

# Refrigeration, AC and Heating Service Technician 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 Refrigeration, AC and Heating Service Technician Program.

### Instructions Provided To Respondents

This survey will provide information that will be used to improve the experiences of Refrigeration, AC and Heating Service 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: 4  
First Response: 2/11/2013 02:14 PM  
Last Response: 2/23/2013 03:40 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.*

75.0%	3	Agree
25.0%	1	Strongly Agree

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

50.0%	2	Agree
25.0%	1	Disagree
25.0%	1	Strongly Agree

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

50.0%	2	Agree
50.0%	2	Strongly Agree

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

50.0%	2	Agree
50.0%	2	Strongly Agree

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

75.0%	3	Strongly Agree
25.0%	1	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.*

50.0%	2	Agree
50.0%	2	Strongly Agree

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

50.0%	2	Agree
50.0%	2	Strongly Agree

#### *8. Treat me with respect.*

75.0%	3	Strongly Agree
25.0%	1	Agree

#### *9. Answer my questions clearly.*

50.0%	2	Agree
50.0%	2	Strongly Agree

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

75.0%	3	Strongly Agree
25.0%	1	Agree

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

75.0%	3	Strongly Agree
25.0%	1	Agree

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

75.0%	3	Strongly Agree
25.0%	1	Agree

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

50.0%	2	Disagree
50.0%	2	Strongly Agree

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

50.0%	2	Agree
50.0%	2	Strongly Agree

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

75.0%	3	Strongly Agree
25.0%	1	Agree

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

50.0%	2	Agree
50.0%	2	Strongly Agree

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

50.0%	2	Agree
50.0%	2	Strongly Agree

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

50.0%	2	Agree
50.0%	2	Strongly Agree

**19. Model professional behavior.**

50.0%	2	Agree
50.0%	2	Strongly Agree

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

75.0%	3	Strongly Agree
25.0%	1	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.**

50.0%	2	Agree
50.0%	2	Strongly Agree

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

50.0%	2	Agree
50.0%	2	Strongly Agree

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

50.0%	2	Agree
50.0%	2	Strongly Agree

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

50.0%	2	Agree
50.0%	2	Strongly Agree

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

50.0%	2	Strongly Agree
25.0%	1	Agree
25.0%	1	Disagree

**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).**

75.0%	3	Yes
25.0%	1	No

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

75.0%	3	Yes
25.0%	1	No

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

75.0%	3	Yes
25.0%	1	No

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

100%	4	Yes
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**30. Library services on the La Crosse campus.**

100%	4	Yes
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**31. Online library services.**

75.0%	3	Yes
25.0%	1	No

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

75.0%	3	Yes
25.0%	1	No

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

75.0%	3	Yes
25.0%	1	No

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

- Lots of hands on stuff (0000000293 Anonymous)
- the way the instructors help us learn (0000000294 Anonymous)

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

- Scheduling of the classes, long breaks (0000000293 Anonymous)

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

- my uncle (0000000294 Anonymous)
- Online, high school (0000000293 Anonymous)

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

- Its not to bad (0000000293 Anonymous)

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

100%	4	Enrolled in twelve credits or more this semester.
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**39. Are you on the Wait List for this program?**

100%	4	No
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**40. Are you a Prep Student for this program?**

100%	4	No
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**41. Is this your first semester at Western?**

100%	4	No
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**42. How many semesters have you completed at Western?**

75.0%	3	1 semester
25.0%	1	3 semesters