



Student Learning Outcome Assessment

Medical Administrative Professional
Spring 2015

Published: 04/29/2015

Table of Contents

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.....1

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.....9

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

I liked that there were quite a few classes that could be taken online. Also that there was a field study included in the course load.

It gave an overview of the business/office end of the medical world.

I liked the classes, very meaningful. I also liked the field study since we were practical with our skills.

The variety of projects, activities, and group events we got to participate in.

Statistic	Value
Total Responses	4

2. What would you change about this program?

Text Response

I would like to see the classes not be so late at night, a lot of us were shutting down our brains by the time we got to class.

Although it encompassed a lot, it was also a not too broad making it hard to know which avenue to move forward in.

It would be nice to have some day classes. I would like more hands on experience throughout the program to gain experience since many job applications look at job experience and how skillful our skills are.

Doing a fundraiser for a requirement of a class.

Statistic	Value
Total Responses	4

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	3	1	4

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

Text Response

I can now communicate both verbally and in writing more effectively.
 I definitely have learned how to communicate with all sorts of people.
 I have learned how to write and communicate effectively in a medical setting. After taking some writing courses, it has enhanced my ability to learn more about communications but also how to effectively write.

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	0	0	4	0	4

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

Text Response

Sort of. I would say my math was fairly good by the end of this program but there could have been math spaced out throughout the whole program and not just the end.
 I really liked the math courses in our class. However, it would be nice to have some classes in medical billing.

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	1	3	0	4

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

Text Response

None

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	3	1	4

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

Text Response

None

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	4	0	4

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

Text Response

After taking the classes in the Medical Administrative Professional program, I have learned a lot about technology and gaining more knowledge about certain programs. It definitely has built and made my technology skills stronger.

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	3	1	4

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 do agree our class was pretty diverse. I was able to open myself up to others in my classroom and we were able to build friendship since we were in the same classes for two years.

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	3	0	4

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

Text Response

I learned a lot more about HIPPA and how to use it in the medical field regarding patients information of what to say and what not.

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
perform medical administrative procedures including registration, reception, scheduling and other general office management tasks.	0	1	1	2	0	4

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

Text Response

I would have liked to see more of this kind of stuff done with the simulation that we used.
 I agree but I would say we didn't do a lot with reception, transcription could basically be taken out of the curriculum, and there should be more focus on each area.
 We did touch base on registration, reception, and scheduling, but it would also be nice to have more of simulation or so to help us in our field study to gain experience and later after our field study.
 Not a lot of time was spent in this area when I think this is really important

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
efficiently and accurately use computer application software and medical terminology to prepare and maintain medical documents.	0	0	0	3	1	4

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

Text Response

None

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
manage charts and financial reports.	0	0	1	3	0	4

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

Text Response

I believe I was able to learn how to manage charts but we didn't really learn about financial reports or how to make one in the medical setting.

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
prepare insurance claims using procedural and diagnostic coding.	0	1	1	2	0	4

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

Text Response

We learned about it but I think a great deal more of focus could be put on it.

I do agree we were able to prepare insurance claims and diagnostic coding, but we mostly did it on hand. It would be nice to experience how to do claims electronically and paper form. I would also recommend more of this to build experience whether it is through more simulations.

Statistic	Value
Total Responses	2

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	0	0	4	0	4

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

Text Response

None

Statistic	Value
Total Responses	1

CONCLUSION

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

Text Response

I really enjoy how we are able to pretty much jump right into our programs. That is not something that would happen at a university.

I think it is a good program but needs work. I think the required field study was great but would have been helpful before my last semester. I got to see a lot of different areas because of it but seeing it earlier may have directed my focus a bit. It will continue to be a good program but just needs more time spent on certain office procedures and such so students have a better grasp on each area.

For field study, I wish there was no class but use it as our internship. That we for that 4 months of 15 weeks, we are able to enhance our skills but also say we have experience in the medical setting we choose to do our internship. The reason I say that is because, for me personally, it is difficult to find jobs when you don't have experience and the only experience I would have in a medical setting is my field study. Using that 15 weeks to do my field study or internship will show that I have the skills and ability to learn and perform. My other feedback is it would be nice to have day classes. If I had the option, I would prefer day classes over night classes. I would also recommend more simulation. I really liked the hands-on aspect. I would also like more of medical coding and billing, we didn't have a whole lot of class on it so it would be nice if we had more. I know in another program they have a class about medical coding so it would be nice to include a class like that in the medical administrative professional program; I think it would be beneficial for many students who may be interested in medical coding. I know that we had a class of Medical Billing online, I would prefer that class to be face-to-face since I found that class to be difficult since it was online. I had no clue what I was doing so I kind of guessed, but luckily I passed with my instructor teaching me how to do the assignments since I asked questions.

Statistic	Value
Total Responses	3