

Central Service Technician Fall 2013 Student SLO Report

1. What did you like about this program?

Text Response

I thought this program was great. I really liked all of the hands on learning and the very informative instructor.

I enjoyed how the instructor was so knowledgeable about how the CST job works and I was impressed by her ability to remember every instrument!

I liked that there was clinical involvement during this program, and I liked how short the program was.

I like that I was taught everything that I was required to learn to lead a productive life in the workforce that I chose.

The on-Hand training

I liked the teachers. They were all very knowledgeable and obviously enjoyed their programs. I liked the way the schedule was the first three days of the week were the classes and the last two we had our clinicals. I also liked that we had a hands on clinical where we were able to utilize what we were learning in the classroom.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 6 |

2. What would you change about this program?

Text Response

I would change the amount of lecture time on Mondays so that instead of taking a lunch break and coming back, class would just be in the morning.

I believe that more group projects and/or extra credit would be helpful!

I didn't like having tests/quizzes in almost every class period. I felt like it was a bit overwhelming.

I don't enjoy 4 hour lectures at 8 A.M.

The objective for the on-site training should be made out by the instructor not by the student.

The eight o'clock 4 hour class on Mondays was a bit brutal. Also the way the class was broken up on Mondays was awkward. We broke at 11:20 for lunch. Hour and a half and came back for hour. If you could rearrange this a little bit different.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 6 |

3. As a result of this program:

| Question | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Total Responses |
|--|-------------------|----------|----------------------------|-------|----------------|-----------------|
| I have learned effective communication skills. | 0 | 0 | 0 | 6 | 0 | 6 |

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4. Provide any comments you have on effective communication skills you learned.

Text Response

I learned very good communication skills through my quality customer service class
 I learned how to communicate with peers to achieve a complicated task.
 I have definitely learned that I have to listen better and than I will be able to ask intelligent questions. Plus when I listen better I get the information that the person speaking is trying to convey.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 3 |

5. As a result of this program:

| Question | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Total Responses |
|---|-------------------|----------|----------------------------|-------|----------------|-----------------|
| I am able to apply mathematical concepts. | 0 | 1 | 3 | 2 | 0 | 6 |

6. Provide any comments you have on mathematical concepts you learned.

Text Response

We did a par level assignment that involved a tiny amount of math
 no math

| Statistic | Value |
|-----------------|-------|
| Total Responses | 2 |

7. As a result of this program:

| Question | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Total Responses |
|--|-------------------|----------|----------------------------|-------|----------------|-----------------|
| I learned how to transfer social and natural science theories into practical applications. | 0 | 0 | 2 | 3 | 1 | 6 |

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

Text Response

clinicals helped alot with this

We learned a great deal about the medical field and many different medical concepts which I feel apply a significant amount to transferring natural science into practical applications.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 2 |

9. As a result of this program:

| Question | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Total Responses |
|-------------------------------------|-------------------|----------|----------------------------|-------|----------------|-----------------|
| I learned critical thinking skills. | 0 | 0 | 1 | 3 | 2 | 6 |

10. Provide any comments you have on critical thinking skills you learned.

Text Response

There was many times that we were required to apply critical thinking skills to achieve a desired task.

understanding how CS works in relationship with the rest of the hospital is a key teaching point to this class

| Statistic | Value |
|-----------------|-------|
| Total Responses | 2 |

11. As a result of this program:

| Question | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Total Responses |
|---|-------------------|----------|----------------------------|-------|----------------|-----------------|
| I have learned to use technology effectively. | 0 | 0 | 2 | 4 | 0 | 6 |

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

Text Response

Not much use of technology in this course.
 Hands -on training helps increase technical knowledge.
 I am getting better at using BB.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 3 |

13. As a result of this program:

| Question | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Total Responses |
|--|-------------------|----------|----------------------------|-------|----------------|-----------------|
| I have learned to value myself and work ethically with others in a diverse population. | 0 | 0 | 0 | 5 | 1 | 6 |

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

Text Response

We talked a great deal about real life ethics that could be directly translated to the workforce.
 I have always valued others. I try to treat others as I would like to be treated.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 2 |

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15. As a result of this program:

| Question | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Total Responses |
|--|-------------------|----------|----------------------------|-------|----------------|-----------------|
| I am able to make decisions that incorporate the importance of sustainability. | 0 | 0 | 0 | 6 | 0 | 6 |

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

Text Response

Yes

Yes, I try to recycle things and use them for another purpose.

Statistic

Value

Total Responses

2

17. As a result of this program, I learned to:

| Question | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Total Responses |
|---|-------------------|----------|----------------------------|-------|----------------|-----------------|
| prepare and know the specific uses of equipment and supplies used for patient care. | 0 | 0 | 0 | 5 | 1 | 6 |

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18. Provide any comments you have about learning this program outcome.

Text Response

We spent a great deal of time on learning medical instruments and patient care items. I feel confident in the using of my skills and procedures in the Central Service Technician Program

| Statistic | Value |
|-----------------|-------|
| Total Responses | 2 |

19. As a result of this program, I learned to:

| Question | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Total Responses |
|---|-------------------|----------|----------------------------|-------|----------------|-----------------|
| apply aseptic principles using universal precautions and sterilization methods. | 0 | 0 | 0 | 4 | 2 | 6 |

20. Provide any comments you have about learning this program outcome.

Text Response

I wash and wash my hands now. I carry hand sanitizer with me every where I go.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 1 |

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21. As a result of this program, I learned to:

| Question | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Total Responses |
|---|-------------------|----------|----------------------------|-------|----------------|-----------------|
| maintain a safe and efficient work environment that conforms to industry standards while demonstrating knowledge of the role of central service technician. | 0 | 0 | 0 | 4 | 2 | 6 |

22. Provide any comments you have about learning this program outcome.

Text Response

I feel comfortable in utilizing the knowledge that I have learned in this program. I am sure as I work I understand more why we were taught to do things that we do. There was a reason for everything we did.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 1 |

23. As a result of this program, I learned to:

| Question | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Total Responses |
|---|-------------------|----------|----------------------------|-------|----------------|-----------------|
| recognize the importance of confidentiality in the health care setting. | 0 | 0 | 0 | 3 | 3 | 6 |

24. Provide any comments you have about learning this program outcome.

Text Response

Yes, I definitely do.

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| Statistic | Value |
|-----------------|-------|
| Total Responses | 1 |

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

Text Response

It was an easy and fun course

As always I appreciate everything Western Technical College has to offer and the affordable and quality education that I recieved!

The instructors for the program work hard at insuring that the students understand all areas of the program. Thank you for your CAREING

I enjoyed the program immensely. I have recommended the program to many people. I think my teachers were very knowledgeable and were great.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 4 |