

Medical Assistant-SLO Assessment, Spring 2013 Results

Published: 5/15/2013

Survey Overview

Description

Medical Assistant, Spring 2013

Instructions Provided To Respondents

There are four sections in this survey.

- The first section contains two questions about your overall experience in the program. Use this section to identify things you liked, things you would change, and to communicate any other comments about your overall experience in the program. If you have feedback about the instruction or anything else related to the overall program, please address that in one of these questions.
- The second section addresses the college core abilities. The core abilities are overall skills that all graduates should acquire during their experience at Western. Focus on yourself in this section.
- The third section addresses the specific outcomes for your program. Please focus on yourself in this section.
- The conclusion provides a comment section for any additional information you would like to share about your experience with your program and Western Technical College.

Thank you for completing this survey.

Respondent Metrics

Respondents: 10
First Response: 4/29/2013 07:46 AM
Last Response: 5/11/2013 06:03 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 - General Overview of Program

Instructions Provided To Respondents

We appreciate your feedback, comments and suggestions. The information you provide will strengthen our program. Thank you.

1. What did you like about this program?

Hands-on learning (000000744 Anonymous)

I liked almost everything in the program. I love the instructors. I feel like they really try to understand our (students) point of view. I love the fact that they are willing try to work things out with us if we were to miss out on a class day or something. (000000747 Anonymous)

I liked being able to put the things we learned into hands on activities. (000000597 Anonymous)

I liked how hands on this program was, it was very beneficial to my learning. (000000746 Anonymous)

I liked that the program was very hands-on throughout the entire course. It was helpful and essential for learning and practicing the material being taught. (000000381 Anonymous)

I really liked all the teachers. They were so helpful with my learning! (000000748 Anonymous)

learned alot, instructors are great (000000529 Anonymous)

The classes, especially Lab and Clinical Procedures, really taught the core values that the student needs and offered great hands on experience to assist with learning. (000000528 Anonymous)

The clinicals hands on (000000743 Anonymous)

the contents and all the hands on learning (000000745 Anonymous)

2. What would you change about this program?

I would change nothing with the Medical Assistant program. The classes teach the core values, and the student has plenty of hands on experience by the time that they graduate. (000000528 Anonymous)

I would make the Pharmacology class a 16 week class. It was alot to learn in 10 weeks. (000000597 Anonymous)

I would say that a written communication general course is not very critical to take for the MA program. I think that Microsoft Word & Excel was enough. The students get practice with spelling and grammar in Word where a written communication course isn't really necessary. (000000381 Anonymous)

I wouldn't change a thing. (000000746 Anonymous)

5/20/2013

3

I wouldn't change anything about the program. Hoping that Margy Lentz will still stay and teach though. But I am very happy that I am in her last semester that she is teaching. (000000747 Anonymous)

maybe slow it down just a little bit to let the info sink in otherwise you just hurry and memorize stuff the night before and then on the the next thing right away and dont remember everything in as much detail as you should (000000529 Anonymous)

nothing (000000745 Anonymous)

The only thing that was hard for me was that all the second semester classes were 10 weeks and I feel like if I were to have done them for longer, I would have been able to study harder for them. (000000748 Anonymous)

Section - Western Technical College Core Abilities

Instructions Provided To Respondents

This section addresses the college core abilities. The core abilities are overall skills that all graduates should acquire during their experience at Western. Focus on yourself in this segment. As a result of this program:

3. I have learned effective communication skills.

100% 10 Yes

4. Comments on effective communication skills.

I skills that I practiced in class is very helpful when I went out to my clinic sites. This is because everything that we have learned in class is what we are doing out in our clinical rotations. So, I am very happy and satisfied. (000000747 Anonymous)

N/A (000000748 Anonymous)

The MA program stresses the importance of effective communication skills that the student needs in order to be able to communicate with patients and other providers out in the field. (000000528 Anonymous)

5. I am able to apply mathematical concepts.

100% 10 Yes

6. Comments on application of mathematical concepts.

I am not a math person but with the teaching and explaining that we have in class, I can do what we're suppose to do to get the math right. (000000747 Anonymous)

Mathematical concepts are important when dealing with immunizations and medication administration and the teachers stressed the importance of having good math skills. (000000528 Anonymous)

N/A (000000748 Anonymous)

7. I learned how to transfer social and natural science theories into practical applications.

100% 10 Yes

8. Comments on transferring social and natural science theories into practical applications.

I have learned how to transfer social and natural science theories into practical applications. I feel that it is important for us to learn this. Its helpful/ (000000747 Anonymous)

N/A (000000748 Anonymous)

9. I learned critical thinking skills.

100% 10 Yes

10. Comments on critical thinking skills.

Critical thinking skills are huge in the medical field and the program helped to assist in learning how to use these skills to the best ability. (000000528 Anonymous)

N/A (000000748 Anonymous)

Yes. I've learned many critical thinking skills from school. (000000747 Anonymous)

11. I have learned to use technology effectively.

100% 10 Yes

12. Comments on effective use of technology.

N/A (000000748 Anonymous)

Technology is huge in the medical field and taking the computer classes and the office classes really helped with the understanding of technology and the skills necessary for the proper use of it. (000000528 Anonymous)

With the help of the staff at the clinical sites really helps. (000000747 Anonymous)

13. I have learned to value myself and work ethically with others in a diverse population.

100% 10 Yes

14. Comments on valuing self and working ethically in a diverse population.

I love my clinical rotation. I feel that all the staff are very nice and understanding. (000000747 Anonymous)

N/A (000000748 Anonymous)

15. I am able to make decisions that incorporate the importance of sustainability.

100% 10 Yes

16. Comments on incorporating the importance of sustainability.

N/A (000000748 Anonymous)

Yesterday, 5/6/13, one of the staff left and asked me to cover for her so that she can leave to pick up her husband from out of town, that she have not seen for the past 3 months. Without hesitation, I said yes. With the provider's approval, of course. (000000747 Anonymous)

Section - Specific Program Outcomes

Instructions Provided To Respondents

This section addresses the specific outcomes for your program. Please focus on yourself in this section. As a result of this program, I learned to:

17. Perform medical office administrative functions.

100% 10 Yes

18. Comments about learning this program outcome.

It's good to be familiar with the administrative portion of the Medical Assistant role even though most won't necessarily use that area in the workfield. It's helpful to be familiar with the area. (000000381 Anonymous)

N/A (000000748 Anonymous)

Yes! I learned how to perform a lot of the medical office administrative functions while I am at my clinical sites and rotation. (000000747 Anonymous)

19. Provide patient care in accordance with regulations, policies, laws, and patient rights.

100% 10 Yes

20. Comments about learning this program outcome.

HIPPA was strongly enforced throughout the program in more than just one course. It applied in each course of the program. (000000381 Anonymous)

I try to be as friendly as I can for the patients while I am out to my clinicals. Luckily, there hasn't been a real mean patient yet. (000000747 Anonymous)

N/A (000000748 Anonymous)

21. Perform medical laboratory procedures.

100% 10 Yes

22. Comments about learning this program outcome.

I gotten a chance to perform medical laboratory procedures while I am out to the clinic. I feel that all the lab procedures that we did in class really helped. Because most of the lab procedures that we did in class is really what we are doing in the clinic labs. (000000747 Anonymous)

It was extremely helpful to actually draw from classmates in the classroom rather than just on the manikin arms. It helped me for when I came out into the actual workplace during my clinical experience when I was required to draw from a real patient. (000000381 Anonymous)

N/A (000000748 Anonymous)

23. Demonstrate professionalism in a healthcare setting.

100% 10 Yes

24. Comments about learning this program outcome.

I've tried to be as professional as I can in the healthcare setting. Our instructor did mention that we have to be at our best behavior while we are out to our clinical. (000000747 Anonymous)

N/A (000000748 Anonymous)

There were several different activities that were required to practice professionalism during the Medical Assistant course. We also had guest speakers come into the classroom and talk about professionalism regarding interviews and things like that. (000000381 Anonymous)

25. Demonstrate safety and emergency practices in a healthcare setting.

100% 10 Yes

26. Comments about learning this program outcome.

N/A (000000748 Anonymous)

PPE (Personal Protective Equipment) played a prime position throughout the program and was strongly enforced. Use of gloves, protective glasses, lab coats, hair back, etc. (000000381 Anonymous)

Safety comes first. Helping protect the patients and us, health care staffs. Everything we do, we have to consider and think about it before actually doing it because what we decide to do, can bring danger to the patients. (000000747 Anonymous)

Section - Conclusion**Instructions Provided To Respondents**

Please use this space to share any other feedback, comments, or suggestions about your experience at Western Technical College.

27. Comments

I am so glad I took the Medical Assistant program at Western Tech because I have learned so much from this course. The instructors were great and extremely knowledgeable about the area they taught. I would definitely strongly suggest the Medical Assistant program to anyone considering a profession like this. I have so many good things, knowledge, and experiences to take with me from this program and am very glad I decided to take it at Western Tech. (000000381 Anonymous)

I love it at Western Technical College. I feel that everyone is always willing to help out students that are in need. I am happy to call Western Technical College, my college. (000000747 Anonymous)

I think this is a great place to get an education and all the staff has been very helpful for me! (000000748 Anonymous)

The teachers were very helpful and answered any questions I had! (000000597 Anonymous)