



Student Learning Outcome Assessment

Administrative Professional
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Overall Experience.....1

Instructions Provided:

“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.”

Core Abilities.....2

Instructions Provided:

“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 section.”

Program Outcomes.....5

Instructions Provided:

“This section addresses the specific outcomes for your program. Please focus on yourself in this section.”

Conclusion.....8

Instructions Provided:

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

OVERALL EXPERIENCE

1. What did you like about this program?

Text Response

Microsoft Programs

I liked the instructor (Gail Fancher). She does a great job for the program.

I liked everything about it. The program was beneficial.

I really enjoyed my experience with learning all of the material along with interacting with the instructors. It taught me more about time management and I became more organized.

Great core instructor. All the courses are very effective.

Learning Microsoft Office programs and learning on the job skills needed like customer service and grammar.

What I liked about this program is that it gave me opportunities to go out there to see if I would actually see myself working in this career. Job shadowing and doing intern helped me decide.

I liked how hands-on the program is and the wide variety of skills that are taught.

I enjoyed the quality of information and education. I learned a lot of things that can improve myself as a person and as an employee.

Statistic	Value
Total Responses	9

2. What would you change about this program?

Text Response

Web Design

Make sure that class times are during the day. A lot of students are parents and it is easier to go to school for yourself if you don't have to worry about your own children.

nothing

There is nothing in specific that I would want to change about this program.

I honestly would not change anything about this program.

I don't think the supervision course should be included, I did not see the relevance to our program in taking that course and it was not beneficial. I also felt a lot of the courses were very repetitive and we were learning the same thing over and over. For example, in the Portfolio class I didn't learn anything new. We had learned everything for that class in the first year and I didn't really gain any new information or build new skills.

I don't think I would change anything.

I think this program was very attainable and well thought through. I wouldn't change anything.

Statistic	Value
Total Responses	8

CORE ABILITIES

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	5	5	10

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

Text Response

Punctuation and sentence structure

With taking the Quality Customer Service course, I learned a lot about different communication skills. Also, due to some of the experiences that I have encountered my communication skills have improved.

Statistic	Value
Total Responses	2

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	2	6	2	10

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

Text Response

Math has always been a struggle for me, so I do not have much of a comment.

Statistic	Value
Total Responses	1

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	3	5	2	10

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

Text Response

I do not have much of a comment.

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	1	7	2	10

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

Text Response

I learned some critical thinking skills within the Supervision course as we had different scenarios we had the opportunity to work with.

Statistic	Value
Total Responses	1

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	0	2	8	10

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

Text Response

I have more knowledge now working with the different technology than I ever did before entering this program.

Statistic	Value
Total Responses	1

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	4	6	10

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

Text Response

Having the experience to work with different groups was a great experience. It gave me the opportunity to interact and accomplish my goals.

Statistic	Value
Total Responses	1

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	1	4	5	10

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

Text Response

I try to make any positive decision that will benefit me.

Statistic	Value
Total Responses	1

PROGRAM OUTCOMES

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

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
demonstrate effective workplace communications.	0	0	0	6	4	10

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

Text Response

Overall, as long as you remained organized, I thought this program had a positive learning outcome.

Statistic	Value
Total Responses	1

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

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
apply technology skills to business and administrative tasks.	0	0	0	4	6	10

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

Text Response

Now days, I believe individuals are applying technology skills to almost any situation.

Statistic	Value
Total Responses	1

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

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
perform routine administrative procedures.	0	0	0	6	4	10

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

Text Response

Practicing mock interviews and doing a field study really gave me a lot of experience.

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
manage administrative projects.	0	0	0	5	5	10

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

I can manage project, though sometimes it can be a lot of the plate. I put in as much effort as possible and make sure that everything gets completed in a timely manner.

Statistic	Value
Total Responses	1

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

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
maintain internal and external relationships.	0	0	0	4	6	10

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

I am a really easy going person so maintaining relationships is never an issue for me.

Statistic	Value
Total Responses	1

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

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
model professionalism in the workplace.	0	0	0	4	6	10

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

Text Response

I think it's always important to be professional in the workplace.

Statistic	Value
Total Responses	1

CONCLUSION

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

Text Response

The teachers are great. Most of the teachers are quick with their responses.

It was a great experience for me.

Kim Walsh Betthausen is an amazing instructor. She provides a lot of help and advice. I am so glad I had her throughout this program.

I do not really have any additional comments other than me enjoying this program. It has been a long ride, but I am happy to say that I am finally achieving my goals.

Great program. Great core instructor.

I love how the instructors at Western are very helpful and understandable.

I really appreciate the opportunity given to graduate and learn so much!

Statistic	Value
Total Responses	7