

# Fall 2017 Medical Assistant Student SLO

## Assessment Survey

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

I liked the on the job training.

I really enjoyed the staff and their dedication to teach us to the best of their ability as well as the hands on learning.

I learned a lot of different things. My dream was to always build a career in the medical field and that is what I did. I learned how to do a variety of skills which was awesome to experience.

I liked that it is a completely hands on course. It really helps you prepare for the real world.

I loved all of the hands on work with this program. I liked how it was only a 2 semester program. I was not sure if I wanted to join the medical field but when I found out Western offered it for only 2 semesters I jumped right in it because I knew I was only going to be taking up a year if I didn't like it.

The hands on experience.

All of the hands on training things and how the online part worked for the practicum

I liked learning skills hands on and getting to know my classmates over the course of a year.

I enjoyed the lab aspect of this program

Hands on skills

It was fun to see how a Medical Assistant works in a clinic setting after learning about it

Direct/straightforward, and courses specific to outcome.

I liked that it was a 1 year program.

That it was a year program and it was a lot of hands on stuff.

I liked that it was mostly hands on experience.

That it was a one year program

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

Check in with students and preceptors weekly.

The time all the information is learned in, I would be less stressful if we had more time.

There is not a thing I would change about it. It was an awesome program to be in!

I wouldn't change anything about this program. I think everything was really good.

All of the busy work got overwhelming to me. I wish there would be less busy work.

The assignments, condense or have different due dates.

Little bit more of time management when coming to doing reviews before tests. Sometimes there is not time in class when they say there will be.

I wouldn't have so many online classes. It's harder to learn when you can't raise your hand and ask a question, and I also don't retain information from online classes as well. Med. Admin should be a face to face class.

I would probably tell people to break it into 3 semesters instead of 2.

Three semesters instead of two

I would have one more site for the students to go to

It would have been nice to have it available at other WTC sites.

N/A

Nothing.

I wish there weren't so many online classes because it makes it harder to remember everything we learned.

Having it all in person to better grasp the information

**- 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	0.00%	0
4	Agree	25.00%	4
5	Strongly Agree	75.00%	12
	Total	100%	16

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

I learned how to communicate with patients and clinical staff in a well manner.

I learned how to communicate well with my instructor and my classmates.

I have learned that do not be afraid to ask if you are unsure. People are always willing to help you and make sure you are doing the right thing.

learned how to handle patients who are suicidal and how to talk to them

I already have good communication skills, however practicing skills on my classmates, mimicking that of a real medical assistant made it feel much more natural once I got out there.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	6.25%	1
3	Neither Agree nor Disagree	6.25%	1
4	Agree	37.50%	6
5	Strongly Agree	50.00%	8
	Total	100%	16

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

The dosage of medications.

I have learned how to give the right dose to the kids if conversion was needed.

Not applicable

I was good at math so I did not need the math teachers help but I think it would help people who are not good at math so it is a good thing to take advantage of

There wasn't much math taught in the course, but what we did learn was taught well.

We did "med math" which is doing math to solve how much medication our patients need.

it was helpful that we did a lot of med math

**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	25.00%	4
4	Agree	37.50%	6
5	Strongly Agree	37.50%	6
	Total	100%	16

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

I have learned that everyone has their own belief on things even though I really didn't see during my clinical rotations.

I don't really recall doing any of this in our class

Amy taught us how to simplify medical terminology to use with patients well.

I don't know what that means.

**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	0.00%	0
4	Agree	18.75%	3
5	Strongly Agree	81.25%	13
	Total	100%	16

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

How to deal with difficult patients and clinical staff.

Critical thinking is a big part in the medical field.

You need to think on the spot when a patient comes in and has something wrong with them

Xxx did a great job teaching us what questions to ask when.

We definitely needed to have critical thinking skills. We have to figure out questions to ask, what to set out for our providers, and what our patients might have done before even our provider might know what they are going to do.

Rooming exercise we did at the end of the second semester was very helpful

**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	6.25%	1
4	Agree	43.75%	7
5	Strongly Agree	50.00%	8
	Total	100%	16

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

I learned how to use epic effectively. I was struggling with it in the beginning but after I was using it more each and every day I was a lot better with it.

I have learned that technology saves time big time. Just by entering things in or just trying to find out information.

It really helps to have the online simulation. It helps to pick up on how the clinics use their online charting learning through SimChart made it much easier to navigate on a real EMR. (Epic)

I learned how to use Electronic medical records.

Epic and cerner are very different from what we used

**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	0.00%	0
4	Agree	25.00%	4
5	Strongly Agree	75.00%	12
	Total	100%	16

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

I learned how to talk to a patient that was of a different culture. I got to see an interpreter talk to the patient and myself, which was very cool to see.

I learned that everyone has their own techniques.

different diversities follow different thoughts

I learned that every population of people need medical help, and that's why I'm there. To make anyone feel better.

I now have a skill that most people don't have.

open conversations in class were great



**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	6.25%	1
4	Agree	37.50%	6
5	Strongly Agree	56.25%	9
	Total	100%	16

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

I have learned that if I were to make a mistake it is better to admit to it that try to hide it because eventually someone is going to find out and is just going to make things worse. Not just for my job but just for the patient you could have given the wrong shot too.

Every decision made is valuable.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	6.25%	1
3	Neither Agree nor Disagree	6.25%	1
4	Agree	31.25%	5
5	Strongly Agree	56.25%	9
	Total	100%	16

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

The online stimulation really helps with this

This is where I was saying, Med. Admin should be face to face. I did learn from this class, however not as much as I wish I did.

**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	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	25.00%	4
5	Strongly Agree	75.00%	12
	Total	100%	16

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

I learned that patients have a right to privacy and confidentiality. As long as you follow those along with following standards and staying your scope of practice, there should be no legal problems.

Xxxxx and Xxx were very good at helping us with policies and laws, and patient rights.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	6.25%	1
4	Agree	25.00%	4
5	Strongly Agree	68.75%	11
	Total	100%	16

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

When I got out in the clinic and starting working in the lab, it all came natural to me.

This was my favorite part of the course.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	25.00%	4
5	Strongly Agree	75.00%	12
	Total	100%	16

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

Body language, tone of voice, and word choice is important in healthcare. Making the patient feel wanted and welcome.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	6.25%	1
4	Agree	18.75%	3
5	Strongly Agree	75.00%	12
	Total	100%	16

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

everyone working in a clinic should know what that clinics emergency practices are

We had a whole unit on it!

The full code practice with the EMT students was helpful

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

I just love the MA program overall

I loved this program and learned a ton!

I had a great time here. If I go on to do more schooling, Western will be where I go!

Great, helpful and kind instructors.

N/A