



## **Student Learning Outcome Assessment**

Office Support Specialist  
Spring 2015

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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.....6

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 computer classes and teachers are great.

I liked the teachers, all the stuff that I learned and the friends I made.

Absolutely loved Kim. I liked that most of the classes were offered during the day which worked well when my son was in school.

I really liked the structure of the classes, that all the classes were during the day so I could still work at my job in the evening, and also how there was so much student involvement.

I think the program has a great layout. I like that the instructors focus on things that are going to be helpful in the work place.

I liked everything about this program. Everything is useful information and things that we will use on the job. Gail does a great job teaching.

I learned so much about computers and proper grammar. I feel more confident in my writing and communication skills and my ability to utilize computer software on the job.

Classmates were super friendly. We had fun together in class. The instructor and students came together like one big family.

I liked all the hands on work and work related directly to on the job skills

I enjoyed the variety of things taught.

The instructor and my classmates!!

I think the program served me well with core learning. At times, as an older student, things went very quickly, but I was exposed to and learned a lot of new technology. The instructor was extremely helpful and encouraging.

I liked that it challenged me and what it taught me was great.

I liked that it was all beginner work to learn.

Statistic	Value
Total Responses	14

## 2. What would you change about this program?

### Text Response

Have classes be done by 3pm.

There wasn't really nothing I would change.

The only thing I can think of to change about this program is maybe more face to face classes. I don't mind the blended classes but it would be nice to have the option for face to face classes.

I think the transcription should be done in the beginning of Advanced Word instead of at the end. I feel it helps us build up our typing skills for the timed typing.

I would change nothing about this program. We

It seemed like some of the students had no idea what was going on even in the last week of class were confused on how to do simple tasks. Maybe a entry test, or if someone hasn't been in school for a long time they should have to take a beginner computer class.

Nothing.

I would change the words per minute typing requirement

I would change the amount of homework. I realize that it is nessasary in order to retain all the information taught in a belnded program, however, maybe some of it can be bigger assignments worth more points, instead of so much busy work.

For me, I would have liked a little more class time for assignments, but I understand the blended class format doesn't allow for that. Again, the instructor was very accessable for help, which not all students took adavantage of.

I would change is the work load with taking so many classes some times I would get a little overwelmed with every thing that needed to be done.

No having excel and access.

Statistic	Value
Total Responses	12

## 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	9	14

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

##### Text Response

I am now very comfortable talking in front of the class and I haven't even taken speech class yet.

I learned a lot of different skills for communication, such as, listening skills, telephone etiquette, and dining etiquette.

The Quality Customer Service class helped me with me current job as a bartender. My overall job performance has improved because of this program.

I'm more comfortable talking in front of people.

I like the group work we have done that involved using technology

Statistic	Value
Total Responses	5

#### 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	1	8	5	14

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

##### Text Response

I still have to take the business math class this Summer but, I took Basic Math and learned things that I has forgotten from high school. It was a good refresher.

The most recent chapter on loans has helped learn how to calculate rates and principals.

I like the real life math concepts we learned such as mortgage calculations

Statistic	Value
Total Responses	3

## 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	5	14

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

### Text Response

No comment.

I'm more aware of human behavior and how to respond to it.

Statistic	Value
Total Responses	2

## 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	5	9	14

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

### Text Response

The 5 C's.

This program has helped me learn how to better handle myself in stressful situations.

Statistic	Value
Total Responses	2

### 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	5	8	13

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

#### Text Response

I feel a lot more comfortable with using certain computer programs and feel that I am able to use the programs effectively.

I feel like I can teach other people on certain software programs.

Statistic	Value
Total Responses	2

### 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	10	14

### 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 feel like I learned a lot in this section of the program.

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	0	8	6	14

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

**Text Response**

I learned how to solve a situation with a customer so I don't always have to call on the Manager.

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 communicationns.	0	0	0	5	9	14

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

**Text Response**

I feel I already knew a lot about this but realized there was a lot more to learn by taking this program.

There is a typo in the above question; communications is spelled incorrectly. :)



Statistic	Value
Total Responses	2

### 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	6	8	14

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

#### Text Response

Again I learned a lot in this field of skills.

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	8	14

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

#### Text Response

I learned many different things like, how to properly file documents, correspondence letters, memos, meeting minutes, computer software, and many other things.

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
model professionalism in the workplace.	0	0	0	5	9	14

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

**Text Response**

Proper dress attire, communications skills, etc.

Statistic	Value
Total Responses	1

**26. 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	6	8	14

**27. Provide any comments you have about learning this program outcome.**

**Text Response**

No comment.

Statistic	Value
Total Responses	1

## CONCLUSION

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

### Text Response

It was fun.

I feel that I was able to learn a lot about things that Office Support Specialist's are responsible for and I am looking forward to a job in this field.

I really enjoy this program and glad that I joined it. It has been very beneficial to me.

Gail is a great instructor and I learned a great deal from her. I am happy that the skills I have learned are ones that will help me advance in my career in business.

Great Job!

Statistic	Value
Total Responses	5