

Medical Assistant Spring 2016 Student SLO Report

Spring 2016 - Medical Assistant

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Q3 - What did you like about this program?

A lot of hands on experience

That it's mostly all hands on learning

I really enjoyed this program.

I like the fact that they teach us well and prepare us for practicum. I think it's good that our skills our hands on and we learn well before we go out.

I really enjoyed the whole program. There really wasn't anything that I didn't like about the program besides the fact that it was a lot of work in felt like a short period of time but it was to be expected.

I liked the hands on experience.

The teacher were awesome. It's a quick program.

I liked that it was only a year program. It was straightforward content as well.

It was very hands on and the instructors were very helpful in giving me the tools I needed to achieve my goal.

I liked how effective the program was. It wasn't wasting any time to learn what we needed.

Throughout the MA program I felt I was most informed and well taught in all of Xxxxx classes. They are a very information, helpful, demonstrative, and understanding teacher. Our lab class was by far my favorite part of the program. I loved being able to work hands on with a lot of help from the instructor.

I liked the course content and how everything was laid out. It was taught in a logical order.

I loved this program, so glad I decided to do it.

I liked that this program is geared for a specific job so you know that you will have employment after graduation. I also like that we got to do a lot of hands on training and practice.

That we get the opportunity to get clinical experience.

It was hands on and the teachers were very helpful. I felt ready to go out to clinicals.

I like the hands on learning in class.

I liked the professors

Xxxxx was an awesome instructor. The hands on skills were really helpful

I like that it was a lot of hands on and a lot information to prepare you

Q4 - What would you change about this program?

There's nothing I would change

Nothing

The teaching aspects of certain classes.

I think the program is almost too fast-paced. They stuff so much information all at once It's hard to really learn it well.

There is nothing I would change about the program.

I would have Admin and Med office be face to face classes instead of blended.

Have less group assignments

I would make the 1st semester administrative class online and then split pharmacology over the 2 semesters. I felt that pharm was way too rushed for how important it is.

I very much disliked the computer program they used for the office class. I felt like I gained nothing from it. I got more from the reading and the teachers.

I would change the solid five weeks of clinical at the end of the program. It would be nice to have clinical throughout the second semester.

I feel that the clinical part of the program was poorly planed out. Most times we were rushing to get our work done and were left to basically learn all the testing material on our own. Most times we reviewed for our tests the morning before our tests which was one of my least favorite things in that class. It left me feeling very unprepared.

I would keep the program as a one year program. I thought it went really nice as a one year instead of two.

Nothing

I think the program is maybe just a little too fast paced and you don't get very knowledgeable about each skill you just know the basics.

Nothing

More practice on injections on each other before clinical. I also think less workbook pages or something with less busy work because the study guides were plenty on top of assignments given for the tests.

I would change how students should be treated fairly. For instance an exam that a student had missed should be taken in one's own time. I witnessed individual students taking an exam in class when they should be taking the exam on their own time. When a teacher says " everyone should be treated fairly" i want the teacher to mean it with sincerely.

Make pharmacology a longer class period

Possibly something with the pharmacology course, it got to be a little overwhelming at times

how long the program is i think it should be longer than a year because it is alot information and towards the end i felt very rushed, which is not good in clinicals

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

Answer	%	Count
Strongly Disagree	5.00%	1
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	35.00%	7
Strongly Agree	60.00%	12
Total	100%	20

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

N/

N/A

I feel that I already had effective communication skills.

Helped me become more professional when dealing with patients

I have learned the most about effective communication skills from the clinical portion of this program. We didn't do a lot of communication skills during any of the face to face classes.

Blackboard is a great help when it comes to communication skills with your professors and classmates.

The program really teaches you how to communicate on a professional level about topics that are sensitive and can be upsetting that I wouldn't have normally been able to respond with as well.

I learned how I should better communicate amongst patients and with preceptors while out at the clinic.

You are always communicating with classmates and making mock situations so you get comfortable communicating.

I am a more comfortable with effective communication

Always be professional when communicating with others, especially those you do not know

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

Answer	%	Count
Strongly Disagree	5.00%	1
Disagree	0.00%	
Neither Agree nor Disagree	10.00%	2
Agree	80.00%	16
Strongly Agree	5.00%	1
Total	100%	20

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

N/a

I learned med. math during the program, how to properly determine the medication doses with what meds you have on hand.

N/A

Not much math needed but I understood the math I did use.

We went over med math but it wasn't really applied.

I feel dosage calculations should have been more in depth.

I think the math could be taught a little more to better understand.

We had a med math section we had to pass.

How to convert for medications

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

Answer	%	Count
Strongly Disagree	10.00%	2
Disagree	10.00%	2
Neither Agree nor Disagree	10.00%	2

Agree	50.00%	10
Strongly Agree	20.00%	4
Total	100%	20

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

N/a

N/A

I literally have no idea what this is even referring to, we never used those words in that combination at all during this program.

The program does a nice job of bringing together the concepts with actual people.

I don't know what this means.

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

Answer	%	Count
Strongly Disagree	5.00%	1
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	55.00%	11
Strongly Agree	40.00%	8
Total	100%	20

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

N/A

We did learn some important critical thinking skills during our face to face classes.

I have learned to always be thinking while seeing a patient because you never know what may need to be done.

The program requires you from the beginning to get a handle on critical thinking skills and by the end of the program you think outside of the usual box.

I always have to think on my feet because each patient is different.

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

Answer	%	Count
Strongly Disagree	5.00%	1
Disagree	0.00%	
Neither Agree nor Disagree	10.00%	2
Agree	70.00%	14
Strongly Agree	15.00%	3
Total	100%	20

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

N/A

I have learned three different computer charting systems, it's been informative but I really wish everyone would just use Epic.

Sim Chart at times was a bit of a hassle when the teacher didn't know how to teach the assignment let alone complete it themselves. I was a simply waste of time most class periods.

I think more could be computer based, since that is how it is in the clinics.

We worked with different EMR programs.

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	5.00%	1
Disagree	0.00%	
Neither Agree nor Disagree	5.00%	1
Agree	45.00%	9
Strongly Agree	45.00%	9
Total	100%	20

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

N/A

It has been a good experience to go to clinical at different locations and work with many different populations.

It brings light to what it means to work professionally in all situations around all types of people.

Our world today is diverse, this is something I have been comfortable with regardless. Just be respectful to all and if you are unsure about a culture then find out about it.

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

Answer	%	Count
Strongly Disagree	5.00%	1
Disagree	0.00%	
Neither Agree nor Disagree	10.00%	2
Agree	55.00%	11
Strongly Agree	30.00%	6
Total	100%	20

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

N/A

I have learned the most about making decisions from clinical.

Q21 - As a result of this program, I learned to:- perform medical office administrative functions.

Answer	%	Count
Strongly Disagree	10.00%	2

Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	75.00%	15
Strongly Agree	15.00%	3
Total	100%	20

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

N/A

Would have liked a better way to learn how to communicate with patients through the phone

The classes pertaining these subjects were horrible but I have learned a lot during clinical. I did not think that the SimChart program helped at all, it was full of glitches and was not effective.

Our medical admin class was also lacking a firm backbone, not all students were treated fairly when assignments were given and I feel its only fair that all students have to complete the same assignment or no credit should be given.

Q23 - As a result of this program, I learned to: - provide patient care in accordance with regulations, policies, laws, and patient rights.

Answer	%	Count
Strongly Disagree	5.00%	1
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	40.00%	8
Strongly Agree	55.00%	11
Total	100%	20

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

N/A

I learned all of this during clinical.

Med Law was a very information class, and was easy to follow.

Q25 - As a result of this program, I learned to: perform medical laboratory procedures.

Answer	%	Count
Strongly Disagree	5.00%	1
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	35.00%	7
Strongly Agree	60.00%	12
Total	100%	20

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

N/A

The lab portion of this program was very effective, we got a lot of hands on experience with lab skills.

Lab class was by far my favorite and it is where I show my best skills.

Q27 - As a result of this program, I learned to: demonstrate professionalism in a healthcare setting.

Answer	%	Count
Strongly Disagree	5.00%	1
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	45.00%	9
Strongly Agree	50.00%	10
Total	100%	20

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

N/A

I have learned a lot about remaining profession from my clinical experience.

Q29 - As a result of this program, I learned to: demonstrate safety and emergency practices in a healthcare setting.

Answer	%	Count
Strongly Disagree	5.00%	1
Disagree	0.00%	
Neither Agree nor Disagree	5.00%	1
Agree	35.00%	7
Strongly Agree	55.00%	11
Total	100%	20

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

N/A

We covered a lot about emergency protocols during this program.

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

The instructors for this program were great. They were very knowledgeable, patient, and helpful. It always helps when you have good teachers to keep you interested and help you on your way to success. Coming back to school as an adult was extremely hard for me and I ended up graduating with honors. A goal that I never thought I could achieve but thanks to all the wonderful staff in the MA program they made this possible for me. I'm so very grateful.

N/A

I did feel a little rushed during the second half to get things done before clinical. Many some better time management. But otherwise great program! Loved the whole experience.

It was fine.

I have had a wonderful time at WTC, but I feel some teachers need to be re-evaluated and should have an overall plan for a course at all times, no matter what the situation.

I really enjoyed the Medical Assistant program at WTC. Everyone has been very helpful with whatever means it took to graduate and I highly recommend it to all my friends.

i strongly think this program should be longer tan a year. This position has a lot to do in the field. i felt rushed through this program, that doesn't help in the field otherwise i really like this program

