

# Air Conditioning, Heating and Refrigeration Technician Program Student Survey Spring 2013 Results

***Published: 3/21/2013***

## Survey Overview

### Description

This survey is designed to inform the Quality Review Process for the Air Conditioning, Heating and Refrigeration Technician Program.

### Instructions Provided To Respondents

This survey will provide information that will be used to improve the experiences of Air Conditioning, Heating and Refrigeration Technician 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:	18
First Response:	2/11/2013 02:14 PM
Last Response:	2/19/2013 08:54 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 - 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.*

61.1%	11	Strongly Agree
33.3%	6	Agree
5.6%	1	Disagree

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

44.4%	8	Agree
44.4%	8	Strongly Agree
5.6%	1	Disagree
5.6%	1	Strongly Disagree

#### *3. I was comfortable using computers.*

61.1%	11	Agree
33.3%	6	Strongly Agree
5.6%	1	Strongly Disagree

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

61.1%	11	Agree
33.3%	6	Strongly Agree
5.6%	1	Strongly Disagree

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

61.1%	11	Strongly Agree
38.9%	7	Agree

### 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.*

55.6%	10	Strongly Agree
44.4%	8	Agree

#### *7. Are attentive to my learning needs.*

50.0%	9	Strongly Agree
44.4%	8	Agree
5.6%	1	Strongly Disagree

**8. Treat me with respect.**

55.6%	10	Strongly Agree
38.9%	7	Agree
5.6%	1	Strongly Disagree

**9. Answer my questions clearly.**

50.0%	9	Strongly Agree
44.4%	8	Agree
5.6%	1	Disagree

**10. Appear to be knowledgeable in course content.**

61.1%	11	Strongly Agree
38.9%	7	Agree

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

55.6%	10	Strongly Agree
44.4%	8	Agree

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

55.6%	10	Strongly Agree
38.9%	7	Agree
5.6%	1	Strongly Disagree

**13. Keep me informed of my academic progress.**

50.0%	9	Agree
33.3%	6	Strongly Agree
16.7%	3	Disagree

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

50.0%	9	Strongly Agree
44.4%	8	Agree
5.6%	1	Unknown

**15. Encourage me to actively participate in class.**

61.1%	11	Agree
38.9%	7	Strongly Agree

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

55.6%	10	Strongly Agree
44.4%	8	Agree

**17. Provide instruction at an understandable level.**

55.6%	10	Agree
38.9%	7	Strongly Agree
5.6%	1	Strongly Disagree

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

44.4%	8	Agree
44.4%	8	Strongly Agree
11.1%	2	Disagree

**19. Model professional behavior.**

50.0%	9	Strongly Agree
44.4%	8	Agree
5.6%	1	Disagree

**20. Connect the coursework to my career field.**

72.2%	13	Strongly Agree
27.8%	5	Agree

**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.**

61.1%	11	Strongly Agree
38.9%	7	Agree

**22. Use textbooks that support my learning.**

66.7%	12	Strongly Agree
27.8%	5	Agree
5.6%	1	Disagree

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

66.7%	12	Strongly Agree
33.3%	6	Agree

**24. Are offered at convenient times.**

55.6%	10	Strongly Agree
44.4%	8	Agree

**25. Are offered at convenient locations.**

55.6%	10	Strongly Agree
44.4%	8	Agree

**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).**

100%	18	Yes
------	----	-----

**27. Academic advising (through instructors).**

100%	18	Yes
------	----	-----

**28. Counseling services (through the Welcome Center).**

100%	18	Yes
------	----	-----

**29. Financial aid (through the Welcome Center).**

100%	18	Yes
------	----	-----

**30. Library services on the La Crosse campus.**

100%	18	Yes
------	----	-----

**31. Online library services.**

77.8%	14	Yes
22.2%	4	No

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

83.3%	15	Yes
16.7%	3	No

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

83.3%	15	Yes
16.7%	3	No

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

. (0000000255 Anonymous)

- everything. like the labs because i am more of a hands on person (0000000260 Anonymous)
- Hands on training. (0000000247 Anonymous)
- I enjoy the teachers, and how they help you understand something to your needs. (0000000261 Anonymous)
- I like everything about the program, it's easy to learn and you do a great job teaching it. (0000000250 Anonymous)
- I like how involved i became as a student. Hands on works a lot better for me than reading through a textbook. I liked how helpful and professional the instructors were. They lead through example and i feel like nobody could have taught me better. (0000000248 Anonymous)
- It does great job of introducing students to a vast number of systems, equipment, troubleshooting strategies, and industry terminology. (0000000256 Anonymous)
- it is interesting (0000000258 Anonymous)
- Mr Flannagan (0000000249 Anonymous)
- nothing (0000000254 Anonymous)
- The hands on and the Electricity, motors and controls class. (0000000246 Anonymous)
- The instructors (0000000259 Anonymous)
- very informative (0000000257 Anonymous)

**35. What would you like to see improved?**

- Have 1 insrtuctor treat me with the respect I deserve and stop talking about me and making fun of me behind my back to other students. I have always treated him with total respect. (0000000247 Anonymous)

- I would like to actually see ALL of my grades posted. This has been a problem since I have been coming to Western. It must be fixed. Some teachers have grades up on blackboard right away, while others do not post them. It is much easier to plan ahead if you KNOW how you are doing. Also, I think that tests need to be prepared so you know what to expect and can study for it better. Rather than just coming in and not knowing. (0000000261 Anonymous)
- If there could be a way for a student to concentrate on a particular subject over another, such as hydronic steam systems more so than CAD. (0000000256 Anonymous)
- me (0000000260 Anonymous)
- more class time (0000000258 Anonymous)
- More lab time with the 2nd year students. (0000000255 Anonymous)
- more modern applications. field trips to off campus commercial places. (0000000257 Anonymous)
- nothing (0000000254 Anonymous)
- nothing (0000000259 Anonymous)
- One thing I would have liked is if more of the design aspect was covered in the second semester. I know there's a lot to it and I would have been willing to sacrifice a couple hours every day to learn more about it. (0000000248 Anonymous)
- Ric Tumas method of throwing us into the systems with a "here, have at it" type of teaching is awful, and really hurt the majority of the classes test grades. The heating class is a joke and I can't believe that is considered teaching. (0000000246 Anonymous)
- The only thing that needs to be improved is maybe we could have better reviews before our tests. (0000000250 Anonymous)

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

- A friend (0000000247 Anonymous)
- Family and Friends and Website (0000000256 Anonymous)
- From previous students that went through the program. (0000000255 Anonymous)
- Guidance Counselor (0000000248 Anonymous)
- I came on a school visit. (0000000250 Anonymous)
- job service (0000000258 Anonymous)
- My dad gave me the idea. I always did like to work with my hands! (0000000261 Anonymous)
- my girlfriend (0000000260 Anonymous)
- nothing (0000000254 Anonymous)
- Online (0000000246 Anonymous)
- through a friend (0000000257 Anonymous)
- website (0000000259 Anonymous)
- Wisconsin job service (0000000249 Anonymous)

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

- Awesome (0000000249 Anonymous)
- Generally all my instructors are very helpful. (0000000247 Anonymous)
- I've had a positive experience at WTC. I was challenged academically as well as personally, and I feel I have a good foundation for finding good job heading forward. (0000000256 Anonymous)
- it is good and very challenging (0000000258 Anonymous)
- nothing (0000000254 Anonymous)
- Pretty fantastic experience! But, the ideas I mentioned above should be looked into. (0000000261 Anonymous)

<b>Section - Additional Information</b>
-----------------------------------------

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

77.8%	14	Enrolled in twelve credits or more this semester.
22.2%	4	Enrolled in fewer than twelve credits this semester.

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

94.4%	17	No
5.6%	1	Yes

**40. Are you a Prep Student for this program?**

94.4%	17	No
5.6%	1	Yes

**41. Is this your first semester at Western?**

83.3%	15	No
16.7%	3	Yes

**42. How many semesters have you completed at Western?**

44.4%	8	3 semesters
22.2%	4	More than 4 semesters
16.7%	3	1 semester
11.1%	2	2 semesters
5.6%	1	0 - this is my first semester