

Medical Assistant Fall 2014 Student SLO Report

1. What did you like about this program?

Text Response

I loved the instructors, they were so knowledgeable. I also loved all of the hands on experience. I liked that this program taught me such a variety of skills. Along with the skills, the teachers each took time to make sure every individual was doing okay I feel.

I liked that it was a short program and that there was so much information involved. No time was wasted and our instructors were great.

The "Hands on" learning, (Vitals, injections, Labs) this really helped me understand what I was learning better and gave me the confidence I needed before going to flu clinics and our clinical areas. The study guides were nice to have as well, especially with the instructors that kept to theses.

the hands on experience

Hands on experience and all the different skills to work on. Also having instructors that have been in the medical field was really helpful. They were able to share information that made more sense.

I enjoyed the care that the instructors took to ensure that the students understood the material and helped them pass.

I liked getting to work with patients and learn new things everyday. There wasn't anything that I really didn't like about this program.

The thing that I liked most about this program is that the information they teach you, is used on a daily basis in the Medical Assistant position. Our teachers were wonderful and worked very hard to make sure we all were successful.

All the experience prepared me for my future.

The instructors were great. They were very good at what they taught and knew the subjects very well.

I really liked all of the hands on activity and how we get to work with each other so much.

This program was a great experience. I was able to learn a whole perspective on the medical field. Skills I thought would be difficult and hard to figure out, I now am completely confident in doing. The program is hands-on which makes the learning aspect so much better. There is no guarantee to how instructors are going to be, but throughout the whole course, the teachers have been nothing but a great support and help. I loved getting to draw blood and give injections. Obviously was very nerve-racking but it was incredible being able to do these things. I liked that it was hands on and that the teachers had experience in this field and knew what they were talking about.

I liked how the teachers explained what was expected of us as students and they didn't deviate from what they told us. What we were lectured on was what we were tested on and there were no surprises. The teachers were always there when help was needed no matter how simply or complex the situation.

I liked everything over all, I liked Julie and Robin as instructors.

I liked my overall experience at the Viroqua Gunderson site after the first couple of days. The staff for the most part were pretty welcoming and warmed up to me right away. They allowed me to assist the doctor with procedures quite often, and I was able to go to several of their specialty areas.

I liked everything about this program. Everything that happened in the work place ,was another learning experience. I will admit the first day was kind of scary., being forced out of my comfort zone but, it was all about learning skills and about dealing with people .

Statistic	Value
Total Responses	18

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2. What would you change about this program?

Text Response

It was pretty fast paced. 3 semesters might be the best way to take it. Summer classes would have been great.

I would change about the program having to do Medisoft in Med Office and Finance.

I would maybe change the med office class. It was very difficult and the tests did not really go with the materials we were taught.

I understand the whole concept of wanting us to experience different places for our clinical, but it seemed those first few weeks where an overload, I would just start to get the computer data and the staff to let me do more solo, when I would be done that week, so would be nice to do 2 weeks in a larger area than our regional site.

less tests

Didn't like taking test at the beginning of class at 8:00am.

I would change the length of the program. It was a lot of info to cram into a two semester course.

I wouldn't change anything about this program.

If I could change anything about this program it would be to add a day during the 1st semester to job shadow. I think that being able to see how much we use the skills and information would be beneficial.

I would change some of the clinical sites. I did not like Onalaska mayo.

The class Med Office could maybe be adjusted for students to learn it easier.

I feel like med office could be an online course. It was nice to have a lot of work time in class but I feel like I could have managed my time well enough on my own to finish the assignments.

I would change the length of this program. I know it's not easy to extend everything to being longer than the one year, but it is very difficult to finish the course in one year and not have your head spinning.

I wouldn't change anything about this program I would really encourage others to take this program here at the school!

There isn't one major thing I would change. It was cut and dry. Straight to the point and I liked it that way.

I have nothing.

Some of the staff at my regional site were not the friendliest people I've ever met; there was one MA in particular that would refuse to come in the rooms with me to watch how I roomed a patient and that was uncomfortable for me at times. I also didn't ever have a set place to be for the day; I seemed to get shuffled around a lot.

I did my regional practicum at Gundersen St. Josephs Wonewoc Clinic . St Josephs no longer does OB so we did not see very many children for well child visits, hence not many subQ injections. It was a great place to do practicum but possibly the student could be sent to a pediatric site for their first or second week before their regional.

Statistic	Value
Total Responses	18

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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.	1	0	2	4	11	18

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

Text Response

I feel that I am able to talk to patients and make them feel comfortable.

I feel I have learned effective communication skills because of the activities we needed to do to pass certain competencies.

I have learned so much regarding lab, clinical, and office skills.

I was a more confident and better communicator before I finished the class.

The communication between the students and teachers were great.

The hands on really helps a lot to learn the skill and be able to apply them

You really learn to communicate properly with others, whether it be face to face or through emails.

Continuing practice in class really got my confidence up to have good communication skills.

Talking to the patient to identify their chief complaint, while also doing vitals in the meantime helped the process go quicker.

Statistic	Value
Total Responses	9

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.	1	0	1	12	4	18

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

Text Response

Conversion for meds.

The mathematical quiz was one of the most beneficial math concepts I learned.

I have learned how to convert medicinal equations.

med math is hard!

Most important tool learned, giving the wrong dose could be lethal.

I didn't really do much with math in this course.

providing the correct dose of any aged patient is very important and critical

Immunizations and timing of when a child could come back to get their second flu shot were addressed.

Statistic	Value
Total Responses	8

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.	1	1	3	7	5	17

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

Text Response

N.A.

Statistic	Value
Total Responses	1

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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.	1	0	0	5	11	17

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

Text Response

Problem solving, and thinking outside of the box have come into play.

Many CTA activities we needed to use our critical thinking skills.

I have learned how to better handle complicated situations.

Provided good information and real life situations to work from. Made it more real.

Learning how to multitask between patients that were roomed already, and then going to room another one at the same time was a pretty common thing. I had to keep my eye open for any of the call lights changing colors because it either meant that the provider needed assistance, that the patient had to go to the lab, or that the room was dirty.

Statistic	Value
Total Responses	5

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.	1	1	1	9	6	18

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

Text Response

We didn't really use a whole lot of technology. But I was already comfortable with it.

Having classes online allowed me to use technology effectively.

I have learned various electronic medical record systems by being in the different clinics.

I learned more about both Microsoft Excel and Word..

We weren't able to use the actual programs that we used at our clinical sites.

this field is all about technology these days, you really need to have a good grasp on computers

I like using Epic a lot because every thing we needed to address with the patients were just in order of the tabs to click through.

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Statistic	Value
Total Responses	7

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.	1	0	1	7	9	18

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 learned how to work with other, and work with patients who are ethically different or have different views/ opinions from my own.

I understand the meaning of team work much more than I have before my experience.

Diverse populations are one of the things that makes being a medical assistant interesting. something still trying to work on

I just learned to be quiet at some points when I had patients who were being rude, as well as the MA's. Everybody in Viroqua was from the rural area and there's a lot of farmers that come in who seemed to not believe in immunizations for their children and I just had to sit back and say nothing.

Statistic	Value
Total Responses	5

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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.	1	0	0	10	7	18

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

Text Response

It is crucial that the information I record is correct.

Statistic	Value
Total Responses	1

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	0	0	12	5	18

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

Text Response

A lot of the tasks that we learned, I have used in clinicals

I know how to schedule patient appointments, operate the phones, and know how to organize the files.

I've worked and learned 3 different programs on my clinical sites.

I got to work with reception for a day and they taught me a lot.

Administrative jobs are not fun but you need to have an understanding of what they do as well.

I was able to sit at a computer every day and follow along with the schedule to see which patients needed what procedures and I was also able to order and sign for immunizations.

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Statistic	Value
Total Responses	6

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.	1	0	0	6	11	18

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

Text Response

I understand the HIPPA importance much more now that I have been able to be so much more involved during my clinicals.
 Consent forms had to be signed for certain procedures (Mirena insertion) and VIS sheets were handed to each patient for every immunization they received.

Statistic	Value
Total Responses	2

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.	1	1	0	4	12	18

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

Text Response

I was able to perform many lab procedures and am able to confidently draw blood.

I was able to work in the lab whenever I wanted and just jump in. I loved it.

This was an absolute joy. You never can expect what patients you are going to see, so it definitely keeps you on your toes every day.

Due to two other students in their lab when I was their, I only got to be in the lab for two hours on one day. I learned what I needed to in class, but nothing was reinforced at my clinical site.

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
demonstrate professionalism in a healthcare setting.	1	0	0	5	12	18

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

Text Response

I have learned a lot about professionalism. I have really been able to put it to practice during my clinicals.

Staff talked negatively about their providers/other MA's/and patients every day. I had to bite my tongue and say nothing.

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
demonstrate safety and emergency practices in a healthcare setting.	1	0	0	5	12	18

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

Text Response

I always wear gloves and sanitize between patients.

Gloves were used for every procedure I was able to assist with in the procedure room with the RN.

Statistic	Value
Total Responses	2

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

Text Response

Overall, my experience was great at WTC. I couldn't have chose a better program to go into and my teachers made it that much better of a experience.

I loved Julie and Robin. I don't know how I would have gotten this far with out them.

My Instructors where/are amazing, they are compassionate and value what they are teaching me! I cant thank them enough for all they have taught me and instilled the confidence I needed.

Thank you

I have had a wonderful experience at Western, its a great school

I think the Medical Assistant course was a really good experience and has very informative instructors thought taught it well. But the cost of the program is really expensive compared to the wages of what a certified medical assistant will make after graduation. Really sad it cost that much to learn a career that has wages below living wage.

I have enjoyed this program greatly and feel very accomplished having passed. Everyone that has helped along the way has made a major impact.

I really liked my instructors and they really helped me learn and apply everything I learned out in the real world.

I loved Lafarge. Send any student there that can go.

This program is a great program. I enjoyed it very much.

Overall, I am so happy that I began this course. There is no words to describe the relieve and appreciation that goes towards working in the medical field. I can't wait to see where my future goes from here!

My experience at Western was very rewarding I am very glad that I chose this college to complete my education experience.

Julie and Robin are great instructors! They told me to stick with my program choice even when I was doubting I was right for the field and I appreciate them immensely,.

Thank you for the making the experience available to me. The Wonewoc Gundersen St Josephs site was wonderful and so was the Mayo LaCrosse PMR site.

Statistic	Value
Total Responses	13