

# Health Information Technology Spring 2016 Student SLO Report

Spring 2016 - Health Information Technology

April 29th 2016, 3:59 pm CDT

## Q3 - What did you like about this program?

The thing that I like most about this program was the instructors. They both were very knowledgeable and willing to help us in any ways they could.

I enjoyed getting to use and gain some experience with different encoders and EMRs. I found this experience to be helpful when going to PPE as well.

This program allowed for a lot of time to understand the field and the variety of jobs that could be done in the field. It also gave a lot of knowledge to make students feel confident applying for jobs and going into Health Information positions. I liked the ability to do the courses mostly online, which gave me the chance to even doing schooling as I also work full time.

Overall I think this is a good program because healthcare is one of the booming industries and as an HIT there are several opportunities for different types of employment. On a person level I was already employed in HIM so this just enhanced my current knowledge and gave me a degree that will be beneficial in the long run. I like the fact that the majority of the courses are on-line so it is easier for some students to enroll in the program.

I liked the wide variety of courses that this program covers. I feel like the program covers all of the important aspects that we will need when we get out in the field.

I really liked the flexibility. I would not have been able to commit to coming to the campus everyday. The online flexibility made obtaining a degree achievable.

I definitely liked the fact that 80% or more of the entire program was online and actually I feel like some of the required face-to-face classes should be optional as I felt the classes were easy to navigate and complete without the required meetings! I liked the fact that the HIT program focuses on all aspects of this field/career. The program really gives a good idea of many of the job duties that an RHIT would have after graduation! The instructors were fantastic at answering questions and supporting us throughout the entire program!

The classes all flowed together which made for better learning and understanding

I liked learning the overall point of view for different staff in the health care field and what issues are presented for each. Also learning about the state statutes/laws was very helpful as I work in the Behavioral Health Department, so knowing where to go for a resource on releasing information of this nature was very helpful. Also liked that instructors were very helpful in getting through assignments that were more challenging.

I liked the online format for many of the classes. Xxxxxx is professional and helpful.

I like the blended classes that helped to make the program more flexible for me.

#### Q4 - What would you change about this program?

I would probably change some of the blended courses. For example, I thought that Health Stats. should have been a meet face to face class instead of an online course. I found it extremely frustrating not able to reach help.

I would maybe look to see if the number of face to face class times could be reduced, especially for the students that have full-time jobs. If unable to, I don't see a problem with it because I think it's manageable, but some of the face to face times were not needed.

The program did seem very coding heavy. It was also difficult to space out the courses as none were offered during the summer once actually getting into the program. As a student who already has a degree, my gen eds were already done, but this did not help lighten my load much once in the program. It would have been helpful to be able to do something during the summer, possibly even just the time for some of the clinical experience or a class that is more online.

I think this was a good program and at the moment can not think of anything to change

As much as I do better with face-to-face class time, it is difficult to do when you are working full-time, so maybe a little less face-to-face time. Also, and I don't know if this is specific to the HIT program or not, but it would be nice if the due dates for our assignments could be a Monday morning or maybe even Friday night. For those of us who work, we basically have to have everything done by Thursday night, so we miss out on that extra time on Friday by noon to get our assignments in.

The coding courses are difficult to do on your own. I know there are some mandatory live meetings, but you are on your own for a lot of it. Xxxxx is a great resource, but Applied Coding is very difficult for us to basically be on our own.

As above I would change to less face-to-face meetings in the courses that require them but rather make them optional. I would have both instructors communicate more openly a schedule of set office hours for students. With classes being online and students of all ages and of all different lifestyles taking them there should be a variety of hours that the instructors are available. For instance, why not a couple of morning, a couple of nights, and at least one day on the weekend when they would be willing to answer questions through e-mail etc. For me personally I can only do homework Thursday night, Friday night, and Saturdays so if I am stumped on a question on Thursday and cannot proceed until I have an answer from the instructor I would have to wait until the next weekend to work on it again if the instructor is not available until Monday.

nothing

There was some inconsistency in where to find things for the week, sometimes under resources, sometimes under the course materials, and sometimes in the assignments folders, leading to sometimes last minute information not being known. I think it would be much more helpful if all the information for that week and assignments was in one folder so students are not having to look in 2 and sometimes 3 different folders to get all the information they need to complete an assignment. Not sure how anyone else might feel about having both classes in one day, but for those that travel some distance, having the courses for this program on the same day would be helpful to eliminate time taken away from work for those who are trying to work full time and complete a program.

I would replace Xxxxx with someone who can teach.

I think if there are to be group projects to give more class time to work on them. It is hard to find the time for all people to meet for the group do to the fact not everyone lives in town. I feel that an exam prep day at the end of the year might be beneficial to some. To take a day and go over the subjects that are on the test. I realize we have the book and the questions from PPE but it does not help if we want further instruction on a subject.

**Q6 - As a result of this program: I have learned effective communication skills.**

Answer	%	Count
<b>Strongly Disagree</b>	<b>0.00%</b>	
<b>Disagree</b>	<b>0.00%</b>	
<b>Neither Agree nor Disagree</b>	<b>9.09%</b>	<b>1</b>
<b>Agree</b>	<b>36.36%</b>	<b>4</b>
<b>Strongly Agree</b>	<b>54.55%</b>	<b>6</b>
<b>Total</b>	<b>100%</b>	<b>11</b>

**Q7 - Provide any comments you have on effective communication skills you learned.**

**I learned terms that will be used on a daily basis at a work setting.**

**Just taking the time to communicate with the instructors helped to increase communication skills. Students also needed to communicate with one another to complete some assignments.**

**This program has many group components which force you to communicate and strengthen your communication skills.**

**I learned alot in the program about communication. Whether a question be answered through email, phone call, text, or face-to-face meeting. I also learned a lot about the different Microsoft programs including Excel, Word, Publisher, Access and Power Point! It really utilized all that we were told it would encompass at the start of the program!**

**Working in some of the group projects that were assigned does force you to communicate well with others so that everyone understands the common goal and steps to accomplish them together.**

**I have learned to be more proactive in asking questions if something may not make since.**

**Q8 - As a result of this program: I am able to apply mathematical concepts.**

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	36.36%	4
Agree	45.45%	5
Strongly Agree	18.18%	2
Total	100%	11

**Q9 - Provide any comments you have on mathematical concepts you learned.**

I think some classes would benefit from face to face. This is one of those classes.

Mathematical concepts are not as stressed with this program. We did go over using functions in Excel and the statistics class did help me understand how data is used in the field.

I learned a lot of mathematical concepts in the program, but I also learned a lot of math concepts in my basic math and college math classes I took before entering the program. I feel those math classes helped me a lot with the math concepts in my core classes.

There was some mathematical concepts especially with the healthcare statistics and other courses, but you could still get through the program if you had weaknesses in math.

I do agree that I could use these mathematical concepts if needed on a daily basis, however, I have struggled with the statistics but I believe if I worked with this set of special skills on a daily basis that I would have a better understanding of them!

I am not sure that I would remember most of the formulas, unless they were a part of my routine.

Health care statistics was a very challenging class for me, but was also very interesting to see how hospitals come up with their data to measure performance, and compare their data to standards and how they are able to use this information to set standards.

Not any more then I got out of the college math course. I may have learned more on the formulas for health statistics

**Q10 - As a result of this program: - I learned how to transfer social and natural science theories into practical applications.**

Answer	%	Count
<b>Strongly Disagree</b>	<b>0.00%</b>	
<b>Disagree</b>	<b>9.09%</b>	<b>1</b>
<b>Neither Agree nor Disagree</b>	<b>9.09%</b>	<b>1</b>
<b>Agree</b>	<b>72.73%</b>	<b>8</b>
<b>Strongly Agree</b>	<b>9.09%</b>	<b>1</b>
<b>Total</b>	<b>100%</b>	<b>11</b>

**Q11 - Provide any comments you have on transferring social and natural science theories into practical applications.**

I am really not sure what this question could be referring to other than maybe the anatomy and such of medical terminology that is essential in this program and yes I do feel that I learn more and more everyday in this regard in this program and in my career already in the field.

Not really

**Q12 - As a result of this program: I learned critical thinking skills.**

Answer	%	Count
<b>Strongly Disagree</b>	<b>0.00%</b>	
<b>Disagree</b>	<b>0.00%</b>	
<b>Neither Agree nor Disagree</b>	<b>9.09%</b>	<b>1</b>
<b>Agree</b>	<b>36.36%</b>	<b>4</b>
<b>Strongly Agree</b>	<b>54.55%</b>	<b>6</b>
<b>Total</b>	<b>100%</b>	<b>11</b>

**Q13 - Provide any comments you have on critical thinking skills you learned.**

There was a lot of critical thinking that is done in this program. Most classes needed some kind of critical thinking by following guidelines, thinking about projects and assignments, and coding in general.

I definitely learned critical thinking skills as the coding aspect of this program teaches you to perceive information correctly in an attempt to correctly code for billing and reimbursement which is very important in a hospital or clinical setting! It also teaches you critical thinking skills when it comes to problem solving in the managerial role with different problems that could arise with HIPAA breaches or even scheduling purposes.

there are many times in the process of coding you must be able to think like a doctor would and be able to pick out if there is missing information.

This is one thing we did learn in how to think things through.

**Q14 - As a result of this program: I have learned to use technology effectively.**

Answer	%	Count
<b>Strongly Disagree</b>	<b>0.00%</b>	
<b>Disagree</b>	<b>0.00%</b>	
<b>Neither Agree nor Disagree</b>	<b>0.00%</b>	
<b>Agree</b>	<b>54.55%</b>	<b>6</b>
<b>Strongly Agree</b>	<b>45.45%</b>	<b>5</b>
<b>Total</b>	<b>100%</b>	<b>11</b>

**Q15 - Provide any comments you have on what you learned about using technology effectively.**

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**We had to do a lot of assignments using technology. We used Microsoft Word, Access, and Excel. We did a variety of tasks in these programs to know how to create databases, policies, etc. We also used other programs, such as a test electronic record to learn what it is like to navigate that program.**

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**As mentioned above I have become pretty comfortable with all of the Microsoft programs including Excel, Word, Publisher, Access and Power Point!**

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**It has been more than 15 years since I had looked at programs like excel and access and it has helped me tremendously to brush up on these skills with the software applications program class.**

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**The amount of computer use due to the fact that it is an online program has helped a lot. The computer class help as well. I feel that for this program the Excel class should be more than the beginner as we use it a lot for things in class and in the work field.**

**Q16 - As a result of this program: - I have learned to value myself and work ethically with others in a diverse population.**

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	36.36%	4
Strongly Agree	63.64%	7
Total	100%	11

**Q17 - Provide any comments you have on what you learned about valuing yourself and working ethically with others in a diverse population.**

There is a variety of people who go into this program and have different goals of what they want to do when they finish.

The program does a lot of diversity training! I think it is much needed.

Yes I do value myself and my opinion, time, needs, wants as well as that of others when I am involved in a teamwork or group effort setting. In a professional setting you need to have all of these skills and learning them in these courses is very helpful!

I proved to myself that i could do this and the ethics I already practice in my everyday life.

there were many opportunities in this program to work in small groups on projects and it gives you a good perspective on what working with groups of people may be like in the workforce.

That everyone as a unique background, and not to assume anything.



**Q18 - As a result of this program: - I am able to make decisions that incorporate the importance of sustainability.**

Answer	%	Count
<b>Strongly Disagree</b>	<b>0.00%</b>	
<b>Disagree</b>	<b>0.00%</b>	
<b>Neither Agree nor Disagree</b>	<b>18.18%</b>	<b>2</b>
<b>Agree</b>	<b>63.64%</b>	<b>7</b>
<b>Strongly Agree</b>	<b>18.18%</b>	<b>2</b>
<b>Total</b>	<b>100%</b>	<b>11</b>

**Q19 - Provide any comments you have on what you learned about incorporating the importance of sustainability in decisions you make.**

**I have learned time management and self motivation when it comes to these online courses! I am determined and I am going to keep going as I have gained a sense of confidence during this program!**

**This is something that comes from being in the work field.**

**Q21 - As a result of this program, I learned to: manage health data.**

Answer	%	Count
<b>Strongly Disagree</b>	<b>0.00%</b>	
<b>Disagree</b>	<b>0.00%</b>	
<b>Neither Agree nor Disagree</b>	<b>0.00%</b>	
<b>Agree</b>	<b>36.36%</b>	<b>4</b>
<b>Strongly Agree</b>	<b>63.64%</b>	<b>7</b>
<b>Total</b>	<b>100%</b>	<b>11</b>

**Q22 - Provide any comments you have about learning this program outcome.**

**I learned a lot about health information and health data and different ways to work with it.**

**I was aware of some of the HIPAA and JCAHO standards prior to this course because of working in this capacity for several years, but seeing the guidelines and standards and now knowing why we do what we do really put it into context for me.**

**What comes to mind is statistics and I believe as I work with them in the future in my career it will come easier to me.**

**There are many different job opportunities within this field and all of them deal with the management of health data in one way or another whether it be tracking statistics, releasing information to outside entities/internal users, or abstracting it for performance evaluations/credentialing process.**

**I have a better understanding of health care and the structure of health care.**

**Q23 - As a result of this program, I learned to: apply coding and reimbursement systems.**

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	9.09%	1
Neither Agree nor Disagree	0.00%	
Agree	45.45%	5
Strongly Agree	45.45%	5
Total	100%	11

**Q24 - Provide any comments you have about learning this program outcome.**

I do feel that I could go into the field and become a coder after all of our coding classes. Reimbursement may always be a little over my head, but the instructors did a good job explaining it.

I have not had any prior experience with coding or reimbursement so learning these topics was new to me and actually fun at times

This program is very heavy on the coding, which is important, but I think it might be helpful if we could focus more on the rules/concepts of coding and maybe have some more questions/assignments regarding that and maybe a little less straight coding questions, maybe balance things out a little.

The coding and reimbursement classes were challenging and hard to complete via online, but there was a lot of material taught.

Coding is a lot of hard work but the more I do it the more it makes sense and clicks. A few more 100 years and I may just be a pro when it comes to coding! Kudos to Xxxxx for being so patient with all of the students and their questions and concerns when it comes to coding!

We were given an opportunity to learn to code both manually as well as using different lab programs via the computer.

I had to teach myself most of what I learned in these classes as the instructor just gave me the correct answers when i asked for help thinking through the processes.

When I went into the program I had know knowlegde of either coding or reimbursement. I feel that I have a great fundation to start with and understanding of the process.

**Q25 - As a result of this program, I learned to: model professional behaviors and ethics.**

Answer	%	Count
<b>Strongly Disagree</b>	<b>0.00%</b>	
<b>Disagree</b>	<b>0.00%</b>	
<b>Neither Agree nor Disagree</b>	<b>0.00%</b>	
<b>Agree</b>	<b>27.27%</b>	<b>3</b>
<b>Strongly Agree</b>	<b>72.73%</b>	<b>8</b>
<b>Total</b>	<b>100%</b>	<b>11</b>

**Q26 - Provide any comments you have about learning this program outcome.**

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**It was always expected of us to turn in high quality work. We also learned about ethics in the courses.**

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**I have grown as far as professionalism and learned about ethics in this program and it is what has set my foundation for growth in my future career.**

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**Through many of the classes there was an opportunity to demonstrate professional behavior and chances to observe this as well through PPE experiences.**

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**I feel that I learned that you will come across a types of people in your life time and how you present yourself will reflect on how other see you.**

**Q27 - As a result of this program, I learned to:**maintain electronic applications to manage health information.

Answer	%	Count
<b>Strongly Disagree</b>	<b>0.00%</b>	
<b>Disagree</b>	<b>0.00%</b>	
<b>Neither Agree nor Disagree</b>	<b>9.09%</b>	<b>1</b>
<b>Agree</b>	<b>36.36%</b>	<b>4</b>
<b>Strongly Agree</b>	<b>54.55%</b>	<b>6</b>
<b>Total</b>	<b>100%</b>	<b>11</b>

**Q28 - Provide any comments you have about learning this program outcome.**

These were shown in courses in the program. We had opportunities to work with electronic applications that would be used in the profession.

This came easy to me as I already work with EMR everyday in my current career but it did open my eyes to other systems and processes that are available for use!

Some of the demonstration processes to complete some of the assignments went a little faster than we could interpret sometimes.

The applications helped give a good understanding on how to retrieve health information.

**Q29 - As a result of this program, I learned to:** apply organizational management techniques.

Answer	%	Count
<b>Strongly Disagree</b>	<b>0.00%</b>	
<b>Disagree</b>	<b>0.00%</b>	
<b>Neither Agree nor Disagree</b>	<b>0.00%</b>	
<b>Agree</b>	<b>36.36%</b>	<b>4</b>
<b>Strongly Agree</b>	<b>63.64%</b>	<b>7</b>
<b>Total</b>	<b>100%</b>	<b>11</b>

**Q30 - Provide any comments you have about learning this program outcome.**

Some of the activities that stand out the most in this section were the setting a schedule for your employees and then drawing a floor plan for your department if you are a manager in HIS! I very much enjoyed these assignments!

We had opportunities to pose ourselves as management of employees and do things ranging from designing a work environment for HIM department, implementing salary and wage information, and developing a vacation calendar for employees.

I feel that it has helped me realize the importance of having organization not only in work place but also in everyday life.

**Q31 - CONCLUSION Please use this space to share any other feedback, comments, or suggestions about your experience at Western Technical College.**

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I enjoyed the Health Information program.

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I feel that the Health Information Technologist program is a great program to get into and with the standards and support of AHIMA I think this will be a good program for years to come.

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Overall, I feel like I had an excellent experience at Western. I appreciate the fact that Western focuses on preparing students for the professional workforce after graduation.

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I think this is a great program for people who want to work in healthcare, but aren't sure if they want to be direct patient care. The Health Information Technology program sets students up to be qualified for many different jobs.

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WTC should be honored to have Xxxxx and Xxxxx as instructors for this program! Xxxx goes out of their way to support and encourage their students in any way possible! They work really hard to get them involved in AHIMA and attend WHIMA conferences! They are an exceptional instructor! Xxxxx is really good about understanding their students questions and having compassion for helping them to understand the concepts of what they are teaching them. They are always willing to help you find the answer to the questions you have and make sure you catch on!

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i do believe that Xxxxx and Xxxxx were a big part of my success as they both were awesome at teaching and communication.

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There were some processes that felt like they went just a little to quickly to process, but overall there was usually always help available to us for any of the assignments and the program really does give you quite a variety of hands on in many different ways to prepare you for various job opportunities in this field.

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Students in this program could benefit from more face to face time to discuss the concepts. Coding especially needs more explanation. However, I don't think Xxxxx knows how to explain coding. They are friendly and tries to be helpful, but just is not a teacher.

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I enjoyed the program and feel that I have got alot out of it, how ever I feel a little unprepared for my exam. I feel that it would be of help to focus a little more on the exam in the ending weeks to get students comfortable. Reviewing the information from the previous year and touching base on topics that need refreshing.