes in her students achieving their academic goals. She also works hard to make sure students are employed in their program area. This was a great program.
	Yes					In the Administrative Professional program I was able to learn all about Microsoft Office and professional business procedures. This was helpful to me becuase I was able to get a job in the feild before graduation and apply my skills right away.
	Yes					What I liked about this program was the hands on experience and my instructor Gail.
	Yes					I enjoyed the time I got to spend in the classroom and also online. The variety was nice. I also liked how much help was offered in my program. There was never a time that I thought I couldn't get a question answered, and on time.
	Yes					I liked that it was offered completely at my regional learning center. I loved the teachers. They apply the knowledge for the field to the real world in a way that I can grasp and understand.
	Yes					It taught me so much for my future as an administrative professional. The knowledge that I received in my computer classes and customer service was great.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	I really enjoyed learning the many computer programs that will help me work in this field.
What would you change about this program?	20	95.24%	1	4.76%	0	0
					Yes	I wouldn't really change anything except make sure each student knows and is in the correct classes for their program.
					Yes	More blended classes, such as Conference and Projects and Technical Reporting.
					Yes	I do not see anything that needs to be changed. I feel that the program is set-up just fine.
					Yes	I do not think a couple of the math courses are necessary. I wish there were a more updated version of web design. And I wish there were a short course on filing and different ways to do it.
					Yes	Most of my core classes I took my first semester,so when I got to the second semester I had to relearn a lot of what I learned in the first semester; for instance the typing assignments and computer skills like excel, access,Power Point and Outlook express. There were a lot in the first year, I felt like a pro at the end of the year but by the time I got to the last year of my program I had to look a lot of things up because I was out of practice; keeping up with the skills and techniques were challenging but not impossible.
					Yes	They only thing I would change is the two customer service classes. They used the same book and basically the same information was covered.
					Yes	I would change the flexibilty of the assignments a little bit. I believe everyone does and comprehends things differently and I think that's a good thing and shouldn't necessarily be wrong. I also think students need to be a little more independent during the first semester.
					Yes	Nothing
					Yes	I would change the second year of all online classes. I felt my first year was very successful. If the classes were face to face in the second year I feel I would remember more of the stuff we crammed the first year.
					Yes	I would do something more about customer service and how important it is. I don't feel we spent enough time on that subject. I would also put some or all of the business correspondence (grammer) online. Taking the quizzes and tests would be easier I think.
					Yes	I would like to have more classes in the classroom
					Yes	I wouldn't change anything, I really liked the program and the online classes.
					Yes	Conference and Projects should be a blended class and not strictly on line.
					Yes	There are no changes I can think of.
					Yes	The typing requirement to be separate from the class as I got all A's in the class work but due to a health problem haven't been able to meet the requirement. If I don't have it by graduation I have to retake the class. Another thing would be some hands on training for office equipment like setting up audio visual and computer equipment. I know there are many types of equipment at different businesses but basic knowledge would help a person catch on quicker.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	For those students already working in the field while in the program should have more flexibility with class credit and criteria more focused to improving their workplace skills they are using than generalized for those who have never worked or aren't in the Admin workplace.
					Yes	I wouldn't change much, maybe just a little less homework and a little more hands on.
					Yes	Nothing.
					Yes	There were some topics throughout the course that were repetitive. Like Time Management and Resume content. I felt like there could have been more time spent on excel and access. I also feel that it would be good to have more time allotted for the Field Study/Internship area.
Use effective communication skills.	21	100.00%	0	0	0	
					Yes	I had no problem communicating with any of my instructors. I was always taught that if you don't ask you won't learn; and if an instructor will not take the time to lead you to where to find the answers then it should be on the instructor not the student. As a student exhausting all avenues of where to find answers has always been my first resource, but if I still am struggling then the instructor should take the time to help the student get back on track. I had no issues with this, I just knew to speak up or lose out.
					Yes	I feel that My communication skills are stronger now than they were when I first came into the program. I feel that there should have been more time spent in this area as well.
					Yes	Yes, it taught me much needed information on communication skills.
					Yes	I think that overall, all of the faculty used great communication skills.
					Yes	Yes, in all of my classes I learned proper communication skills.
					Yes	Yes. The grammar classes the program required were very helpful and taught how to format documents and letters.
					Yes	Sometimes feedback was not as quickly as needed.
					Yes	Feedback could have been given back quicker in some of the classes, and made clearer.
					Yes	The use of effective communication skills was covered in many of the classes and will be very useful. I learned many things that I did not know and the beginning of the classes provided a much needed review of skills learned in high school.
					Yes	With what I have learned from this program I believe that I have all the proper communication skills to succeed in the Administrative Professional field.
Apply mathematical concepts.	21	100.00%	0	0	0	
					Yes	Yes, I took 2 math classes and did very well in them.
					Yes	Math w/business apps.:Better format
					Yes	Here again I believe I have learned enough about applying mathematical concepts, I believe it was enough to help me be successful in the Administrative Profession.
					Yes	The mathematical concepts we reviewed and learned have been very useful in my career.
					Yes	Math with Business Apps could use a different format in assignments.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	I'm not good on math, however, I was able to learn with the great teaching of L. Tiel.
					Yes	Math is not a strong suit for me but my accounting teacher made it easy for me to understand.
					Yes	There was not a lot of mathematical concepts that needed to be applied for this program, except for maybe one or two core classes
					Yes	I have really poor mathematic skill but I enjoyed learning how to manage office finances and learning about business applications. This is definatly something that should not be cut from this program.
					Yes	This was an extreme challenge. I have a learning disability but I never let it keep me from trying. I didn't do very well in this area but it does not mean that I would not make an excellent Administrative Professional it just means that math is just not one of my strong suits. If an employer feels differently, well I will just move on to another job.
					Yes	Math w/Business Applications was a great class
					Yes	Managing Office Finances was very good for this. I think it was a good class to help get your foot in the door for these sorts of tasks we may have to do in the future.
Transfer social and natural science theories into practical applications.	20	95.24%	1	4.76%	0	0
					Yes	I think that the program offered a lot of "situations" that could occur in real life.
					Yes	Yes, I learned social and natural science theroies into practical applications.
					Yes	I have cought myself utilizing these tools at work and with family and friends. This is sometimes a thing that cannot be taught. It comes naturally to some people and others have to work at it.
					Yes	I believe that with the classes I have learned quite a bit about how to use social theories to become an excellent Administrative Professional. Science theory - not sure how that fits into my proffesion and do not remember taking it.
					Yes	We always had a hands on approach to our learning and socialized and discussed ideas with our classmates.
					Yes	I do not think I had too much trouble with this either. I know how to get along with others who are in different social classes and still be professional, it did not appear to be an issue with me.
Demonstrate ability to think critically.	21	100.00%	0		0	0
					Yes	A lot of the course's forced us to use our imagination, creativity, and teamwork
					Yes	I feel we tested our ability to think through many pcesses and come up with our own ideas and solutions.
					Yes	I think this is a hard outcome to acheive until your in the field.
					Yes	All the classes helped me to plan ahead.
					Yes	Yes, I am using critically thinking right now, by reflecting back on what I have learned over the last two and half years.
					Yes	I have had several situations were I have had to think critially and be sure that I am making the correct choice. This is also something that I feel I have learned while completing my courses in the Administrative Professional Program.
					Yes	when push comes to shove, I can work under pressure just fine.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	All of the classes provided chances to apply critical thinking skills which are much needed in this field.
					Yes	This was done in all classes and done very well. Thank you.
Demonstrate ability to value self and work ethically with others in a diverse population.	21	100.00%	0	0	0	
					Yes	The classes I attended were very helpful in my own self-evaluation and working with others.
					Yes	Yes, with the customer service class I believe that I will be very good at working with all people from different cultures and also value myself at the same time.
					Yes	This was done effectively.
					Yes	I think the things we worked on especially focused on this and I loved that.
					Yes	I think that some of the classes did a great job teaching us how to effectively use diversity
					Yes	I feel that we cover this topic briefly but by watching the videos and listening to the examples it made me realize how important diversity in the workplace is.
					Yes	The classes I took with Kimberly Walsh-Betthausser definitely helped with my ability to find value in myself and the work I perform. I am someone who is very critical of myself and she taught us to take pride in what we do and not to be too hard on ourselves.
					Yes	Yes. It is very important to know that differences help build a better work environment and provide more creativity.
					Yes	I worked at Fort McCoy where there is a vast array of multicultural individuals I did just fine.
					Yes	I believe this is where the face-to-face and online classes mix well together.
Use technology effectively.	21	100.00%	0	0	0	
					Yes	no problem here, repetition is always a great thing.
					Yes	I feel that in this program the use of technology is very important to master. I feel that Gail did a great job will all students no matter what their age.
					Yes	I really learned a lot in this program through the computers and Microsoft Office.
					Yes	YES!
					Yes	Yes, almost every class in this program uses new technology.
					Yes	Computers and programs were great
					Yes	I think some of the technology could be updated.
					Yes	Very good.
					Yes	Well done.
					Yes	Gail is always prepared with the newest technology. She knows that as administrative professionals we will encounter many types of technology and will have to be well versed.
					Yes	This is also a very important part of what I have learned in the past two and a half years. Prior to coming to Western Technical College I had no idea on how or what would be expected of me in the technology part of an Administrative Professional. Today I have a bag full of tools to accomplish using technology effectively.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	What we used in the classroom and programs used for our courses, we could use a audio / visual, computer, office equipment set up type class.
					Yes	Could be more up-to-date now when it comes to creating websites since FrontPage no longer exists with Microsoft.
Make decisions that incorporate the importance of sustainability	21	100.00%	0	0	0	
					Yes	with exposure comes experience.
					Yes	could have done more with this
					Yes	I feel that this requirement was met.
					Yes	Yes, I believe that I can make decisions that will be "up held" on the basis of of being trusted and justified.
					Yes	I think that my decision making skills were greatly enhanced.
					Yes	Decision making skills are very important to have as well as to know when you have to make a snap decision verses being able to take your time to think everything through.
					Yes	There was a lot of decisions and discussions that focused on the importance of sustainability
					Yes	My decision making skills are more on target now.
Produce error-free business communications using appropriate software applications.	21	100.00%	0	0	0	
					Yes	The text books we used for MS Office programs were definitely helpful in learning to produce error-free communications. I still use them.
					Yes	It is very important to do all documents to perfection. These documents reflect your work place.
					Yes	All classes have helped me greatly.
					Yes	I gained a wealth of information, and improved my skills greatly.
					Yes	Used some very helpful software applications.
					Yes	I can not say that all of my work will be error-free, but I believe that the majority of my business communication through the use of appropriate software applications will be error-free.
					Yes	There was a lot of business applications learned in the first and second year. I found it to be very exciting and fun!
					Yes	This I need to work on but as I said earlier repetition over and over is the best way to achieve perfection.
					Yes	We covered all aspects of Microsoft Office and I feel confident in all computer programs with the training that I have completed.
Demonstrate ethical principles and professional behavior.	21	100.00%	0	0	0	
					Yes	Helped to re-inforce my own thoughts on being ethical and professional.
					Yes	not an issue with me at all.
					Yes	Professional behavior was stressed all the time, even during class
					Yes	This I believe I will be able to do with all that I have learned and also because I believe ethical principles and professional behavior is a MUST as an Administrative Professional.
					Yes	It is always important to have a high professional and ethical behavior in everything you do.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	In this profession you are the face of the business. We are the first thing a customer sees or hears. We have to be professional at all times. This was stress all the way throughout this program.
					Yes	I learned most of my professional behavior and communications through this program.
Provide excellent customer service to both internal and external customers.	21	100.00%	0	0	0	
					Yes	Treating people right both employees and customers is the best way to ensure your business retains customers and employees. It keeps everyone happy. A happy customer is a return customer who will spread the word of their experience. A unhappy customer will spread their experience to anyone that will listen so they don't do buiness with you and they will never do business with you again.
					Yes	This was cover throughout the two year program and it got really repetitive towards the end of the last semester.
					Yes	Again, this is a something that is important in running a business. I believe with what I have learned and on what I believe is true about providing excellent customer service "both internally and externally" I will provide the excellent customer service any company would desire from an emmployee - Administrative Professional.
					Yes	All of the classes adde to my skills needed for working and helping others. Customer service classes were very informative, and helpful in meeting the needs of customers and clients.
					Yes	Customer Service class really helped understand and learn to provide excellent customer service.
					Yes	Customer Service class helped alot
					Yes	I believe that these classes have taught all of us how to better react to many situations.
					Yes	There was a lot of great information provided on customer service that will be extremely helpful
					Yes	Customer service is an essential part of our jobs as administrative professionals. Gail always incorporated great ways to improve our customer service skills.
					Yes	not an issue here. I was born with it!
Categorize and prioritize work of self and others to meet stated deadlines.	21	100.00%	0	0	0	
					Yes	This has always been very important to me.
					Yes	I will be able to go through my day knowing what has to be done first, so that I can make deadlines on all projects.Setting up a system from top to bottom and working from top to bottom will get the job done.
					Yes	Deadlines help organize people, keep things running smoothly, and get things accomplished on time.
					Yes	There was not a lot of information provided on how to prioritize work. This is something that should be touched on.
					Yes	I have learned that the customer always comes first. No matter what you have going on the customer in front of you is your priority.
					Yes	I find that I can prioritize things in my life better.
Demonstrate an ability to manage office finances, employees, and projects.	20	95.24%	1	4.76%	0	0

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	I have achieved these learning outcomes. The proper courses were offered to me as a student at Western Technical College so I will be able to manage office finances, employees, and projects.
					Yes	Through many classes these skills are taught and we learn the value and importance of knowing how to do it right.
					Yes	could have done more with this
					Yes	with exposure and experience I will strengthen those areas when the time arises.
					Yes	The ability to manage, and work with employees was expanded. Projects proved to be more of a challenge.
					Yes	The Supervision course was very helpful for this area. Unfortunately I do not like or do well in online courses.
					Yes	Wonderful and helpful class
					Yes	I feel more confident about this now.
					Yes	There was a lot of projects that we completed that really created our ability to manage an office
Aggregate Assessment of Achievement	291	98.98%	3	1.02%	0	0