

Medical Assistant Fall 2015 Student SLO Report

1. What did you like about this program?

Text Response

The length of the program. It was quick in and out.

I liked the the teachers were so hands on and helpful. I liked that it was a small class so there was a better connection with the teacher.

I enjoyed the hands on experiences.

I loved that it was short, sweet, and hands on.

I love the hands-on classroom activities and competencies that we do in class. What we did and learn in class is definitely used at our clinical sites and are for sure life-long skills we will build on.

I think all the professors were helpful.

I really liked the hands on experience that I got and just learning about the human body in general. I also liked my instructors, they really cared about my success and were so willing to help when I needed it.

I liked the lab portion of the program and I also liked the hands on competencies. I also liked learning all of the new things.

I liked the pace of the course. I love that you learn the material and then you do the skills. It helps a lot being able to do the skills as you learn. Its easier to understand

I liked the hands on skills, I learn best that way.

I like the hands on work that comes with the program and the experiences the teachers have and bring to the classroom.

I liked doing all the hands on work that we have done.

That there was a lot of hands on work.

I really enjoyed the instructors. I liked how they taught the courses and if I ever had a concern or question they had no problem helping me.

I love the hands on learning, and the availability of the instructors for any questions that I had. I also love the fact that the instructors were always open to helping with study sessions and things like that when it came to preparing for tests.

The teachers and my classmates.

I like all the hands on activities you get to do. I feel that helped me learn a lot better and to understand the things I was learn better.

I enjoyed everything! I loved my instructors, my classmates, the way the classes were set up, and how clinicals went! I think it's a great program and I am super happy I chose it!

Everything. It was more than what I was expecting, but in a good way. I feel it was the best choice I made when I decided to sign up for this program.

The hands on parts of classes, lab.

Everything. Great program

I enjoyed going through all the skills in class. I feel like it truly prepped me for clinicals.

It was very exciting to learn new skills every day especially with patients and their problems. I really enjoyed taking care of the patients everyday with their concerns.

I liked my second site at the student health center and the medication assignment

The opportunity to use and practice skills I have learned over the past two semesters on real patients. I also enjoyed the patient and staff interaction. I have learned so much.

Loved working in the lab.

The opportunity to go out to the different clinical sites and learn and work with different people.

I love that everything we learned in class will be a life long skill and we will keep building to everything we learned.

The teachers, they were awesome.

I liked that I can help people. I liked learning the skills, I didn't think I could do some of them, but I have! I liked the teachers and the friends that I have made. I liked the clinical experience. It

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was nerve wracking at first, but I got used to it and I definitely want to do this for a career.

Statistic	Value
Total Responses	30

2. What would you change about this program?

Text Response

Nothing I can really think of.

Nothing, I liked everything about it.

I felt that there was a lot of homework that took away from studying the material.

I think I would have certain classes more than once a week.

Everything we learned and do is beneficial. However, if we could have more time doing the flu shot clinic or some other required small clinic hours where we get to meet and introduce ourselves to people before we go to clinicals, I think it'll help a lot.

no comments

I wish it was a little longer to learn the information better but I also like that it's a one year program.

I would make the pharmacology course longer than 9 weeks. It was very stressful learning all of the medications in such a short amount of time. I felt like I was just memorizing just to pass the tests and not long term.

The only thing I would change is that Pharmacology to be longer. It is hard to grasp all the information so fast. Its like you learn it and then forget it because your learning something else right away.

I didn't like how some of the class schedule was. I would definitely change that a bit.

I would change some of the class material. The office classes I believe are necessary to an extent, but more time should be put towards skills.

nothing. I really enjoyed my clinical experience.

Med Office I wish could be taught more in some subjects.

I wished the Pharmacology course was 1st and 2nd semester classes because it was a lot of information squeezed into 10 weeks. I thought Pharmacology was a hard subject to learn. I also think that Admin and Office could have been combined into one class.

Nothing

nothing

Honestly, nothing. I can't think of a single thing that I thought didn't go well or that I didn't like. I think everything went smoothly.

I would not change anything on this program.

The med office class and who teaches it.

Longer clinicals\

A slower version. One that might be stretched out over a longer period of time.

No comments!

The exit plan assignment

Maybe one more week of practicum to hone in on our skills.

Age appropriate preceptors.

Maybe there should be some more structure to how and what you learn at the different sites.

Nothing.

Take out medlaw online.

I wouldn't have minded if the program was a little longer because it was very stressful learning everything in a short period of time, but on the other hand, I do like that it's a one year program. It went by super fast!

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Statistic	Value
Total Responses	29

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	1	1	11	17	31

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

Text Response

Some people will always be rude no matter what.
 I like how Julie, Robin, and Amy makes us introduce ourselves to each other everytime we do a skills check off. It really pays off in clinicals.
 I learned how to speak clearly and appropriately for people to understand me.
 I tend to be shy and don't always know what to say to people. This program pushed me to step outside of my comfort zone and really talk to people and be friendly.
 I feel like I learned effective communication, but could have been practiced more for the particular skill of medical language.
 N/A
 I need to have communication skills to communicate with the patient as well as the provider. I've always been pretty good at talking to people, but I have learned how to more effectively talk to patients.
 no comments
 To be honest and as accurate as you can about situations. Keep an open mind and learn to accept constructive criticism and learn from your mistakes.
 I learned that you really have to ask the patients about what is going on with them. And not just assume.
 I tend to be shy and quiet but I have learned to talk more and push myself to engage in a conversation.

Statistic	Value
Total Responses	12

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	1	2	16	11	31

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

Text Response

I enjoyed the math portion of this program.

no comments

The only math we use is dosages.

I definitely got refreshed on the math portion of my course that I needed to know!

Small math concepts, very self explanatory.

When taking vitals I have to be able to be accurate on the patients pulse and respirations. Math really comes into play when I am dealing with a patients medication dosage. They need to have the right amount of medications and if I mess that up then that could be very serious to the patients health.

The vials for vaccinations were mostly drawn up.

i can figure out medication doses

Mathematics to draw up medications and administer them.

I panic when I need to add pulses and respirations. The site I was at only counted for 15 seconds. I personally always did it for 30 seconds. It was easier to add two number that multiply by 4.

Amy did a very nice job teaching us med math.

I am not too good at math, but I have gotten better.

Statistic	Value
Total Responses	12

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	0	6	12	12	31

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

Text Response

none

N/A

none

I enjoyed applying what I learned in class into real life.

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Statistic	Value
Total Responses	4

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	2	11	17	31

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

Text Response

I think this program helps us prepare to think of our feet. It gives us a sense of direction and how to approach a certain situation.

none

I just think harder than I normally would have. I think about why I do the things I do and the results if I did something wrong.

I learned how to focus on what is expected of me in situations better.

Mostly common sense.

I was working with one patient and had to take blood pressure and the patient had a long- arm cast on both arms so I had to get the blood pressure in the leg and the patients pulse in the carotid artery.

I remind myself on a sticky note before the patient arrives for his or her appointment what his or her is in for.

To keep an open mind, and you can find ways to solve problems.

I learned that you always have to think ahead.

You learn to think fast on your feet. It's a good skill to have.

I think a lot more before I do something and to why I am doing it that way.

Statistic	Value
Total Responses	11

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	0	4	13	13	31

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

Text Response

I know how to navigate around SIMS. However, it is obviously different for EPIC. Maybe if they have an EPIC module or something for us to learn so we get familiar with that system instead of giving us SIMS.

none

I am better with computers.

I didn't learn much that I haven't already know. Except a little more with Microsoft excel

Technology education was sufficient.

Everything I do in the medical field is all done by computers now.

none

I think I needed more training in the EPIC system before going there.

I think SIM really gave us a understanding of EMR and navigation.

I am pretty effective on technology so I just used what I already knew.

Statistic	Value
Total Responses	10

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	11	18	31

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

Text Response

none

I am more confident in myself. I am doing things I never thought I could do and I really enjoy helping people and making a positive difference in the world.

I learned a lot about the different cultures! I wish we could have spent a bit more time focusing on that due to patient care one on one!

Program has improved my confidence working with other people.

I worked with a lot of different diverse populations and I learned a lot of how to work with them.

I feel very proud of myself because I learn that by benefiting what patients needs are is always a great practice.

I learned that I can do anything I put my mind to, and that I have much to offer society. I also learned that no matter where people come from, they are to be respected and valued as human beings.

I think I had a difficult preceptor and I had to really try and stay positive.

I was born and raised that way. Everyone is equal.

Statistic	Value
Total Responses	9

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	1	15	14	31

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

Text Response

This program helps us choose our steps carefully and thoughtfully.

none

I still second guess myself sometimes

How important it is in the field I decided on making my future.

N/A

While I was working in the clinics it was always important to do things as safe as possible for patients and yourself.

I accepted suggestions from my preceptors well.

We learned to really multi-task and time management.

Statistic	Value
Total Responses	8

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	3	18	9	31

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

Text Response

I learned SIMS pretty quickly. All the administrative stuff are easy to navigate around.

The stuff we learn in school and the functions out in a medical field I think don't really match up.

Its a lot different. It gives a good base though

I wish we could of had more teacher learning experience on this section.

I learned generalized administration functions, sufficient for real world experience.

I learned a lot of things that are beneficial for to become a future MA.

I had a lot of training with that at Mayo. There is so much to do that it is really hard to learn.

We learned a lot.

Administrative functions were challenging but I did learn a lot.

Statistic	Value
Total Responses	8

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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	1	7	22	31

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

Text Response

This I learned long ago when I was a CNA. Patients always have the right.

This I felt like I learned a lot due to continued learning in all classes

Teachers provided strong education on rules and regulations in dealing with patient care.

none

HIPPA is very important and be careful of what we say inside and outside of class.

Statistic	Value
Total Responses	5

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	0	0	10	20	31

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

Text Response

I really had fun doing lab.

Julie did an EXCELLENT job teaching this course. It is hard teaching lab with all those terms and meanings associated with the terms. And on top of that, the skills that are required for us to know. It is hard teaching someone hands-on because everyone learns differently.

I wish I could of did more time practicing certain invasive procedures for lab special on peds Dept.

Training of lab procedures is top notch.

I worked a few times in the lab and there were a lot of equipment that I got to try out and I enjoyed doing it.

none

This depends on the clinical sites. One of my clinical sites taught me quite well.

I had a lot of fun doing lab procedures. Hands on learning is the best learning in my case.

Statistic	Value
Total Responses	8

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	1	6	23	31

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

Text Response

I think one should know if they are professional or not.

Teachers show by everyday interaction how to be professional. Students transfer that to real life situations.

There were a lot of situations that some patients didn't want to get shots for there children and I had to respect there decision.

none

Uniforms, wearing scrubs, and proper body language we had to just know. Some stuff can't be taught in class.

Statistic	Value
Total Responses	5

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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	1	9	20	31

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

Text Response

Safety always comes first.

Teachers recognize and teach the importance of emergency practices. Highest standard reached.

Most of the goals at the clinics that I did my clinicals at was to do tasks as safely as possible for the patient and yourself.

Always keep yourself and patients safe. We were taught that.

Learning what secretions can carry really helped me to be more cautious.

Statistic	Value
Total Responses	5

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

Text Response

I enjoyed the program and the instructors.

I think the Medical Assistant program is essential to anybody who wants a job in the healthcare setting. It covers administrative duties, clinic duties, billing and coding, hands-on, and basically anything you need to have a taste of the medical world. The instructors are great! They are very opened and helpful. These instructors know EXACTLY what to expect of a Medical Assistant and what skill you will need to become successful. Don't be afraid to ask for help. Julie will always ALWAYS lend a hand.

I just want to thank my instructors who have helped me through out the program, and being great teachers, they have really taught me the skills I need to be a medical assistant. They have been patient with me and believed in me when I didn't.

I loved the program and I recommend it to anyone that is interested in the program.

I really enjoyed this course. I don't have really any comments about it. It is well taught.

I really enjoyed my experience over all at western! I had a great class and instructors. I would most definitely recommend this program and college to friend and family!

I feel that Western Technical College is a great school for the MA program. The teachers are phenomenal when it comes to real life experiences and teaching the information needed to be successful. I hold my teachers in the highest regard. Some classes I would change, making the office class an online course and teach Medical Coding with the clinical experience. Other than that, it was a good overall outcome, and I would recommend the program to anyone.

I'm so thankful for how this program has made me a more confident person. If I could take this program over again I totally would because I loved all the instructors and the experience I received.

I really enjoyed my time at Western Technical College in the Medical Assistant program. I have learned a lot and I can not wait to put everything that I have learned to use. I couldn't have done it without the support of my instructors as well as my classmates. I have made true friends out of this experience. I was extremely scared to go back to school but now I am considering furthering my education even more.

I could not imagine going to any other college. Western Technical College has been such a wonderful place to attend classes, the staff is so helpful, and the instructors are awesome!!!!

I enjoyed everything about this program.

I thought that the Medical Assistant program at Western Technical College was great! I had a great time learning everything I did and think its a wonderful program!

This was the best experience I had. I am so glad I chose western technical college and the MA program to be someone in life. Instructors are great and I have grown personally and professionally

Great teachers. If I had any questions, they were awesome at answering them for me.

no comments

I truly enjoyed my experience here at WTC. I have learned so much, and felt I was respected by other students and staff.

Please keep in mind my age and my medical background. The practicum was great for those who may not have had a medical experience before.

I really enjoyed my experience at Western Technical College. It was hard work but it was worth it.

Our instructors are awesome. They are very opened and taught us well.

I enjoyed WTC and the instructors. The program is fast and stressful but it can be enjoyable,

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memorable, and fun!

I really enjoyed the program, I don't know how many times I can say it. I am truly thankful for my teachers and classmates for all the help they have given me. I could not have done it without them!

Statistic	Value
Total Responses	21