



Student Learning Outcome Assessment

Medical Assistant
Spring 2015

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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.....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.....7

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

the hands on work

The teachers

I loved the interactions with the patients and preceptors. I learned so much and I am so thankful that I had this opportunity and experience.

I loved learning new things.

hands on experience

Everything, the instructors where amazing and they made this program worth taking. They made learning all this new information and procedures more interesting. They definitely prepared us for future jobs in the Medical Assistant field.

I liked that there was so many different opportunity to have hands on assignments and things to do. I think that there is nothing to really change about the course.

I liked that there was a lot of hands on activities. I am a hands on learner so that made it easier for me.

I liked being able to go to all the different clinical sites

I liked the instructors! The program was very fast paced and I like how quickly the year went! I learned a lot.

I enjoyed the experience from all the different departments. All the hands on experience that I was able to do really let me see the variety of things that we are able to do.

The instructors were great and I loved the hands-on learning!

I liked the hands on experiences that were offered in all the courses so you were learning the skills as you went along not just reading about them and having to perform them later. The instructors were awesome!

I liked that we were able to go out to real clinics and see how things are run in the real world. It was nice to give a practice run at being an MA and getting pointers without feeling overwhelmed with a job as first practice.

well organization of the courses

Statistic	Value
Total Responses	15

2. What would you change about this program?

Text Response
nothing
Nothing
Nothing
Nothing, this experience was great!
Nothing
There are no changes that need to be done to this program
I wouldn't change anything about the program. I think that everything was organized and easy to follow throughout the year.
n/a
I don't know that I'd change anything.
When the program starts, I feel like the first few days of class should be allotted to organizing and preparing material needed for the program.
No changes that I can think of....
I would like to be able to spend more time at the 2 clinics we only spent a week each at.
the way it was just good

Statistic	Value
Total Responses	13

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	1	0	5	9	15

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

Text Response

My communication skills definitely got better throughout the course and at clinical
 Learned how to deal with conflict appropriately
 How to talk to a patient, and communicate with everyone
 I have learned a lot about communication inside the medical office and how to work as a team as a medical assistant
 I have learned to open up more and put all of the information you learned in to play.
 I liked that we practiced talking to patients and practiced telephone calls.
 I learned the best communication skills through my 1-on-1 with the patients at my regional site.
 I feel that I was great at patient communication but I feel that some of my preceptors may have taken my nervousness and confusion as having a bad attitude which really makes me upset.
 interaction with the patients and clinical staffs during practicum.

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.	0	1	1	5	8	15

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

Text Response

Able to calculate medication dosages quickly
 medication management and dosages
 When medications and vitals come up and you have to figure them out in a short time.
 Even though med math was a bump in the road I'm glad I learned it.
 Med math was very helpful
 I learned the most math in class, most of the medication during my clinical was premeasured.
 I did not learn any new mathematical concepts. I had previous math instruction and practice in a former educational and professional experience. I refreshed the math skills necessary for working in the field of study. The needed concepts were well covered and explained.

Statistic	Value
Total Responses	7

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	7	7	15

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

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	1	0	1	13	15

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

Text Response

critical thinking skills are a key point to the MA profession

Able to think effectively in any situation

Lots of thinking and learning was involved

I have learned how to figure things out in a quick manner in a short time period because things in the medical field are at a fast pace and you need to know how to do things that can save a person.

We had critical thinking activities in our assignments so that helped.

Skills that are necessary for the vocation.

work book assignments.

Statistic	Value
Total Responses	7

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	5	9	15

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

Text Response

Able to navigate computers easily now

It was hard to get used to at first, but I got the hang of it and it came easier

I learned how to use both the Mayo and Gunderson EMR.

I have learned how to effectively use the EMR and enter data

Using blackboard and SIMchart.

Kinda had a handle on that already

Statistic	Value
Total Responses	6

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	1	4	10	15

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

Text Response
 Was able to see many different types of people
 We did a chapter on diversity and how to work ethically.
 I had a pretty elevated self value before the course and have worked previously with diverse populations. The course further confirmed the skills communication skill and other skill

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	5	9	15

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

Text Response

Statistic	Value
Total Responses	0

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 office administrative functions.	0	1	0	3	11	15

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

Text Response

I was able to learn the appointment making setup for both Mayo and Gundersen.

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
provide patient care in accordance with regulations, policies, laws, and patient rights.	0	0	0	3	12	15

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

Text Response

Learned how to maintain confidentiality and privacy

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 medical laboratory procedures.	0	0	0	3	12	15

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

Text Response

I learned so much in the lab area!

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
demonstrate professionalism in a healthcare setting.	0	0	0	3	11	14

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

Text Response

Absolutely!!

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
demonstrate safety and emergency practices in a healthcare setting.	0	0	0	2	13	15

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

Text Response

Statistic	Value
Total Responses	0

CONCLUSION

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

Text Response

I had such a wonderful experience and I am so thankful for my teachers and patients that I worked with! This course was great!
This was a great learning opportunity!
I have learned a lot about the medical office and how important it is to work as a team and effectively find treatment for the patient.
Loved my experience
I would recommended this program to anyone!
the instructors willing to help the students to be success.

Statistic	Value
Total Responses	6