

Western Student Learning Results (Program Outcomes) for 2011

Source: Student

of Grads: 15

of Responses: 16

Program: Medical Assistant

Outcome	Yes	No	Unk	NA	Result	Feedback
What did you like about this program?	31 100.00%	0	0	0		
	Yes					I liked how all the teachers were great at teaching and were always there to help.
	Yes					I loved all the hands on that we got to do and I really liked that all the instructors cared about each of us as a individual
	Yes					I liked the wide range of knowledge that was covered and the felt very prepared out in clinicals.
	Yes					I loved that everything is patient contact. You get to meet new people and assist the doctor in his practices. I felt more then ready when I went out to do my clinicals. The instructors did a great job preparing us.
	Yes					I liked how accomodating the instructors were and how they were available most the time to answer questions or give advice. They were will to work with you no matter what the circumstance. They were very knowledgeable and the amount of time given to each class was appropriate. Their expectations of their students were appropriate as well.
	Yes					That all of the providers were amazing. They were willing to work with you with any personal issue that might be going on.
	Yes					I really liked the personal relationship with the teachers. That there is only 3 teachers in this program. I like the closeness. It made me feel more comfortable doing some of the things that we had to do.
	Yes					I liked the skills and the information we learned in the classroom.
	Yes					Great classes, great teachers.
	Yes					I loved every minute of this program, I feel I have achieved so much.
	Yes					I liked that it was outlined and the outline was followed. There was very few supprises throughout the course.
	Yes					The hands on skills that were practiced on each student was very helpful during clinicals. This prepared me very well and gave me confidence in the "workplace" setting. I felt very prepared.
	Yes					Yes I have, our class was very close at helping each other out and making sure to get things done.
	Yes					It had alot of hands on and i loved that.
	Yes					I loved the program. All the instructors are phenomenal and the things that we have learned are just amazing. Hearing great feedback from the staff members and instructors feels great. I would not regret anything from this course.
What would you change about this program?	30 96.77%	1 3.23%	0	0		
	Yes					If I could change anything, I would try to change students not having assignments once they are out to clinics.

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					Yes	I would make medical terminology and Med law and Ethics a face to face class. I didn't feel like I learned as much from them being online and I would have benefitted more if they had actual class time. I would have also spent more time preparing resumes and cover letters. I don't feel I am prepared enough to finish putting mine together.
					Yes	I wouldn't change anything, it was a lot of work that was pushed into two semesters, but it wasn't impossible.
					Yes	There is nothing I would really change about this program. I really liked it.
					Yes	I think it would be best to have all assignments/projects completed prior to going out to the clinical sites.
					Yes	I would not change anything about this program.
					Yes	Let the students know the first day that this program is very fast paced and if you are not 100% committed you need to step out now.
					Yes	I think there should be more information on immunizations and when they are given and what they are for.
					Yes	I would change some of the administrative classes. In my opinion, each facility has a different way to set up appointments etc. and learning VMO and Medisoft were useless in my opinion. It is easier to understand while I was out doing my clinical hours because of what facility works off a different program.
					Yes	Assignments could be more spaced out to allow more time when we are in clinicals.
					Yes	Learning the math for Pharmacology and medication administration was very useful.
					Yes	The hands on experience was awesome, but even more would be great.
					Yes	I would probably suggest one class change. I felt Pharmacology was too fast of a course and I didn't really learn much. If it was like lab and clinical with two parts to it, that would really be more beneficial.
					Yes	Before starting my program I did brush up math which helped me a great deal.
					Yes	I would like to have had more lab time if possible.
					Yes	The program is great the way it is already but there can be some adjusting to make it ever better for future students. Simple things like taking more time to focus on procedures instead of looking up definitions would greatly be appreciated. Pharmacology is a very hard and fast course, maybe if splitting the course into two classes would be a great idea.
					No	I thought it went pretty smoothly for being such a fast paced course.
Use effective communication skills.	31	0	0	0	100.00%	
					Yes	Yes. I have always had good communication skills.
					Yes	They were very open with communication whether it was in class, on the phone, or via email.
					Yes	Yes, emails could be responded more quickly.
					Yes	Yes all the teachers were effective in communication and I had every opportunity to be successful.
					Yes	I feel that my communication skills have improved tremendously because of this program.
					Yes	This program is great with communication skills
					Yes	Face-to-face classes are very important in a hands on career.

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					Yes	Yes, this program have taught me how to use effective communication skills. We use other students as our patients and thats how we learn how to become professional and speak professional.
					Yes	Yes I felt I have been very efficient in communicating more with people.
					Yes	They were very clear with what they wanted and if i had any questions they were always there to answer them.
					Yes	I felt very comfortable communicating with not only the other staff but the patients and physicians too. Most of the physicians were willing to pull me into a room and call me by name which gave me encouragement that I was doing a good job. I also felt very comfortable asking questions, no one made me feel dumb for asking questions.
					Yes	Absolutely
Apply mathematical concepts.	31	100.00%	0	0	0	
					Yes	Yes, The math was taught in a simple way that is easy to apply to the job.
					Yes	we had a good amount of math to help us in this field
					Yes	There wasn't much math besides the drug calculations but they taught us how to do them correctly, and how to remember how to perfrom the problems.
					Yes	Definetely, You are taught to think critically in this program
					Yes	The way Margy taught us was very helpful during clinical. It is a nice fast/easy way to figure out doses of medications.
					Yes	Hands on skill training was good.
					Yes	Yes we had to do some math and I am glad we reviewed it.
					Yes	Our instructor, Margy, did an excellent job teaching us the math part of this program.
					Yes	Medication math was very hard at first, but when you work with it so much you get use to it and it comes easily.
Demonstrate ability to value self and work ethically with others in a diverse population.	31	100.00%	0	0	0	
					Yes	Yes, where I was sent there was a very diverse population, and I do value myself
					Yes	Being in certain social situations at clinicals has made me feel more relaxed and comfortable for when I get a job. I am glad we have clinical experience as practice for this program.
					Yes	definetly, it is impossible to cover all circumstances and questions that will come up in the clinic however the stories and for the most part we were given the general knowledge to handle most circumstances.
					Yes	Yes, I felt that everything I learned I could apply.
					Yes	We had a very diverse group that studied well together. But as in real life, there are always some who are not so easy to get along with. So, tolerance was also a learning experience.
Demonstrate ability to think critically.	30	96.77%	1	3.23%	0	0
					Yes	For me this is very important in providing good care to patients and this is a main priority I set for myself and I am very pleased at what I've accomplished.
					Yes	It was great having the computer classes, it taught me a great deal

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					Yes	I felt I was well prepared, I have been working in the healthcare field for three years so I have developed the skill to think critically.
					Yes	you definately have to think critically with this profession and the program helped alot with it
					Yes	absolutlely. I had to use my brain a lot during this program
					No	I would like to see more access to computers on the fourth floor in the building where the MA program is. To get something printed or access Blackboard was not possible without leaving the area.
Demonstrate ability to value self and work ethically with others in a diverse population.	47	100.00%	0	0	0	
					Yes	I work at a group home with developmentaly challenged people and it has really helped me grow as a person and not only treat the developmentaly challenged but everyone. I think the program can not necessarily teach us this, it is a skill that we have to develop on our own.
					Yes	I will agree, however there were many things we were taught that did not pertain to the medical assistant profession.
					Yes	Diversity is a great thing and we all have to see that people are different.
					Yes	Diversity is not an issue for me because I love working with different people and learning their ways.
					Yes	I would have liked to see more discussion on some of the scenarios that were presented in our textbook. I think it would have been good to take 15-20 minutes at the end of lecture to discuss the real-life situations.
					Yes	Absolutely
					Yes	we were given knowledge on different cultures and age categories and religious beliefs that help in the clinic.
					Yes	I currently work at places where I have to deal with this so it was nice to do it in a different work setting.
					Yes	Very very important,and I feel I have achieved that
Use technology effectively.	15	100.00%	0	0	0	
					Yes	Yes every place is different.
					Yes	to the best of the facility at Western, some of the clinics have really updated technology but the technique is mostly the same.
					Yes	Entry level computer classes, not needed.
					Yes	I am very good with computers so I had no issues
					Yes	The use of blackboard via discussion board was a very nice way of communication with the class.
					Yes	I am confident that I have learned what I need to in order to be able to perform a job that deals with computers effectively.
Collect, process, and perform laboratory procedures on specimens	31	100.00%	0	0	0	
					Yes	Maybe show more videos about the tests before we actually do them.
					Yes	Yes, I loved my lab class, and learned so much, and was able to perform those duties in my clinical experience.
					Yes	Patients will always come first in my job and every decision I make I will put them first.

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Perform clinical duties utilizing standard precautions.	31 100.00%	0	0	0		<p>Yes Absolutely, standard precautions are extremely important when working in a clinical setting.</p> <p>Yes This I felt I was prepared but I also wish we had more time performing these duties.</p> <p>Yes Excellent preparation before we actually performed skills.</p> <p>Yes Helped us with learning all of the medical office admin. functions and worked with us when we couldn't understand how to do something.</p>
Demonstrate clinical duties accurately utilizing preventative, diagnostic, and performance skills	31 100.00%	0	0	0		<p>Yes adequate time spent.</p> <p>Yes Yes, I was able to perform all of my duties, thanks to this wonderful program</p> <p>Yes I feel I have the knowledge to maintain confidentiality and keep patients safe. I would never do anything to break the policies and laws and if I have any questions I will seek for the right person to answer them for me.</p>
Perform medical laboratory procedures.	31 100.00%	0	0	0		<p>Yes Lab was a really fun and interesting course. With all the skills we learned, I was able to apply those skills into the outreach clinics.</p> <p>Yes was very prepared by the time we went to clinicals</p> <p>Yes I loved the hands on experience, it helped me learn more.</p> <p>Yes Julie's way of teaching is AWESOME! The lab class helped prepare me for clinical.</p> <p>Yes more time maybe using equipment that is used in clinics</p> <p>Yes I am pretty confident about this area because our instructor, Julie, did a great job preparing us.</p> <p>Yes Yes, I have had to do that in the clinic, and my instructor took the time to teach us exactly what we needed to know.</p>
Apply office management skills to ensure efficient operations of the medical office.	31 100.00%	0	0	0		<p>Yes Yes, I apply my office skills everyday</p> <p>Yes I was more then prepared for this because I want a job and to get that job I have to give it my best out there.</p> <p>Yes taught enough of the basics but very hard to prepare because of the different computer systems used by the clics.they are so different and changing all the time.</p>
Demonstrate safety and emergency practices in a healthcare setting.	15 100.00%	0	0	0		<p>Yes We always used PPE.</p> <p>Yes I feel I learned all I needed to know for this. Each clinic is different and it's always important that on the very first day of work or clinicals, you know the safety and emergency practices.</p>
Aggregate Assessment of Achievement	416 99.52%	2 0.48%	0	0		