

Western Student Learning Results (Program Outcomes) for 2012

Source: Student

of Grads: 17

Program: Administrative Professional

of Responses: 13

Outcome	Yes	No	Unk	NA	Result	Feedback
What did you like about this program?	13 100.00%	0	0	0		
					Yes	I really liked the computer classes because they were so hands-on and getting to go out into the community and getting hands-on with jobs related in with the program.
					Yes	I liked all the information about computers and all the different programs to use. I learned a lot.
					Yes	I feel the program is put together very well. I felt all of my classes were very useful and I would not get rid of any of them.
					Yes	I liked how I was able to take my last spring semester online and that many of my other classes were also offered online.
					Yes	I liked the two core instructors in the administrative professional program the best. Gail Fancher and Kim Betthausen-Walsh made my learning process fun and educational. They were able to engage the students in the material that they were teaching. I had a desire to continue my courses and education because they were so passionate.
					Yes	All the new things that I learned that I did not know.
					Yes	The program has taught me the things I was looking for to increase my skills on the job as an administrative professional. It helped me to put the information together that I had already learned through working on a job and to do it with more confidence.
					Yes	Easy to follow and learned a lot of neat things
					Yes	The program touched on everything that we needed to know for our job requirements. I think that knowing the basics will be helpful in learning the programs that we will encounter in the workforce.
What would you change about this program?	12 92.31%	1 7.69%	0	0		
					Yes	I would like to have a little more Excel and Access.
					Yes	Some of the classes were too easy. The career text book felt like it should have maybe been in the first part of the program. And when I took website design the teacher just talked about facebook and did not know how to use the program.
					Yes	I would rather go to face-to-face classes as to on-line classes.
					Yes	At this time, I cannot think of anything that I would truly change about the administrative professional program. The classes were taught well and very useful in preparation for a career in this field.
					Yes	I wouldn't change anything. I had amazing teachers for every class and I found each class had at least a few key points worth learning.
					Yes	I can't think of anything I would change.
					Yes	I would like to see some classes be face-to-face, for example the managing finance class is one. Because it was so hard for me to comprehend and applied the math through online learning. I like to see examples and how problems are done from a face to face class rather than online.
					Yes	some of the classes were not relevant in my opinion

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	Reevaluate to see if any of the program can be changed or needs to be changed from year to year for the profession.
					Yes	There are a couple of requirement courses for this program that I did not feel was essential for the program.
					Yes	I cannot think of anything to change.
Use effective communication skills.	13 100.00%	0	0	0		
					Yes	Yes
					Yes	Great information on the ability to improve my communication skills in a more professional way.
					Yes	I learned how to use my communication skills in an effective way.
					Yes	My program advisor was very prompt on responding to e-mails or phone calls. She was great at communicating all of her expectations and deadlines.
					Yes	I learned how to become a more effective communicator.
					Yes	My communication skills have definitely become more effective as I advanced through the administrative professional program. We were taught how to properly use grammar and how to format different documents. In addition, we were asked to use our newly gained skills in every course to strengthen our skills.
					Yes	Effective communication skills were used very well and if there was an misunderstanding, teachers and peers made it clear that they could be contacted through email or phone.
					Yes	The program did get high marks for teaching about effective communication skills. I do not feel any changes should be made unless the instructor has ideas to help the learner.
					Yes	The outcome of this program was more than I expected. I have become determined and willing. I now set goals and make my to-do lists. I make sure I do things for myself; even if it's for a short period. I am much better at procrastinating and do not allow things to build up. I feel I have become a very professional adult and look forward to building my career. I would like to thank Barb Kelsey for working with me at the Academic Success Center. She answered many of my questions and talked with me about continuing my education after Western. I am enrolled in the Organizational Management program at Viterbo for Fall 2012!
					Yes	My communication is much better
Apply mathematical concepts.	11 84.62%	2 15.38%	0	0		
					Yes	I was required to take an accounting class. It was very useful considering a lot of the job duties include light payroll work.
					Yes	Yes
					Yes	This Program was the start of my lifelong learning. A person is never done learning.
					Yes	I use math all the time, so having some math classes helped refresh my memory.
					Yes	The ability to use some of the math every day.
					Yes	I did not use math much in this program.
					Yes	I feel that the administrative professional program provides the right amount of education geared toward applying mathematical concepts. We received education geared toward potential career positions in order to be prepared after graduation.

Outcome	Yes	No	Unk	NA	Result	Feedback
					No	Was able to apply mathematical concepts but like I said before I believe that math classes, such as managing office finance, should of been done face-to-face rather than online.
					No	I feel this part of the program needs more time to help the learner that has problems with this part of the program, to get more tutoring or basic help from the instructor. I know it is the student's responsibility to do the learning, but for some, the math concept is one of the hardest things to pick up. Maybe a test of some kind to see which of those may fit into the area and can get extra help from the beginning of the course.
Transfer social and natural science theories into practical applications.	12 92.31%	1 7.69%	0	0		
					Yes	The instructors were very helpful in making these theories into everyday use.
					Yes	Was able to transfer social and natural science theories into practical applications. Was a little rocky at first but as time went by and I gained more experienced it became more easy and comfortable.
					Yes	Yes, but my age may have been a greater factor in transferring theories into practical applications.
					Yes	The general education courses that were required for the administrative professional program, such as psychology and sociology, were informative and educational. I was intrigued by the theories. Often, our assignments were to apply what we have learned to a true-life experience and practical application.
					Yes	This is something that can be used everyday.
					Yes	Required elective classes were helpful with this.
					Yes	Yes, this course did a good job teaching social and natural science theories into practical applications.
Demonstrate ability to think critically.	13 100.00%	0	0	0		
					Yes	I had been out of school for a long time, so these classes helped me to think in different ways.
					Yes	Yes, in the online classes a lot.
					Yes	Had chances to demonstrate ability to think critically.
					Yes	I learned how important it is to think critically about decisions and the effects of those decisions.
					Yes	This program did enhance a student's ability to think more critically.
					Yes	There were numerous times we had to do critical thinking in assignments and tests.
					Yes	I feel that the administrative professional program has provided plenty of opportunities for the students to think critically and use our education to solve problems, grow as a person, and learn from everything.
					Yes	A great thing to be able to do; whether it's on the job or in your personal life.
Demonstrate ability to value self and work ethically with others in a diverse population.	13 100.00%	0	0	0		

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	We definitely worked ethically in a diverse population. The administrative professional students have all sorts of different backgrounds, beliefs, and abilities. As students, we have learned to work together many times, and we had the opportunity to work with others in the community through volunteering, job shadowing, and field studies.
					Yes	This program helped me overcome my self worth and to become more confident working around a diverse community.
					Yes	Was always given the chance to demonstrate ability to value self and work ethically with others in a diverse population. Really enjoyed working with others and this program allowed me to become stronger as a person.
					Yes	Participated in a few group assignments.
					Yes	There is a diverse number of people where I live; therefore you must treat everyone with respect and in turn you'll get treated the same way.
Use technology effectively.	13	100.00%	0	0	0	
					Yes	I now have the ability to show someone how to do things on a computer that I know and they would like to learn.
					Yes	Was given the chances to learn and use technology effectively. Loved working with technology and it was fun learning about new software and technology.
					Yes	I feel that the administrative professional program offers the best use of technology. As students we were required to learn all Microsoft software applications and many types of office equipment. I feel that this has provided us with an advantage over others, not only in other programs but in the community as well, when it comes time to apply for careers. We are able to state and show that we are able to effectively use today's technology.
					Yes	I used a computer and some sort of application daily.
					Yes	I did not know how to use a computer until I enrolled in the Administrative program. All the instructors I had were very helpful and if I had troubles, they were there to help me. I have learned a lot in two years.
					Yes	Gail is a great teacher at taking time to teach you what you need to know.
					Yes	BIG TIME!!!
Make decisions that incorporate the importance of sustainability	13	100.00%	0	0	0	
					Yes	In the administrative professional program, we were all very aware of the importance of sustainability. Whenever possible, we used as little paper and other supplies as necessary. We recycled in the classroom as well. When working in groups, we thought about the most efficient and effective way to complete our projects so as not to drive around more than necessary or waste resources.
					Yes	This program taught me to think before I speak.
					Yes	The ability to make decisions that last.
					Yes	Was given the chances to make decisions that incorporated the importance of sustainability. When these chances arose I felt like I was prepared for making the decisions because I was prepared and taught so well before hand.

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Produce error-free business communications using appropriate software applications.	13 100.00%	0	0	0		<p>Yes learned a lot of different computer programs</p> <p>Yes Our administrative professional program definitely taught us to produce error-free business communications using appropriate software applications. Our instructors really pushed for us to learn the software and provide quality work. The instructors really prepared us for our future careers.</p> <p>Yes Was given lots of chances to produce error-free business communications using appropriate software applications. Really enjoyed using the software and producing things.</p> <p>Yes This helps create professional looking documents that can be understood.</p> <p>Yes All the software that is used helps with writing, doing charts, and everything that you can imagine is at your finger tips.</p>
Demonstrate ethical principles and professional behavior.	13 100.00%	0	0	0		<p>Yes You have to be able to do this everyday in a job.</p> <p>Yes Learned and was able to demonstrate ethical principals and professional behavior.</p> <p>Yes We discussed scenarios on how we would handle situations and still remain professional, I thought that was very important to this line of work.</p> <p>Yes Some of the classes helped my understand how to be a better person and to act in a professional manner.</p> <p>Yes We were taught to be professional every step of the way through the administrative professional program. Often our instructors led by example. The instructors were ethical and professional and stressed that we be same in order to provide others and future employers with people they could count on and trust.</p>
Provide excellent customer service to both internal and external customers.	13 100.00%	0	0	0		<p>Yes I was able to learn and apply excellent customer service to both internal and external customers. I found the experienc amazing, because before I lacked a bit of customer service and was shy but through the classes and working hard during school became more confident and was able to greet customers easily.</p> <p>Yes This is what keeps customers coming back.</p> <p>Yes This happened a lot during the internship</p> <p>Yes Thanks to our Quality Customer Service course, we learned first-hand how to provide excellent customer service. I believe that this class should be taught as part of every program since it really opened our eyes to the customer service world around us.</p> <p>Yes My instructor gave our class lots of different projects to do and we all worked with each other in the different groups. It helped by seeing how everyone has different ideas for the same project or question. This will help when I get in the working world again. I enjoyed these classes.</p>

Outcome	Yes	No	Unk	NA	Result	Feedback
Categorize and prioritize work of self and others to meet stated deadlines.	13 100.00%	0	0	0		
					Yes	Our instructors provide clear assignment instructions with clear deadlines. They reviewed the necessary material for us to be able to complete all assignments. We learned throughout the program how to prioritize our assignments and group work and always met the stated deadlines.
					Yes	Utilized in group assignments and daily work
					Yes	If you don't do this you keep going in circles and don't accomplish your objective.
					Yes	By learning how to manage time wisely from seminar and classes through this program I was able to categorize and prioritize work of myself and tohers to meet stated deadlines.
					Yes	I have learned to prioritize the way I do things, so I became very structured at what had to be done first. This helped me become more organized at school and at home.
Demonstrate an ability to manage office finances, employees, and projects.	13 100.00%	0	0	0		
					Yes	This program gives you the tools to learn how to effectively do this.
					Yes	Through this program I was able demonstrate my ability to manage employees, projects, and finances. Had a great experience learning how to manage them and am still learning.
					Yes	I am able to work with people, and do projects well.
					Yes	The classes I took to manage office finances, employees, and projects were extremely helpful, and I learned a lot. I feel that I have properly demonstrated my abilities and have had the opportunity to showcase my skills in my chosen field study.
Aggregate Assessment of Achievement	178 97.80%	4 2.20%	0	0		