

# Medical Assistant Spring 2017 Student SLO Report

Spring 2017 - Medical Assistant

July 31st 2017, 9:08 am MDT



### Q3 - What did you like about this program?

I liked everything about this program.

I liked that the instructors were willing to go out of there way to help you understand the material so you could succeed the program.

I enjoyed learning about all of the different subjects in the program, such as lab and being hands on in CP1 and CP2. I enjoyed being apart of a team and have gained friends along the way. I also enjoyed my instructors, they made the program worth while, they also helped me build my confidence and made me feel as if I'm capable of anything. I enjoyed learning about all the different types of injections and medications. This program has made me realize that the healthcare field is where I want to be. I can't wait to see what the future has in store for me.

The hands on experience was great! The class size and how close we got to our classmates and teachers was very important to me. To have a tight group to come to when needed help or anything, it was helpful. The classes were well done and the teaching styles were nice because I do feel as it well prepared me for the clinical aspect of school. I now feel ready to work.

I enjoyed meeting the people I did, and having supportive instructors throughout the way. If you started to fall through, they helped you get back on track and showed that they were there for you. I also enjoyed how fast the program went, it was challenging at times but to be able to start working after a year long program is nice.

I liked that I could use the information and I was able to get a job offer soon after the program ended.

I liked how we got the chance to experience the real world as an MA and that we got to work with actual patients.

Everything

All of the hands on learning

I really enjoyed all my instructors in the MA program. Everyone was willing to help out and ensure that everything was done on time and willing to take the time to spend one on one time with students.

it was face to face

I liked all the hands on skills.

### Q4 - What would you change about this program?

I wouldn't change anything about this program.

Nothing it's perfect!

N/A

I wouldn't really change anything

I would make it a longer program, even though it was nice to get a certificate in a short program and be able to start working in the field right away, it would have been nice to be able to focus more on some certain skills.

I would change nothing about this program. It was difficult but if you set your mind to it, you could do it.

I wouldn't change anything about this program. I liked it a lot!

Nothing

I would change some of the class hours around

The clinical hours, I think that they should be scheduled hours by the school and not fluctuating so much from student to student.

nothing

I wouldn't change anything about this program.

### Q6 - As a result of this program: I have learned effective communication skills.

#	Answer	%	Count
1	Strongly Disagree	18.18%	2
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	9.09%	1
5	Strongly Agree	72.73%	8
	Total	100%	11

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

Before starting this program, I was very self conscious and didn't have the best communication skills. Over time during the program, I've gained so much more self confidence and became proficient with communication skills.

When working with people, we need to have good communication. This program helped because we really learned to be close with one another and not be afraid to ask questions to make sure we're doing a certain task correctly.

When I first came into this program, I was very shy and did not have very much confidence talking to people, but after this program I have gained so many communication skills and I have more confidence talking to people.

I have learned how to ask questions more effectively.

I got to communicate with the patients while rooming.

I charted and left clinical notes in patients EMR and I had to utilize my communication skills there.

**Q8 - As a result of this program: I am able to apply mathematical concepts.**

#	Answer	%	Count
1	Strongly Disagree	18.18%	2
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	18.18%	2
4	Agree	9.09%	1
5	Strongly Agree	54.55%	6
	Total	100%	11

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

We did med math and had to pass with a 100% on the test. In order to pass, we learned ways to solve the questions and we learned them efficiently.

Most of the mathematical concepts that I learned were basic, and I already knew them.

I had to do math when knowing how to refill medications.

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

#	Answer	%	Count
1	Strongly Disagree	27.27%	3
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	9.09%	1
4	Agree	9.09%	1
5	Strongly Agree	54.55%	6
	Total	100%	11

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

I didn't learn how to transfer social and natural science theories into practical applications.

When rooming patients and going through their medications and allergies.

**Q12 - As a result of this program: I learned critical thinking skills.**

#	Answer	%	Count
1	Strongly Disagree	18.18%	2
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	18.18%	2
5	Strongly Agree	63.64%	7
	Total	100%	11

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

Working in the medical field, we need good critical thinking skills and I definitely believe I learned a lot during this program.

I learned to think ahead during this program.

I had to critically think when patients had asked me questions.

**Q14 - As a result of this program: I have learned to use technology effectively.**

#	Answer	%	Count
1	Strongly Disagree	18.18%	2
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	9.09%	1
4	Agree	9.09%	1
5	Strongly Agree	63.64%	7
	Total	100%	11

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

My preceptors were quite impressed with how fast I learned how to use EPIC and their EMR.

We learned to use technology effectively and appropriately. When we were not supposed to be on our phones, we put them away.

I was pretty comfortable with technology before I entered this program.

I have learned how to adapt to three different programs that I used during my clinical sites.

I had to learn how to document in EPIC and EMR daily.

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

#	Answer	%	Count
1	Strongly Disagree	18.18%	2
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	9.09%	1
5	Strongly Agree	72.73%	8
	Total	100%	11

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

Everywhere you work, you're going to work in a diverse population. Especially working in the healthcare field, there is a wide variety of all different diverse population. I've learned that not everyone works the same, and that everyone does their work differently. However, it is just best to learn it a different way each time that way you have a better feel for what you're more comfortable with. I also learned to not let my depression and anxiety take over my career, I'm not going to let it affect my future.

With being in a smaller program with nice small class sizes and seen faces everyday, we valued each other and picked each other up during hard times which really taught myself that I am worth it and valued and so is everyone else on this team.

I have learned that all different people come from different places in life, and that everyone can contribute in their own way.

Working with patients and other employees are a big part in the health field and we have to value and understand diverse populations.

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

#	Answer	%	Count
1	Strongly Disagree	18.18%	2
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	9.09%	1
4	Agree	9.09%	1
5	Strongly Agree	63.64%	7
	Total	100%	11

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

Working in the medical field we will need a good sense on making quick and smart decisions, I believe we learned a lot from this program.

**Q21 - As a result of this program, I learned to:** perform medical office administrative functions.

#	Answer	%	Count
1	Strongly Disagree	18.18%	2
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	9.09%	1
5	Strongly Agree	72.73%	8
	Total	100%	11

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

Like I stated before, my preceptors were quite impressed with how fast I learned their system and how proficient I was when performing medical office administrative duties.

Every Day

**Q23 - As a result of this program, I learned to:** provide patient care in accordance with regulations, policies, laws, and patient rights.

#	Answer	%	Count
1	Strongly Disagree	18.18%	2
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	9.09%	1
5	Strongly Agree	72.73%	8
	Total	100%	11

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



**Q25 - As a result of this program, I learned to: perform medical laboratory procedures.**

#	Answer	%	Count
1	Strongly Disagree	18.18%	2
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	9.09%	1
5	Strongly Agree	72.73%	8
	Total	100%	11

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

I wish we had more time in the lab throughout the program.

I got the chance to go into the lab in the regional clinic and perform lab tasks.

**Q27 - As a result of this program, I learned to: demonstrate professionalism in a healthcare setting.**

#	Answer	%	Count
1	Strongly Disagree	18.18%	2
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	0.00%	0
5	Strongly Agree	81.82%	9
	Total	100%	11

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

**Q29 - As a result of this program, I learned to:** demonstrate safety and emergency practices in a healthcare setting.

#	Answer	%	Count
1	Strongly Disagree	18.18%	2
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	0.00%	0
5	Strongly Agree	81.82%	9
	Total	100%	11

**Q30 - 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.**

XXXXX is an amazing instructor. She really helped me understand the material when I was struggling and kept me moving forward to accomplish my goals to succeed the program.

Overall, I had a wonderful experience. I've gained so much more knowledge as an individual and as a student medical assistant. I've learned to be more brave, and I learned to just be myself. Because, sometimes that's all you can do. During clinical, I had a wonderful experience at all the departments I was in. Starting at GHS Surgery/Vascular Institute department, then transferred to GHS Pediatrics. Then for my final three weeks, I was at MCHS family medicine. Not only was I just in the family medicine department, but I also got to venture to surgery, cardiac rehab, audiology, ENT, ect. It was such a wonderful experience and I met so many great people! Will definitely miss them!

My first semester of College, I attended Rochester tech and I did not like it all, I ended up moving home and was hesitant to give another college a try, because I was so let down the first time. I'm glad I gave Western a chance, because they truly show that they care about their students education and have helped me tremendously throughout the way. Rochester did not welcome their students in nor gave me a chance to pick my classes, they just asked what program I was interested in, put classes in that will lead me to the program, and gave me a schedule of the classes I will be taking, based off my compass test. I'm glad that Western takes the time to talk to

you about what will be best for you, and ask you if that is something you will be interested in. It helps to know that your opinion matters with your education.

Western Technical College is a great college and helps the students out a lot throughout their time here!

I loved learning with the teachers and they helped me a lot to learn the skills i need.

I really enjoyed this program. I have learned so much throughtout this program. XXXXX and XXXXX were amazing teachers throughout the whole program.