

Business Management Program Student Survey Spring 2013 Results

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Survey Overview

Description

This survey is designed to inform the Quality Review Process for the Business Management Program.

Instructions Provided To Respondents

This survey will provide information that will be used to improve the experiences of Business Management Program students at Western Technical College. Please note: this survey is confidential and will not affect your grade in the program. Results will strictly be used for program improvement efforts.

Your responses should reflect your college experiences in your entire program; and, should not be based on a single class. Using the scale provided, please select the answer that best describes how you feel. You will have the opportunity to comment at the end of the survey.

Respondent Metrics

Respondents:	48
First Response:	2/11/2013 02:14 PM
Last Response:	2/25/2013 11:27 AM

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 - Readiness

Instructions Provided To Respondents

Please select the choice that best describes your response. Before starting this program:

1. I was able to access program information.

52.1%	25	Agree
45.8%	22	Strongly Agree
2.1%	1	Disagree

2. I received assistance from Western staff in selecting the program that best fits my needs.

52.1%	25	Agree
27.1%	13	Strongly Agree
10.4%	5	Disagree
8.3%	4	Strongly Disagree
2.1%	1	Unknown

3. I was comfortable using computers.

72.9%	35	Strongly Agree
22.9%	11	Agree
2.1%	1	Disagree
2.1%	1	Unknown

4. I was comfortable using software such as Microsoft Office.

70.8%	34	Strongly Agree
27.1%	13	Agree
2.1%	1	Disagree

5. I understood the financial implications of going to college (cost of books, student loan debt, etc.).

47.9%	23	Strongly Agree
45.8%	22	Agree
4.2%	2	Disagree
2.1%	1	Strongly Disagree

Section - Instruction

Instructions Provided To Respondents

Consider all of your past and current instructors at Western. In general, these instructors:

6. Are available to meet with me when needed.

47.9%	23	Agree
39.6%	19	Strongly Agree
12.5%	6	Disagree

7. Are attentive to my learning needs.

52.1%	25	Agree
33.3%	16	Strongly Agree
12.5%	6	Disagree
2.1%	1	Unknown

8. Treat me with respect.

45.8%	22	Agree
43.8%	21	Strongly Agree
8.3%	4	Disagree
2.1%	1	Unknown

9. Answer my questions clearly.

56.3%	27	Agree
22.9%	11	Strongly Agree
16.7%	8	Disagree
2.1%	1	Strongly Disagree
2.1%	1	Unknown

10. Appear to be knowledgeable in course content.

56.3%	27	Agree
37.5%	18	Strongly Agree
6.3%	3	Disagree

11. Grade according to the standards set forth in the syllabus.

54.2%	26	Agree
39.6%	19	Strongly Agree
6.3%	3	Disagree

12. Use a variety of teaching methods (hands-on, group discussions, etc.)

50.0%	24	Agree
41.7%	20	Strongly Agree
8.3%	4	Disagree

13. Keep me informed of my academic progress.

39.6%	19	Strongly Agree
33.3%	16	Agree
22.9%	11	Disagree
2.1%	1	Strongly Disagree
2.1%	1	Unknown

14. Provide feedback on my performance in a timely manner.

41.7%	20	Agree
29.2%	14	Disagree
29.2%	14	Strongly Agree

15. Encourage me to actively participate in class.

62.5%	30	Agree
35.4%	17	Strongly Agree
2.1%	1	Disagree

16. Use a variety of assignments, activities, or exams to assess my learning.

50.0%	24	Agree
41.7%	20	Strongly Agree
6.3%	3	Disagree
2.1%	1	Strongly Disagree

17. Provide instruction at an understandable level.

52.1%	25	Agree
33.3%	16	Strongly Agree
10.4%	5	Disagree
2.1%	1	Strongly Disagree
2.1%	1	Unknown

18. Offer suggestions for supplemental learning (tutoring, Academic Success Center, study groups, etc.)

50.0%	24	Agree
35.4%	17	Strongly Agree
8.3%	4	Disagree
4.2%	2	Unknown
2.1%	1	Strongly Disagree

19. Model professional behavior.

52.1%	25	Agree
37.5%	18	Strongly Agree
10.4%	5	Disagree

20. Connect the coursework to my career field.

45.8%	22	Agree
39.6%	19	Strongly Agree
8.3%	4	Disagree
4.2%	2	Unknown
2.1%	1	Strongly Disagree

Section - Courses**Instructions Provided To Respondents**

Consider all of your past and current courses. In general, these courses:

21. Provide a syllabus with clear expectations.

66.7%	32	Strongly Agree
29.2%	14	Agree
4.2%	2	Disagree

22. Use textbooks that support my learning.

43.8%	21	Agree
41.7%	20	Strongly Agree
10.4%	5	Disagree
4.2%	2	Strongly Disagree

23. Integrate modern technology (Blackboard, software, simulations, etc.).

52.1%	25	Strongly Agree
43.8%	21	Agree
2.1%	1	Disagree
2.1%	1	Strongly Disagree

24. Are offered at convenient times.

43.8%	21	Strongly Agree
39.6%	19	Agree
12.5%	6	Disagree
2.1%	1	Strongly Disagree
2.1%	1	Unknown

25. Are offered at convenient locations.

56.3%	27	Strongly Agree
31.3%	15	Agree
10.4%	5	Disagree
2.1%	1	Unknown

Section - Student Support Services**Instructions Provided To Respondents**

Are you aware that Western offers the following services for students?

26. Academic advising (through the Welcome Center).

91.7%	44	Yes
8.3%	4	No

27. Academic advising (through instructors).

95.8%	46	Yes
4.2%	2	No

28. Counseling services (through the Welcome Center).

95.8%	46	Yes
4.2%	2	No

29. Financial aid (through the Welcome Center).

100%	48	Yes
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30. Library services on the La Crosse campus.

100%	48	Yes
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31. Online library services.

89.6%	43	Yes
10.4%	5	No

32. Disability support services (through the Welcome Center).

89.6%	43	Yes
10.4%	5	No

33. Multi-cultural center (second floor of Academic Resource Center).

79.2%	38	Yes
20.8%	10	No

Section - Additional Feedback**34. What do you like about the program?**

- All of the different areas that the program covered. I was happy to be able to take classes in marketing, finance, accounting and other areas that covered the entire business spectrum. I liked that this program did not just focus on one area, but prepared us for any job that we could potentially have. (000000098 Anonymous)
- Great instructors who offer a fun and interesting learning experience. (000000094 Anonymous)
- How the instructors teach their classes (000000088 Anonymous)
- I enjoy working with some of the professors and hearing how their past experience helps them teach us. (000000087 Anonymous)
- I have always wanted to go into this program. I like a lot of things about it. I like learning everything that I need to in this class and I have been very happy with Western. (000000108 Anonymous)
- I learned (000000081 Anonymous)
- I like how all the classes I need to take are right here in Mauston. (000000114 Anonymous)
- I like that it is laid out in a comprehensive manner (000000104 Anonymous)
- I like that my advisor works with my schedule to get me into the classes I need. (000000093 Anonymous)
- I like that the assignments are online and that classes are only once a week. I also like that I can take all my classes in Tomah, which is where I live. (000000106 Anonymous)
- I like that the courses are set up to follow a sequence, and some semesters we talk about the same items in different classes. (000000072 Anonymous)
- I like that the program offers courses such as accounting, and human resources I think it opens many more doors for us (000000080 Anonymous)
- I like that the program touches base on all the aspects of a business. (000000090 Anonymous)
- I like the broad amount that is covered with the program. (000000091 Anonymous)
- I like to, as an adult learner, incorporate what I learn into my daily life. For example, I have now updated my resume to a professional and handsome format. I have also sharpened my knowledge of world affairs and history, even though I am a Business Management Associate student. (000000103 Anonymous)
- I liked everything the course had to offer. I feel like I can do everything at my job the way I suppose to. (000000099 Anonymous)
- I love my teachers and just being able to learn. (000000113 Anonymous)
- I really enjoy how everyone is almost always available to help me when I need it. (000000076 Anonymous)
- I really enjoyed working with so many different people throughout my three years. (000000086 Anonymous)
- I really love attending Barb Wenzel's classes. She is a great motivator and her lectures are vital to business management students. (000000073 Anonymous)
- It has worked really well with me and my weird schedule with work and kids. (000000109 Anonymous)
- It is preparing me for my future in the business world. (000000096 Anonymous)

- It is so broad so you can attain a job for almost anything. (000000110 Anonymous)
- It's a good degree that can be attainable within two years. (000000105 Anonymous)
- Its a good program, because it is a broad degree. (000000100 Anonymous)
- learning (000000082 Anonymous)
- Learning about business procedures (000000077 Anonymous)
- n.a (000000300 Anonymous)
- Some of my instructors are very good and extremely knowledgable in their field. (000000107 Anonymous)
- team work (000000118 Anonymous)
- The course work is challenging, but a lot of knowledge is gained from it. (000000079 Anonymous)
- The diversity in the required classes (000000089 Anonymous)
- The whole program as a whole interest me. I like the field of Human Resource. (000000084 Anonymous)
- Useful information. (000000117 Anonymous)
- very informative instructors (000000115 Anonymous)

35. What would you like to see improved?

- Better simulation options that offer more information. (000000117 Anonymous)
- blackboard (000000118 Anonymous)
- Classes offered more than once a year. (000000105 Anonymous)
- Classes that aren't as early. (000000109 Anonymous)
- Don't do a simulation and a business plan in one class, because it is a lot of work for one class. (000000100 Anonymous)
- I actually dropped my program and went into something different (000000300 Anonymous)
- I do not feel respect from some teachers (including mainly Jim Murray and Shelly Wetzston). Instructor Murray has poor communication skills and really brings down some students in his classroom when asking questions (as perceived by students). I had Shelly in a Marketing class; she was very subjective and taught me little to no information throughout the semester (my advisor was told of the situation). (000000073 Anonymous)
- I do not really know at this point in time. (000000110 Anonymous)
- I know this is probably mentioned a lot but in one of my classes in particular, the homework takes up a huge chunk of my outside class time, that is what is really holding me back currently because I'm going to school full time and I have a job that also takes up another chunk of my time. So I would say pick a smaller number of assignments that will still challenge us to learn but don't take up 10-25 hours a week for that class alone (000000076 Anonymous)
- I think the capstone class could be formatted a little differently. It would be nice to not have two major projects going on at the same time. It's hard enough to find time to meet with a group when you're trying to meet one project deadline, but when you have two big projects for the same class that you have to get done, it's hard. (000000072 Anonymous)
- I think you need to have some of the Business classes offered online or have another instructor. Sometimes kind of hard to do when you only offer it one time in the other locations. (000000108 Anonymous)
- I would like to see an improvement in technology used, as it is required in many courses and is often faulty or cumbersome. I think students should each have a virtual desktop associated with their student ID for easier access to files. Also, Jumpbooks are just not very user friendly. I do use it on my tablet and phone (ASUS Transformer Prime and Samsung GS3) and the zoom levels aren't right.

Everything is so much more fluid when using Kindle, or Google Books to read, it's almost like someone took the regular book to a scanner and made a PDF file. Because of this, it's also fairly slow, while standard web browsing and eBook usage on my devices are quite fast. Blackboard has improved, however, and is much more well explained than when I previously attended Western College.

(0000000103 Anonymous)

- I would like to see more guess speakers (000000088 Anonymous)
- I would like to see the Capstone class improved. We are assigned both a simulation project and a business plan project. With the amount of work that both include and along with all the other work we get in our other classes, I would suggest picking just one project. I think it is absolutely ridiculous assigning both. (000000086 Anonymous)
- If anything maybe a few things on blackboard like having to still write your name on your submitted assignments (000000077 Anonymous)
- It took a bit to get a face-to-face meeting with my advisor, almost 3 months, in order for him to sign a couple pieces of paper to make sure I got my financial aid. (000000093 Anonymous)
- Less simulation and more logically work from the teachers. (000000091 Anonymous)
- Mauston needs to have it so you can get your associates in 4 to 5 semesters not 6 to 7 semesters. Why do I have to have Microsoft Word? Computers come with WordPad on them, but I must buy Microsoft products? It makes sense for some classes, but many classes I need Microsoft word to submit a paper; did I hear the word MONOPOLY!! Come on I hate Microsoft products, and you make me support them. I hate MICROSOFT!! (000000114 Anonymous)
- None (000000099 Anonymous)
- None. The class runs really smooth. Lori is doing an excellent job for her first ITV class. Note, this is my first ITV class. (000000084 Anonymous)
- Nothing (000000081 Anonymous)
- nothing (000000089 Anonymous)
- nothing (000000115 Anonymous)
- Offering all classes all year. I could have graduated a semester earlier, but had to wait because certain classes are only offered certain semesters. (000000079 Anonymous)
- Problem Solving class and Capstone is way too overwhelming. (000000090 Anonymous)
- relevance to real world (000000082 Anonymous)
- Sheila Allards teaching style. (000000094 Anonymous)
- Some of the classes do not seem to be well thought out as curriculum. (000000104 Anonymous)
- The amount of material expected from Capstone. I understand it is college but, the simulation is repetitious from the other courses in the program. (000000096 Anonymous)
- The capstone course could definitely be improved. I feel that this course was too crammed with things and did not allow any focus on other classes. The class should focus on either the simulation or the business plan, NOT both. It seems like we are just trying to "get through" this class which is not what I wanted at all. (000000098 Anonymous)
- The only challeng i had was that classes were normally offered on tuesday or thursday during normal working hours which made it difficult to work full time and still attend class, i think they should offer these sections at night (000000080 Anonymous)
- The professionalism of some professors that do not always take us seriously. (000000087 Anonymous)
- They do not offer all my classes every semester. So I cannot take all of them right away like I want, which extends the time that I can get done. (000000106 Anonymous)
- When bad reivews on teachers are constant, make a change in something. (000000107 Anonymous)

36. *Where did you hear about the program?*

- At the tech location in black river falls. (000000091 Anonymous)
- Campus (000000082 Anonymous)
- counselors at WTC (000000080 Anonymous)
- Counsler (000000109 Anonymous)
- friend (000000089 Anonymous)
- From a friend who attended western. (000000072 Anonymous)
- From the campus... By the way your program selection is pretty awful in Mauston. What happened to welder classes, where are my construction classes, and plumbing and electric courses. (000000114 Anonymous)
- high school (000000118 Anonymous)
- I have always wanted to go into this kind of program. I was going to go to Globe but Western won because it was right here in Black River Falls. I was going to go into the same program and Globe and then found it here. (000000108 Anonymous)
- I heard about it from the dean. (000000090 Anonymous)
- I heard about this program from my advisor. (000000084 Anonymous)
- I ran into Barb Wenzel, and she sparked my interest in school again. It then consumed me to plan the next year and a half of my life. I realized how soon I could finish the degree I'd put off getting for 4 years. I have something to prove to myself and this is a good start of it. (000000103 Anonymous)
- I researched the program my junior year of high school. I was indecisive when it come to what I wanted to be. I came to the conclusion that business was a broad subject and where I wanted to be in a couple years. (000000096 Anonymous)
- I was advised that this program would be the best choice for me. (000000076 Anonymous)
- looked it up (0000000300 Anonymous)
- Online (000000087 Anonymous)
- online (0000000104 Anonymous)
- online (0000000113 Anonymous)
- Online and in packets. (0000000107 Anonymous)
- Online. (0000000105 Anonymous)
- Personal research of Western. (000000073 Anonymous)
- The Tomah Highschool (0000000106 Anonymous)
- The Western website. (000000086 Anonymous)
- Through friends who have attended Western. (0000000117 Anonymous)
- Through my guidance counselor (000000088 Anonymous)
- walk in (0000000115 Anonymous)
- walk in to the welcome center (000000093 Anonymous)
- Website (000000079 Anonymous)
- Website (000000081 Anonymous)
- Website (0000000100 Anonymous)
- Western TC website (0000000110 Anonymous)
- Westerntc (000000099 Anonymous)
- When I was looking to transfer from UW-L to here, I looked online at the different programs available at Western and, after researching the program some more, decided on Business Management. (000000098 Anonymous)
- Word of mouth (000000077 Anonymous)

37. Please add any general comments about your experience at Western.

- I am beyond disappointed with Barb Wenzel. She is suppose to be the head of the program and she sure doesn't act like it. She is a very rude and sarcastic person. Most of the time I am scared to even ask her for help because she is so rude about it. She makes a very unwelcoming learning environment. (000000086 Anonymous)
- I am overall pleased with my experience at Western and excited to graduate in May (000000080 Anonymous)
- I am very much enjoying my semester so far and am looking forward to the future of a hopeful start to a career. (0000000103 Anonymous)
- I have enjoyed my time at western so far. (0000000104 Anonymous)
- I have had a good experience overall in the Business Management Program. (000000090 Anonymous)
- I have had a wonderful experience here so far. There are some instructors I have not been happy with due to the fact we didn't really learn much and the students in the class felt the same way. Over all it had been really good though. Very happy that I picked to go here. (0000000108 Anonymous)
- I have had an AMAZING experience here at Western. I was extremely unhappy at UW-L and was greatly pleased at the treatment I received upon transfer to Western. I finally felt like I was a part of something here. The small class sizes really helped with that. I also loved the fact that once you are in a program here, you form relationships and bonds with your classmates that carry you through to graduation. The instructors and staff were awesome as well. Always friendly and willing to help, they showed me that college is an awesome opportunity to grow. I will never forget the generosity and kindness shown to me at Western Technical College. (000000098 Anonymous)
- I have had some very unqualified Instructors and they do ruin the Western experience. Tracy Isensee/Carlson; intro to sociology; worst class ever! My final was a 38 pages long, and received a low B. Investigate this teacher if you want students to continue attending you classes. (0000000114 Anonymous)
- I like it more than my previous school. I go through it more easily and with less stress. (0000000106 Anonymous)
- I love western. the teachers are great (0000000300 Anonymous)
- I really enjoy how everyone is always there to help me when I need it. (0000000076 Anonymous)
- I think it has been an overall great experience and it has been enjoyable (0000000077 Anonymous)
- I think it is a great school with flexible class times (0000000115 Anonymous)
- I think Western is becoming a wonderful college to attend. The upgrades around Western really help improve the ambience and overall look of Western TC. But, I honestly wish we had more instructors like Barb Wenzel who respects her students and has such a passion for teaching. Barb Wenzel is a huge asset to Western TC, and I hope her work does not go unnoticed. (0000000073 Anonymous)
- I've been dissatisfied with a couple of the teachers they are not teaching me what I should learn. The lack of book use from some of them and the overall useage of simulations. I'm trying to save myself money and i have spent more on having to get different new books just to get the simulations or other online programs that instructors use. Because they cost too much other wise. (0000000091 Anonymous)
- im enjoying attending college and the opportunity to do so. (0000000113 Anonymous)
- instruction can use improvement (0000000082 Anonymous)
- It is nice getting into the program quickly. (0000000107 Anonymous)

- It was a good experience, a lot of work, but worth it. (0000000100 Anonymous)
- It was awesome. (0000000099 Anonymous)
- It was great (0000000081 Anonymous)
- My experience at Western had its ups and downs. But, through it all I met some really cool people and I learned much needed information to succeed in the business world. (0000000096 Anonymous)
- n/a (0000000088 Anonymous)
- none (0000000118 Anonymous)
- So far, so good. Most teachers are specific about what they expect out of you; and they try to manage their schedule and mine to help me achieve my goal. (0000000093 Anonymous)
- Some of the simulation seems to be disorganized. (0000000117 Anonymous)
- Western is a good place to further your education. I like the flexibility, and understanding of peoples responsibilities outside of class. (0000000084 Anonymous)

Section - Additional Information

38. What is your enrollment at this point in time?

60.4%	29	Enrolled in twelve credits or more this semester.
39.6%	19	Enrolled in fewer than twelve credits this semester.

39. Are you on the Wait List for this program?

97.9%	47	No
2.1%	1	Yes

40. Are you a Prep Student for this program?

93.8%	45	No
6.3%	3	Yes

41. Is this your first semester at Western?

93.8%	45	No
6.3%	3	Yes

42. How many semesters have you completed at Western?

33.3%	16	More than 4 semesters
22.9%	11	3 semesters
18.8%	9	4 semesters
14.6%	7	1 semester
6.3%	3	2 semesters
4.2%	2	0 - this is my first semester