

Medical Assistant Fall 2013 Student SLO Report

1. What did you like about this program?

Text Response

I liked that it was only a year and the material was presented in a way that made it easy to understand and learn.

I really like the way Julie taught her classes.

I loved getting to know the students and instructors and having the support system along the way through all of them.

I liked the experience that I got and how I can apply it in a job that I might get in the near future.

I learned a lot of hands on skills at my clinical site that I didn't learn about in class.

I enjoyed how fast paced this program was. It was not two years like some programs are which was great.

I liked the hands on experiences that we were able to do before doing actual on the job things.

I loved the instructors for this class. I liked how they made sure we completely understood a concept before we moved onto the next one. I like the hands on learning for this course.

Everything! It was a great program. The teachers were great and the class formed a great bond/

I liked the instructors and the fact that the program could be completed within a years time.

I liked all the hands on experience you get in the program before you go out to clinical.

I enjoyed all the procedures I was able to take place in. It was valuable to me to participate in my clinicals.

The instructors knew what they were talking about and would answer any questions you had.

They were very helpful in getting you through the classes and program.

The Instructors and the study guides that go along with each chapter.

The teachers were amazing. They really had feelings for all of us and were concerend for each of us. They cared for us and helped us when we were stuggling.

I liked how hands on this program was and all the fun stuff we learned such as injections, lab testing, blood pressures etc. I liked the instructors a lot and how they really made sure we understood everything.

I loved the instructors, Robin and Julie. They have so much knowledge and they were sensitive to all of our individual needs. They took the time out to help each of us as needed. This program wasn't easy and they worked really hard to make sure that we understood what we needed to do.

It was really well set up. The instructors were definitely knowledgeable.

Statistic	Value
Total Responses	17

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2. What would you change about this program?

Text Response

Nothing! Besides the Medical Office instructor Susan Summerfield. She was terrible.
 I understand that it is probably very hard finding clinics for the students to go to for clinicals but a recommendation I would make is to, if possible, find clinics that will have more opportunities to get all the experience possible. I feel my regional clinic site I did not get to experience much.
 I would change nothing. I enjoyed it. It was a bit fast paced, however I think it is something the future students can decide how they complete the program.
 I wouldn't change anything I learned a lot and I feel that the instructors prepared me very well that I would succeed in this field and made me become a great Medical Assistant
 I would not change anything, I loved this program
 The med office class to be in person.
 Nothing
 It would have been nice if it could have been a little bit of a slower paced, for I didn't realize it would be so fast and hard, but in order to make this program only a year it does have to move fast.
 The Med Office class needs a better instructor
 There is not anything I would change.
 Nothing
 The Med Office course could be more in class time and a different instructor that knows more about the MA program.
 Nothing
 I would change making the med office or med administration class a regular meeting class vs. blended or online. I feel I struggled with these classes and would have preferred to meet face to face.
 I would make sure that the students knew right off the bat that if you fail two tests in a certain class that you may fail the program.
 NA

Statistic	Value
Total Responses	16

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	11	17

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

Text Response

I learned to communicate with patients but not how to literally communicate with them. It wasn't about learning how to communicate. It was more about how to work with patients.

I have learned to speak up and be heard when it comes to learning new things so that I can apply that to my educational background.

Both Julie and Robin were amazing instructors and taught us everything that we need to know about being an MA and have guided us very effectively.

Telephone skills were improved with this program.

I learned how to communicate with patients and act on a professional level.

Statistic	Value
Total Responses	5

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	0	0	10	7	17

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

Text Response

I know the mathematical skills I need as a Medical Assistant.

I have come across a lot of medication doses, so I feel the math that I did learn helped me excel in that kind of situation

The calculating of medications was valuable learning for me.

I learned how to figure out medication amounts/dosages to give.

We didn't do a ton of math for this program. I think we learned the metric system more than anything!

Statistic	Value
Total Responses	5

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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	1	13	3	17

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

Text Response

I know how to use my problem solving skills.

Statistic	Value
Total Responses	1

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	0	10	7	17

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

Text Response

I know when there are different circumstances how to use my skills as an Medical Assistant to finish the task.

Almost all classes had critical thinking exercises, so I learned a lot of it.

Testing out on our skills that we learned really helped me feel confident in applying them in my clinical sites and has really helped prepare me to be an MA.

I learned to think things through and to not second guess myself.

Statistic	Value
Total Responses	4

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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	1	7	9	17

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

Text Response

We had more book work then using a computer.

I learned how to use microsoft word/excel really well and I am able to do things I never knew until I learned from this program

Statistic	Value
Total Responses	2

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	3	14	17

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

Text Response

I have definitely learned that with each culture and diversity they have different beliefs. We were prepared for this.

I learned to be confident in myself and my skills because everything I learned in this program I did out in my clinical sites

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Statistic	Value
Total Responses	2

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	7	10	17

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

Text Response

Medical Law and Ethics was an amazing class to prepare us for these situations. I learned that there are some things as an MA I am able to do and not do and I learned this through the program

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
perform medical office administrative functions.	1	1	2	10	3	17

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

Text Response

We learned a lot about it, however in clinicals I learned we do not use these skills as much depending on our location.

I do not feel I learned a lot in this area.

Susan was not informative when it came to our Med office course and was not invested in the class that she taught. I feel very uneasy about all of the information that we were supposed to learn to be a great MA and to help pass our certification exam because she just didn't seem to know or care about this course. The assignments she was supposed to have listed on blackboard for us to have completed in time were not listed when they were supposed to be. Any time you asked a question on an exam she just gave you the answer instead of helping you understand the question you had. The medical administration course that Robin taught was very informative and she taught that class effectively. She took time to have in class time and make study guides.

I feel I struggled with this and again would have preferred a face to face meeting class vs blended or online

Statistic	Value
Total Responses	4

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

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
provide patient care in accordance with regulations, policies, laws, and patient rights.	0	0	0	2	15	17

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

Text Response

Statistic	Value
Total Responses	0

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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
perform medical laboratory procedures.	0	0	0	2	15	17

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

Text Response

Julie is fantastic at her job and is really a great teacher. Lab was a very scary class for me having to learn how to draw blood and do chemistry testing and Julie made me feel at ease and gave me the confidence I needed to be successful.

I learned a lot due to the hands on stuff we learned in lab

Statistic	Value
Total Responses	2

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

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
demonstrate professionalism in a healthcare setting.	0	0	0	2	14	16

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

Text Response

Statistic	Value
Total Responses	0

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

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
demonstrate safety and emergency practices in a healthcare setting.	0	0	0	3	13	16

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

Text Response

Statistic	Value
Total Responses	0

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

Text Response

I would highly recommend finding someone to teach the class Med Office and to not have it as an online class. There was just a so much work load and absolutely no teaching to any of the class. The insurance area of this class was something I needed to learn about because I never have. I unfortunately did not get to do that. I feel I wasted a lot of money on this class because I didn't gain anything from it. I really wish we would have had a teacher who knew what she was doing when it came to teaching this class.

I enjoyed the instructors the most. They were amazing at teaching the skills and being able to help us when needed.

I enjoyed my time learning and becoming a great Medical Assistant

I really enjoyed this program, and college.

It was a great experience! The teachers were very good

Robin, Julie, and Margy were great instructors!! They were so patient and understanding!!

The Medical Assistant program is overall a very good program, Julie, Robin, and Margy were all great instructors.

I enjoyed my learning experience here at Western. I feel I am prepared to go out into the community and be a valuable employee in my field.

everyone is very helpful

I am very grateful for Robin and Julie in this program. I also had the pleasure of having Margy my first semester and she was fantastic as well. These ladies are great instructors, patient, and they give you the confidence you need to have in yourself to be successful as an MA. Without them pushing me and having faith in me I don't know if I would have made it through!!!

I had a great time in this program and Margy, Robin, and Julie helped me learn so much and I think they are amazing instructors. Susan, was not the best at teaching our class and I feel I did not learn as much as I should have

I loved it here. I am so thankful for my education. I have and will continue to recommend this program to other people that I talk to about it. This program was only a year, but that doesn't mean it was easy. I worked really hard. I met a lot of other people during my clinical experience that had been in this same program and had nothing but good things to say. We formed an instant bond. I am very excited to be a 32 year old college graduate!!

Statistic	Value
Total Responses	12