

Sales Management Spring 2016 Student SLO

Spring 2016 - Sales Management

May 2nd 2016, 3:08 pm CDT

Q3 - What did you like about this program?

This program covered all of the aspects from customer service to sales and sales management. It helped to boost my confidence and highlight the experiences that make sales and sales management a great career to get into. The schedule was crucial to my success.

Xxx was an excellent teacher and helped motivate us on the subject. Very interesting topics instructed very well!

I liked that I could take this program at night while working and taking care of my 3 children.

It was organized and to the point!

I liked that most of the courses had a hands-on aspect, where we not only learned about sales and business concepts but also had to put them into place. This ensures that we really understand what we're learning and ingrains it into us. I also appreciated that most of our instructions had practical work experience with what they were teaching us.

I really enjoyed the flexibility of the program and being at night. This made it easier to work and go to school. I'm not a typical student and I needed to be able to work full time and still get my education. Xxx Xxxxxxxx was my inspiration to keep going and not give up when times go tough. They are one teacher I would make sure to always have because they are a game changing kind of teacher with more passion than any other teacher! I also really liked the pathways, this allowed me to see my progress and have something accomplished. It made it easier to see the progression to the end.

I liked the real world experience that was brought into the classroom. I learned more from than I would have just from a textbook.

I really liked that this program was adult based. All classes were offered after the typical work day has been completed. The majority of the classes were blended, which made it more convenient for myself. The program was divided into two nights per week, plus additional online homework assignments.

I liked that this was blended and portions were done online versus everything online.

Q4 - What would you change about this program?

No change that I can think of.

Nothing

I would change the work load on some of the classes because at times I would spend an entire weekend on one class.

I personally liked it all.

I feel like the workload, while heavy at times, was manageable, and I would give almost all of my instructors a satisfactory rating. There is nothing I can think of that I would change at this time, but I may have a different response after getting into my field.

I would change a required classes that I didn't feel was a benefit, that was Principles of Sustainability. This class was so science based that I didn't feel I could relate to my field of study. The teacher, Xxxxx Xxxxx, said

numerous time they don't know how to teach this class to business students. It was difficult to find the value in the class.

I enjoyed the guest speakers and think that should be done more in the classrooms.

I would offer a lot more of the classes online. The majority of the classes (non generals) could have been taught via online. The majority of the assignments were book based, and could easily be taught and understood with little interaction.

I would allow for more classes to be done online.

Q6 - As a result of this program:

Q6_1 - I have learned effective communication skills.

Answer	%	Count
Strongly Disagree	22.22%	2
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	11.11%	1
Strongly Agree	66.67%	6
Total	100%	9

Q7 - Provide any comments you have on effective communication skills you learned.

I learned confidence in the spoken word and strength and quality in the written word.

Through this program, I have been pushed to be more active in my communications. I have come out of my shell over the course of this program, and I have the program to thank for that.

I have learned how to be a better public speaker. I have also learned how communicate more effectively at customer service and working with customers.

Taking the classes has allowed me to speak confidently about subjects that we have learned. I am more able to contribute to conversations at work.

At the beginning of the course, a lot of speeches and presentations were mandatory for every class. This allowed me to become a more effective public speaker.

Q8 - As a result of this program:

Q8_1 - I am able to apply mathematical concepts.

Answer	%	Count
Strongly Disagree	22.22%	2
Disagree	0.00%	
Neither Agree nor Disagree	11.11%	1
Agree	33.33%	3
Strongly Agree	33.33%	3
Total	100%	9

Q9 - Provide any comments you have on mathematical concepts you learned.

I learned the correct way of reading business statements and how to evaluate the information. Also covering all of the basics in business math have been beneficial.

I now understand the way mathematics apply to business in a managers position.

In the industry that I am in (building materials) we use a lot of fractions. I now feel comfortable with my answers because I know that I am doing it correct.

Due to my previous background, I already knew the majority of the math with business applications material. It was a good reminder, but I believe it could be beneficial to other students.

Q10 - As a result of this program: - I learned how to transfer social and natural science theories into practical applications.

Answer	%	Count
Strongly Disagree	11.11%	1
Disagree	0.00%	
Neither Agree nor Disagree	22.22%	2
Agree	44.44%	4
Strongly Agree	22.22%	2
Total	100%	9

Q11 - Provide any comments you have on transferring social and natural science theories into practical applications.

I was taught how to take common sense and apply it to everyday life. Sales and management practices came natural to me, I just needed to know how to apply them to my everyday working life.

Q12 - As a result of this program:

Q12_1 - I learned critical thinking skills.

Answer	%	Count
Strongly Disagree	22.22%	2
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	44.44%	4
Strongly Agree	33.33%	3
Total	100%	9

Q13 - Provide any comments you have on critical thinking skills you learned.

The sales classes helped me learn to think in ways to overcome obstacles

I have enjoyed the critical thinking questions in my psychology class. They make you think along with learn the material.

I learned how to fix problems in the sales field and turn a bad situation around into something positive.

Q14 - As a result of this program:

Q14_1 - I have learned to use technology effectively.

Answer	%	Count
Strongly Disagree	22.22%	2
Disagree	0.00%	
Neither Agree nor Disagree	11.11%	1
Agree	33.33%	3
Strongly Agree	33.33%	3
Total	100%	9

Q15 - Provide any comments you have on what you learned about using technology effectively.

Our computer class was not instructed very well and was mostly self-taught. However, I did learn useful things during the course of that class.

I fell more confident using word and excel at work.

Didn't have a good computer word/excel teacher. I knew the majority of the material that was being taught.

Q16 - As a result of this program: - I have learned to value myself and work ethically with others in a diverse population.

Answer	%	Count
Strongly Disagree	22.22%	2
Disagree	0.00%	
Neither Agree nor Disagree	22.22%	2
Agree	22.22%	2
Strongly Agree	33.33%	3
Total	100%	9

Q17 - Provide any comments you have on what you learned about valuing yourself and working ethically with others in a diverse population.

I already had this quality going into the program, but if I did not have it I would say it would have taught me how to do so.

Q18 - As a result of this program: - I am able to make decisions that incorporate the importance of sustainability.

Answer	%	Count
Strongly Disagree	22.22%	2
Disagree	0.00%	
Neither Agree nor Disagree	22.22%	2
Agree	33.33%	3
Strongly Agree	22.22%	2
Total	100%	9

Q19 - Provide any comments you have on what you learned about incorporating the importance of sustainability in decisions you make.

I didn't really get much out of the sustainability class. The instructor was great and some of the coursework was interesting, however I don't really see how it would apply to me much in the field I'm going into.

Q21 - As a result of this program, I learned to:

Q21_1 - model professionalism in the workplace

Answer	%	Count
Strongly Disagree	22.22%	2
Disagree	0.00%	
Neither Agree nor Disagree	11.11%	1
Agree	11.11%	1
Strongly Agree	55.56%	5
Total	100%	9

Q22 - Provide any comments you have about learning this program outcome.

I have been a working professional in corporate America for several years, so again I already knew how to be professional in the workplace.

Q23 - As a result of this program, I learned to:

Q23_1 - demonstrate effective workplace communications.

Answer	%	Count
Strongly Disagree	22.22%	2
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	22.22%	2
Strongly Agree	55.56%	5
Total	100%	9

Q24 - Provide any comments you have about learning this program outcome.

Q25 - As a result of this program, I learned to: - incorporate Customer Service Principles into Client or Customer Interaction.

Answer	%	Count
Strongly Disagree	22.22%	2
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	22.22%	2
Strongly Agree	55.56%	5
Total	100%	9

Q26 - Provide any comments you have about learning this program outcome.

In my field I already am well-versed in customer service principles, but I feel the program does a great job of teaching these things.

Q27 - As a result of this program, I learned to:

Q27_1 - prepare selling strategies.

Answer	%	Count
Strongly Disagree	22.22%	2
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	22.22%	2
Strongly Agree	55.56%	5
Total	100%	9

Q28 - Provide any comments you have about learning this program outcome.

Q29 - As a result of this program, I learned to:

Q29_1 - demonstrate leadership capabilities to achieve organizational goals.

Answer	%	Count
Strongly Disagree	22.22%	2
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	33.33%	3
Strongly Agree	44.44%	4
Total	100%	9

Q30 - Provide any comments you have about learning this program outcome.

I have taken on leadership roles in things such as the La Crosse Builders Association where I represent our company.

Q32 - As a result of this program, I learned to:

Q32_1 - integrate appropriate sales tools into the selling process.

Answer	%	Count
Strongly Disagree	22.22%	2
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	11.11%	1
Strongly Agree	66.67%	6
Total	100%	9

Q33 - Provide any comments you have about learning this program outcome.

Q34 - As a result of this program, I learned to:

Q34_1 - analyze business information to support planning and decision making.

Answer	%	Count
Strongly Disagree	22.22%	2
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	33.33%	3
Strongly Agree	44.44%	4
Total	100%	9

Q35 - Provide any comments you have about learning this program outcome.

Q31 - CONCLUSION Please use this space to share any other feedback, comments, or suggestions about your experience at Western Technical College.

Western is an essential part of my life. This program is the second program that I have taken here and the experience and the staff are second to none. The first hand knowledge of the staff is one of the most key parts to the whole experience. I would definitely recommend this school and this program to anyone who is looking to enter and excel in the field of customer service to sales and sales management.

I could not ask for a better instructor than Xxx for this program. They have done a great job!

I loved this course and I am truly glad that I have taken it. I would recommend this program to everyone. My experience at Western have been great.

I LOVED IT!!!

This is a great course of study and I feel very fortunate to have been part of the inaugural class.

I have really enjoyed this program; the teachers seem to have gone above and beyond to make sure that we were getting a quality education and that what we were learning could be used in the real world.

This course should be offered online.