

# Administrative Professional-SLO Assessment, Spring 2013 Results

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## Survey Overview

### Description

Administrative Professional, 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:	16
First Response:	4/26/2013 10:34 AM
Last Response:	5/9/2013 09:58 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?

All of the office work, computer work and the grammar work. (000000607 Anonymous)

All the classes related to each other. We would learn one thing in one class, and be putting it to work the next week in a different one. (000000546 Anonymous)

I liked all the task that I learned that will help assist me in the future with a job. (000000611 Anonymous)

I liked that I actually use what I have learned. (000000610 Anonymous)

I liked the the second year was online. I also liked the instructors and material presented. I have been able to apply what I learned to my job/life. (000000603 Anonymous)

I liked the way Kim Walsh-Benthauser asked us real-life situation questions in her classes. There were no right or wrong answers, but it gave us things to think about and other ideas on how to deal with them. It showed us some things that happen that are not planned for. The Administrative Portfolio and the some of the other classes that showed us how to properly type up different forms (Business Correspondence) helped me to feel more professional and informed. The web expressions class was fun and informative. (000000337 Anonymous)

I thought this was a great program I learned an abundance of information pertaining to office procedures and microsoft computer programs. (000000604 Anonymous)

It was enjoyable. Gail is a wonderful instructor. (000000547 Anonymous)

The different variety of classes. (000000335 Anonymous)

The different variety of classes. (000000605 Anonymous)

The hands on practical applications to build confidence and knowledge of the skills needed to be an administrative professional. (000000606 Anonymous)

The instructor and the class size. We all had the same classes and got to know, help, and support each other a lot. (000000336 Anonymous)

The instructors were awesome! The program taught me many skills I wanted to learn. I had did office work before, but felt my training was incomplete. I now feel I have the skills and tools to be a better employee for my job as an Administrative Assist. (000000612 Anonymous)

the instructors, the face to face and then it being online was awesome (000000609 Anonymous)

The second year program enhanced my skills that I learned the first year. I really learned a lot from this program and know it will be beneficial in my career choices. (000000608 Anonymous)

There are many thing that I liked about this program! I learned an abundance of information pertaining to office procedures, equipment, and programs! (000000613 Anonymous)

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

Have a bookkeeping class. (000000335 Anonymous)

Have a bookkeeping class. (000000605 Anonymous)

I realize that certain portions of the program have to be purely on-line but I personally enjoy the ITV approach. I would also like to have a few classes with Quick Books (000000606 Anonymous)

I think that the last semester being all online, was a little of a struggle. I think meeting & event planning would have been a little more understandable if it was taught face to face. (000000613 Anonymous)

I think that the meetign & even class in the last semester would be more effective if it was a face-to-face class. There is nothing that I would really change about the program. (000000604 Anonymous)

I think the program does an excellent job. (000000603 Anonymous)

I would change the second year being online. I think some of the classes that are offered on line would be much more beneficial if they were taught face to face. (000000611 Anonymous)

I would put more focus on Websites and how to work with them, I don't think much else should change. (000000607 Anonymous)

I wouldn't change anything about this program, but maybe add more information on file management. Otherwise it included everything I need to assist me in my future administration role. (000000608 Anonymous)

I wouldn't change anything, I enjoyed it (000000609 Anonymous)

It would be nice to meet with each online class at least once during the class, just to be able to put a face with the name. (000000610 Anonymous)

Make sure the future students get with their advisors to get the classes they need, and in the order that will make the learning process easier. I did not get this opportunity and at times it was frustrating to know I would have did better, if I had certain classes first. (000000612 Anonymous)

Maybe change the Meeting and Event planning class... (000000547 Anonymous)

Nothing. (000000546 Anonymous)

Online classes (0000000336 Anonymous)

The online classes were so different from the classroom setting. I would have some teachers communicate with the students better. I had one on-line class that I felt totally in the dark with, because the teacher did not respond to emails that I sent her. I tried to email enough time ahead to get a better understanding of the assignment, but did not get replies. (0000000337 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%            16        Yes

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

I had strong communication skills going into this, but I was able to develop stronger written communication skills (i.e. business letters, memos, etc.) (0000000603 Anonymous)

Intense communication skills in writing. (0000000547 Anonymous)

n/a (0000000336 Anonymous)

Plenty of opportunities to communicate through presentations, discussions and the Business Communication class was very beneficial. (0000000606 Anonymous)

The proper grammar is still a struggle for me (0000000337 Anonymous)

The variety of classes offered guidance to good communication skills. (0000000335 Anonymous)

You never stop learning about communication skills. Every course I had this year involved some sort of oral or written communication. I've also enhanced my communication skills in each of the courses. (0000000608 Anonymous)

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

100%            16        Yes

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

Having not been introduced to math in so many years, I found it helpful to be able learn math skills all over again. It also helped me in assisting my son in his math throughout the school year. (0000000608 Anonymous)

I am not the best math person. But I would say I learned quite a bit of math concepts from western teachers. (0000000611 Anonymous)

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I work with budgets and help with staffing at times. I also balance my bank account. I learned some specific accounting skills as well. (000000603 Anonymous)

Math with Business Applications along with applying our knowledge through Excel spreadsheets were very good. (000000606 Anonymous)

n/a (000000336 Anonymous)

The math was related to business in a variety of ways. (000000335 Anonymous)

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

93.3%	14	Yes
6.7%	1	No

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

I have worked in health care for years and am active in my community, so I have always applied such theories to my everyday life, but I picked up new information that I intend to use. (000000603 Anonymous)

I valued the application of our current societal and learning theories that translated into being an effective administrative professional. (000000606 Anonymous)

Learning about different cultures and what is effective and not. (000000335 Anonymous)

n/a (000000336 Anonymous)

N/A (000000610 Anonymous)

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

100%	16	Yes
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### ***10. Comments on critical thinking skills.***

Although I have applied critical thinking in my previous job position, I've also had to utilize it in my study habits. (000000608 Anonymous)

I had strong critical thinking skills coming into the program, but I learned some new things, met new people, and experienced new situations that made me use my critical thinking skills. (000000603 Anonymous)

n/a (000000336 Anonymous)

The courses really focused on application of our skills to real world scenarios (000000606 Anonymous)

Yes I learned many new ways to different situations in the work field. (000000335 Anonymous)

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

100% 16 Yes

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

Hands on with computers, tablets, dictation machines, dragon speaking software along with the ability to use the ITV technology, I enjoyed this quite a bit. (000000606 Anonymous)

I have always been able to operate general office equipment/technology, but this is the area I gained the most skills. I have learned a great deal and have already been able to apply my new knowledge at work and at home. (000000603 Anonymous)

In the last two years I'm very satisfied in what I have learned about technology. Before I started school I was taking lifelong learning which helped me somewhat, but the courses I've taken this last two years have really improved my ability to navigate the computer. I've learned all the Microsoft word programs and feel comfortable applying them in my future role in administration. (000000608 Anonymous)

Learned a lot about Microsoft Suite (000000547 Anonymous)

n/a (000000336 Anonymous)

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

100% 16 Yes

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

Being the only male in this program allowed me to understand the importance of diversity. There was a strong understanding of respect given to all students and working with faculty. (000000606 Anonymous)

I worked with a variety of people in this program and have had times when that was more of a challenge; however, I learned to adapt and work through our differences. (000000603 Anonymous)

n/a (000000336 Anonymous)

Working in many groups has been very beneficial. Brainstorming and working together in a diverse group has been a very good learning experience. I've come to know quite a few students and myself being diverse because of my age difference has made me more comfortable. I've always had an excellent work ethic and I have become more confident and value myself more knowing I've accomplished what I have this past two years. (000000608 Anonymous)

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

100% 16 Yes

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

Accomplishing my objectives and goals by making that step to return to school, has allowed me to become more aware of my ability to incorporate the importance of endurance. It has given me the opportunity to apply my knowledge learned through my education to succeed. (000000608 Anonymous)

As I understand sustainability is the idea of keeping focused on the goal, to follow through with assignments and being there to assist others to keep the goal of graduation a priority. Education is just as

much the determination to complete a program as it the practical knowledge itself. (000000606 Anonymous)

n/a (000000336 Anonymous)

The customer service class emphasized the importance of maintaining the customer. That concept is what helps sustain a company. I've also learned tips on how to cut down on the use and costs in an office environment. (000000603 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. Demonstrate effective workplace communications.**

100%          16      Yes

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

Customer service, team building, and supervision provided plenty of experiences to implement workplace communications. (000000606 Anonymous)

I have learned how to communicate more effectively in my workplace with emails and verbally. (000000608 Anonymous)

We learned that there are many different people and situations that can be encountered in a workplace. We learned different strategies to be effective communicators. (000000603 Anonymous)

#### **19. Apply technology skills to business and administrative tasks.**

100%          16      Yes

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

The field study allowed what we gleaned from our program objectives and put these business and administrative tasks into practice. (000000606 Anonymous)

The program showed the clear connection between the use of technology in the business world today. I feel much more comfortable than I did when I started. (000000603 Anonymous)

Using what I have learned the last two years, has given my the capability to be more diligent in researching, using office equipment, communication, and navigating around the computer. In my current job, it's important to research and find more tools to assist me in selling products and to know my job. (000000608 Anonymous)

#### **21. Perform routine administrative procedures.**

100%          16      Yes

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

A lot of what I learned I implement at my Administrative Assistant job. (000000611 Anonymous)

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At times it seemed we faced a number of assignments that appeared repetitive but in truth, it is important to understand and perform routine administrative procedures with confidence and at ease. (000000606 Anonymous)

Both in class as well as my field study, I performed a variety of routine administrative procedures such as data entry, copying, faxing, filing, answering the phone, etc. (000000603 Anonymous)

I use a computer for everything I have to accomplish in my daily tasks. (000000608 Anonymous)

### ***23. Manage administrative projects.***

100%      16      Yes

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

During my field study, I was responsible for the scholarship reception and CampW. I created a variety of items for each project. (000000603 Anonymous)

I'm able to manage the administrative projects more effectively by applying what I've learned the past two years. (000000608 Anonymous)

This area I thrived on. I loved doing the various projects for the class work. This included the ability to work on projects as a team as well. (000000606 Anonymous)

### ***25. Maintain internal and external relationships.***

100%      16      Yes

### ***26. Comments about learning this program outcome.***

I've become more aware of the appropriate ways to handle situations and to communicate more effectively. It's important to know the right approach when faced with conflict or dealing with customers internally and externally. (000000608 Anonymous)

ITV provided a great balance between internal and external relationships. Over that past two years I truly count my instructors and fellow students as colleagues and friends. Since the administrative professional works with others, it is important to help others succeed and really implement servant leadership. (000000606 Anonymous)

The program stressed the importance of both internal and external relationships. (000000603 Anonymous)

### ***27. Model professionalism in the workplace.***

100%      16      Yes

### ***28. Comments about learning this program outcome.***

I have been in a leadership role for 15 years, and I've learned more in the last two years in modeling a professional behavior. (000000608 Anonymous)

Presentations and the work required for submission were to model a standard of excellence. Our instructors also modeled professionalism. (000000606 Anonymous)

We were reminded often how important it is to maintain professionalism. (000000603 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.

**29. Comments**

Gail is a spectacular instructor! (0000000547 Anonymous)

I am proud to be graduating on Friday. I am very happy with the program and have already been hired as an administrative assistant. I start my new job on Monday, May 13, 2013. Thanks! (0000000603 Anonymous)

I applaud the office staff at the Viroqua campus. They have been so helpful in answering questions and finding answers for us. (0000000337 Anonymous)

I feel I owe my accomplishments to what I have learned at western-Kim Walsh Bethauser has been a total inspiration to my success. I do believe that that some of us that attend outreach campuses would be benefit if all classes were some what held at the campus we attend. I do think that I would of benefited more in my second semester had it been held in a class room. I do believe these classes were much more difficult to retain the information. I think I would of benefited more had they been held in a class room setting. I cannot go without saying that Dan Olson also helped me tremendously with my math skills, don't let him get away. (0000000611 Anonymous)

I have enjoyed my time in school. I feel more complete in my education now. I felt, being a nontraditional student, excepted in all my programs as an equal. When I would have issues with any subject, there was always someone to help me work out these issues. (0000000612 Anonymous)

It was a great experience. (0000000335 Anonymous)

Overall, I really enjoyed this program. I will highly suggest it to future students! Thanks so much for a great education! (0000000546 Anonymous)

This is my last semester at Western Technical College, I feel I have completed the more productive years. I only wish some of the younger students who chose to wait in returning to college would realize the importance an education makes you feel about yourself and your successes. I'm really satisfied with the outcome and how I feel about myself. I feel I can accomplish anything I set my mind to, and that is thanks to a wonderful staff, instructors, and students I have come to know here at Western Technical College. (0000000608 Anonymous)

This is my second degree I have obtained at Western Technical College. Previously I completed a B.A. and a Master's degree but these seemed to be purely academic but Western honed in on professional skills to help one succeed in the workforce. I found that Western was a very good compliment to my previous education. (0000000606 Anonymous)