

Medical Administrative Professional Spring 2014 Student SLO Report

1. What did you like about this program?

Text Response

I like the with this program you have numerous options in the type of job you can get.
 The program was ideal for me. I lost my job a few years ago and this program was "right up my alley." I wanted to stay in the medical field so the MAP program was perfect.
 I did like how the instructor used the information from the book rather than not, because it would have been a waste of money buying or renting. I also did like how I got to learn all kinds of info from quality customer service, working in a team/group, and to know about medical, such as HIPPA, billing and finance, etc.
 It gave me a lot of information to use when I get job
 I liked everything. I was interested in everything in this field because it is what I am passionate about.
 I liked the content of the program.
 I liked that each class was relevant. Each class taught us something about our future job or something we will be doing in our future jobs.
 The Instructors.

Statistic	Value
Total Responses	8

2. What would you change about this program?

Text Response

I feel that the program should teach more hands on processes, procedures, and even some of the computer programs you may encounter.
 I can't think of any changes. It covers everything you need.
 NA
 Medical law should be a two hour long
 I would want more education on topics like billing and accounting integrated into the program.
 I would have the program more organised.
 I think that some classes could be online classes and a couple of the classes that were online should have been in the classroom.
 Doing the Field Study earlier in the semester.

Statistic	Value
Total Responses	8

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	3	6	9

Medical Administrative Professional Spring 2014 Student SLO Report

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

Text Response

I feel that the program definitely teaches the students effective communications skills.
The one thing that stuck out in my mind is I learned how significant nonverbal cues are. I never really gave that much thought before.

NA

none

Statistic	Value
Total Responses	4

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	1	9

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

Text Response

We had two math classes but never really used that information outside those classes.
I learned how the financial cycle works and how to do payroll.

NA

could have more time with accounting on assets and debits

I would have liked more medical accounting and mathematical courses.

Statistic	Value
Total Responses	5

Medical Administrative Professional Spring 2014 Student SLO Report

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	6	0	9

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

Text Response

I am not sure what this even means.

NA

none

Statistic	Value
Total Responses	3

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	6	3	9

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

Text Response

I think that this is taught by more than one of your professors.

NA

A course specific to critical thinking would have been beneficial.

Statistic	Value
Total Responses	3

Medical Administrative Professional Spring 2014 Student SLO Report

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	3	5	9

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

Text Response

I have become pretty good and comfortable on the computer from being in this program. Learning PowerPoint and Publisher was great. I had no idea the capabilities these software programs had. I also learned lots of new things about Advanced Word. All of these things will help me in my career.

NA

I appreciated the multiple courses on computers.

I think we could have learned more about the different programs hospitals and doctor offices use.

Statistic	Value
Total Responses	5

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	5	9

Medical Administrative Professional Spring 2014 Student SLO Report

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

Text Response

N/A

I enjoyed having students from diverse cultures in my classes. I found their cultures to be very interesting. I can really see now why teams are made up of people from different cultures. Everyone has something new and different to offer.

NA

none

Statistic	Value
Total Responses	4

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	6	2	9

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

Text Response

N/A

NA

none

Statistic	Value
Total Responses	3

Medical Administrative Professional Spring 2014 Student SLO Report

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 administrative procedures including registration, reception, scheduling and other general office management tasks.	0	0	2	3	4	9

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

Text Response

There needs to be more of these sorts of things taught in this program (hands on). I had experience in some of the above areas but this program gave me a good brush-up. I can do many new tasks now that I was not able to before.

NA

some of the scheduling programs need to be updated

More courses specific to reception skills would have been helpful.

I think we could have spent more time with this.

Statistic	Value
Total Responses	6

Medical Administrative Professional Spring 2014 Student SLO Report

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

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
efficiently and accurately use computer application software and medical terminology to prepare and maintain medical documents.	0	0	1	2	6	9

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

Text Response

This needs to be taught in the program also (hands on).

Technology sure has come a long way since I attended WTC 20 years ago. Software now provides so many easier ways to get the same job done and much quicker. The medical terminology is essential in this course. There is always something to learn.

NA

The courses on Microsoft were extremely beneficial.

Statistic	Value
Total Responses	4

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

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
manage charts and financial reports.	0	0	3	4	2	9

Medical Administrative Professional Spring 2014 Student SLO Report

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

Text Response

This needs to be taught in the program (hands on).

My Managing Office Finances class taught me a lot!! I could actually sit down and do the entire financial cycle now...pretty awesome. Managing charts is now so much easier with the electronic health record.

NA

This topic was not discussed as much as it should have been.

Statistic	Value
Total Responses	4

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

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
prepare insurance claims using procedural and diagnostic coding.	0	0	3	4	2	9

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

Text Response

We did a few of these I'm sure I could figure it out.

NA

I would have liked more information on this topic.

Statistic	Value
Total Responses	3

Medical Administrative Professional Spring 2014 Student SLO Report

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

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
apply HIPAA guidelines as appropriate.	0	1	0	5	3	9

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

Text Response

Yes.
I found there is more to HIPAA than just confidentiality.
NA
none

Statistic	Value
Total Responses	4

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

Text Response

This program will be a great program but there needs to be more emphasis on the actual tasks, processes, and procedures that you will need to perform on the job.
Western Technical College has provided me with some much valuable information that I can use in my career and personal life. It's easy to get around campus and just has an overall friendly atmosphere. My teachers were great and always helpful. I would recommend WTC to anyone. Thank you so much for accepting me as a student both times (1993-1995 and 2012-2014). My experiences will be very memorable.
WTC is a great college!
I love the program it was very helpful
I enjoyed my experience at WWTC. I like that I could get a quality education for an affordable tuition.
I felt this program wasn't very organised especially when it came to our field studies. I know that I was one of the first group to go through this program and hope the next group will be more organised.
Great experience. Woudn't change it for anything.

Statistic	Value
Total Responses	7