

# Office Support Specialist Spring 2017 Student SLO Report

*Spring 2017 - Office Support Specialist - Copy*  
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### Q3 - What did you like about this program?

I learned more about Microsoft Office Programs.

I liked the range of tasks that we needed to complete, very thought out and well rounded when it came to new experiences. The instructors where a big help as well!

I really enjoyed learning from instructors who have been in the administrative field. I learned so much from their experiences and their outcomes from experiences.

I like that it teaches you a lot of different software programs and about customer service.

I like that we are learning skills that we will use daily when we are on the job.

The program has is very well developed and provides all the information needed for administrative professionals in the field. All the information has been extremely helpful and relevant. The software information is all incredibly helpful.

I appreciated the knowledge of my core instructor, XXXXX XXXXX, who does everything she can to make her students succeed. I liked the software knowledge along with the customer service and office skills that we developed. I am also grateful that my first year we had classroom time to be able to develop relationships with the students and our instructor. It created a very collaborative environment.

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

I felt that a lot of the stuff we did could have been done in less class time. Or, an online class.

Nothing.

I wouldn't change to much. I think it is a great program and I have learned so much.

I can't think of anything. I think it covered a lot for a one year program and gets a person ready for an office job.

I understand why some of the classes are IDL but I would change them so they are IDL for students here in La Crosse.

A lot of the projects seem rushed or squished into the last few weeks. Perhaps some group projects could be given more time.

I do not think all classes are suited for the online forum, while they are convenient, you miss some of the group collaboration that is really important.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	14.29%	1
4	Agree	14.29%	1
5	Strongly Agree	71.43%	5
	Total	100%	7

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

I have definitely become a better writer and I am a much better public speaker as well.

I enjoyed learning about online communication methods that could make long distance communication much easier. I would suggest giving more information on web conferencing.

I have learned to reach out when I need additional resources or advice from my instructor. I also learned that communication is one of the keys to being successful in a career.

**Q8 - As a result of this program:**

Q8\_1 - I am able to apply mathematical concepts.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
5	Strongly Agree	14.29%	1
3	Neither Agree nor Disagree	42.86%	3
2	Disagree	0.00%	0
4	Agree	42.86%	3
	Total	100%	7

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

Starting in this program, I was not very good at Math. Upon taking math classes in this program I am much better in Math due to my instructor making things as simple as she could so we could understand.

Math has always been difficult for me. Some of the instructors I encountered seemed to use difficult concepts when there were much simpler ways to complete the assignments.

I do not have a mathematical mind and this was a tough area for myself. I did well in our accounting course, thanks to great instruction and resources that were provided.

**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	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	14.29%	1
4	Agree	71.43%	5
5	Strongly Agree	14.29%	1
	Total	100%	7

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

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	14.29%	1
4	Agree	28.57%	2
5	Strongly Agree	57.14%	4
	Total	100%	7

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

I have learned many things in this area that have helped me so much not only in my current work place but also my personal life. I have a very good understanding of problem solving and resolutions.

This program not only gave me more effective critical thinking skills, but changed the way I think about critical thinking. I believe this program has taught me how to make decisions effectively as an employee, team member, and leader.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	42.86%	3
5	Strongly Agree	57.14%	4
	Total	100%	7

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

Technology is forever changing, you just need to willing to except that change and keep your skills updated.

I have certainly learned how to use social media in an professional manner and as a marketing tool, plus numerous others for promoting and networking.

I learned a lot about technology and Microsoft programs.

Each class I've taken that's been technology focused has taught me something new. I've enjoyed each of these learning opportunities.

**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	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	14.29%	1
4	Agree	28.57%	2
5	Strongly Agree	57.14%	4
	Total	100%	7

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

Everyone is different, learn to work with them and keep the customer happy.

I learned how important it is to be ethical in not only a work place but any social environment, it is just a courtesy to others, to be respected, which is what I have learned about myself too, how to be respected.

I've definitely grown into my career and realized just how important a solid work ethic is.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	16.67%	1
4	Agree	33.33%	2
5	Strongly Agree	50.00%	3
	Total	100%	6

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

I have learned that making decisions is a very important in the administrative field. It is important to try consider all options in making decisions.

Once again, this program has changed my way of thinking. I didn't used to think about how sustainable a document was, but now I always think ahead to anyone who might need to edit my work later.

**Q21 - As a result of this program, I learned to:** demonstrate effective workplace communications.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	14.29%	1
4	Agree	28.57%	2
5	Strongly Agree	57.14%	4
	Total	100%	7

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

I didn't realize all the effect communication options there where, and learning was a big help. Especially when it came to proper grammar and speaking with clients or boss's through email.

I really enjoyed this program and I am very happy with what I received from it.

I didn't know just how many communication methods existed.

**Q23 - As a result of this program, I learned to: apply technology skills to business and administrative tasks.**

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	28.57%	2
5	Strongly Agree	71.43%	5
	Total	100%	7

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

I learned a lot in this field and realize how important this field is in the business and administrative fields.



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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	57.14%	4
5	Strongly Agree	42.86%	3
	Total	100%	7

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

In the beginning of this program, I didn't know what kind of tasks administrative professionals performed regularly. This program has corrected plenty of misconceptions.

**Q27 - As a result of this program, I learned to: model professionalism in the workplace.**

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	14.29%	1
4	Agree	28.57%	2
5	Strongly Agree	57.14%	4
	Total	100%	7

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

Each instructor has been a great example of professionalism.

**Q29 - As a result of this program, I learned to: manage administrative projects.**

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	14.29%	1
4	Agree	57.14%	4
5	Strongly Agree	28.57%	2
	Total	100%	7

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

I'm very shy, so being able to speak about my project in front of the class really helped me open up.

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

Overall, XXXXX and XXXXX have been great Instructors - yes there were some struggles on the way but for the most part they were awesome. I felt that the amount of textbooks that we had to buy was excessive. In addition, I'm not going to keep the Microsoft textbooks as it's easier to look up how to do it online - you'll also get the most recent version of Office unlike my textbook that will never update. In addition, Western doesn't want to buy back a good amount of my books because they are loose leaf and had codes. Now I'm stuck with \$2,000 worth of books that I don't know what to do with. I'm gonna try and sell them today but I'm not sure I'll have much luck. Exploring business Technologies (XXXXX): I felt that this class could have been on line. All we did was learn how to email each other and evaluate websites. I can honestly say that I didn't learn much (if not anything) in this class. Also, when I talked to other students in XXXXX's class, I learned that they were doing more things such as Blogs and SharePoint. We never learned about Blogs and only used SharePoint 1-2 times. Business Technology Orientation (XXXXX): I know that this is a required class since it's orientation to the program. I just wanted to express how much I didn't like this class. I often referred to it as my "How to Adult" Class. I wish I could have tested out of the class.

Again, I really enjoyed this program. Most instructors were so interesting and fun to learn from, I will miss them so! I learned so much from this program, I feel confident going into a career, ready and motivated!

I didn't know what to expect coming back as an older student, but I was quite impressed.

I wish the instructors would collaborate a little more to keep the classes similar to each other. Other than that I feel like I have gained a lot from my time so far and am looking forward to continuing on to the second year.

I've enjoyed my experiences at Western Technical College.

I am hopeful that I will be able to get a job in my field and prove that I have the skills needed to do the very best job that I can.