

Medical Assistant 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 Medical Assistant Program.

Instructions Provided To Respondents

This survey will provide information that will be used to improve the experiences of Medical Assistant 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:	9
First Response:	2/11/2013 02:14 PM
Last Response:	2/16/2013 04:10 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.

55.6%	5	Agree
44.4%	4	Strongly Agree

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

77.8%	7	Agree
22.2%	2	Strongly Agree

3. I was comfortable using computers.

55.6%	5	Strongly Agree
44.4%	4	Agree

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

55.6%	5	Strongly Agree
44.4%	4	Agree

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

55.6%	5	Agree
44.4%	4	Strongly 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.

44.4%	4	Agree
44.4%	4	Strongly Agree
11.1%	1	Disagree

7. Are attentive to my learning needs.

55.6%	5	Strongly Agree
44.4%	4	Agree

8. Treat me with respect.

55.6%	5	Strongly Agree
44.4%	4	Agree

9. Answer my questions clearly.

55.6%	5	Strongly Agree
44.4%	4	Agree

10. Appear to be knowledgeable in course content.

66.7%	6	Strongly Agree
33.3%	3	Agree

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

66.7%	6	Strongly Agree
33.3%	3	Agree

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

77.8%	7	Strongly Agree
22.2%	2	Agree

13. Keep me informed of my academic progress.

44.4%	4	Agree
44.4%	4	Strongly Agree
11.1%	1	Disagree

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

44.4%	4	Agree
44.4%	4	Strongly Agree
11.1%	1	Unknown

15. Encourage me to actively participate in class.

44.4%	4	Agree
44.4%	4	Strongly Agree
11.1%	1	Disagree

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

66.7%	6	Strongly Agree
33.3%	3	Agree

17. Provide instruction at an understandable level.

55.6%	5	Strongly Agree
44.4%	4	Agree

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

55.6%	5	Agree
44.4%	4	Strongly Agree

19. Model professional behavior.

55.6%	5	Strongly Agree
44.4%	4	Agree

20. Connect the coursework to my career field.

55.6%	5	Strongly Agree
44.4%	4	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.

66.7%	6	Strongly Agree
33.3%	3	Agree

22. Use textbooks that support my learning.

77.8%	7	Strongly Agree
22.2%	2	Agree

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

66.7%	6	Strongly Agree
33.3%	3	Agree

24. Are offered at convenient times.

55.6%	5	Agree
44.4%	4	Strongly Agree

25. Are offered at convenient locations.

66.7%	6	Strongly Agree
33.3%	3	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).

77.8%	7	Yes
22.2%	2	No

27. Academic advising (through instructors).

66.7%	6	Yes
33.3%	3	No

28. Counseling services (through the Welcome Center).

100%	9	Yes
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29. Financial aid (through the Welcome Center).

100%	9	Yes
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30. Library services on the La Crosse campus.

88.9%	8	Yes
11.1%	1	No

31. Online library services.

55.6%	5	No
44.4%	4	Yes

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

88.9%	8	Yes
11.1%	1	No

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

77.8%	7	Yes
22.2%	2	No

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

- All of the material is everything I expected to learn. We usually don't move on until the material is completely understood. Teachers are more than welcome to help. (0000000065 Anonymous)
- everything (0000000066 Anonymous)
- I liked how it was hands on, especially in our lab and clinical classes. (0000000069 Anonymous)
- It's a short time period. (0000000067 Anonymous)
- Learning about the body systems, and being able to work hands-on. (0000000071 Anonymous)
- on the waiting list. (0000000064 Anonymous)
- That it can be done in a year or so. (0000000068 Anonymous)

35. What would you like to see improved?

- Administrative procedures could be a 10 week class and Pharmacology should be a 16 week class. (0000000071 Anonymous)
- Being able to get on a waiting list faster. You shouldn't have to complete certain courses before getting on the waiting list. It's a big inconveniences. (0000000070 Anonymous)
- Getting CPR done more conveniently. (0000000064 Anonymous)
- Knowing that I could take my general class before starting my program. (0000000067 Anonymous)
- n/a (0000000066 Anonymous)
- not having med law as a class needed. (0000000069 Anonymous)
- The classes are all very very fast paced... I guess I would almost prefer this program being three semesters because a lot of us have talked about how we didn't realize just how fast paced and overwhelming the program would be, until it was to late to drop some classes! (0000000068 Anonymous)

36. Where did you hear about the program?

- A friend who went to Globe told me about Medical Assisting and I found Western online on my own (0000000068 Anonymous)
- my advisor (0000000069 Anonymous)
- Relative (0000000071 Anonymous)
- Western Technical College (0000000066 Anonymous)
- Western website (0000000067 Anonymous)

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

- I feel like the communication isn't always the best. For example I called to ask about how my student grants would work. I called three days in a row and got three different answers... I was confused and put money down on two classes then found out later I didn't need to do that... so I dropped \$100.00 for no reason. I tried to get it back but of course got two different answers. by then I was mad and just gave up... I'm still frustrated because I don't have any extra money right now, but I have enough stuff to deal with that I thought forget it when it came to the money deal. Other than that I have liked all my instructors and have had a great experience with them! (000000068 Anonymous)
- n/a (000000066 Anonymous)

Section - Additional Information**38. What is your enrollment at this point in time?**

77.8%	7	Enrolled in twelve credits or more this semester.
22.2%	2	Enrolled in fewer than twelve credits this semester.

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

77.8%	7	No
22.2%	2	Yes

40. Are you a Prep Student for this program?

66.7%	6	No
33.3%	3	Yes

41. Is this your first semester at Western?

77.8%	7	No
22.2%	2	Yes

42. How many semesters have you completed at Western?

33.3%	3	1 semester
22.2%	2	3 semesters
22.2%	2	0 - this is my first semester
11.1%	1	4 semesters
11.1%	1	More than 4 semesters