



Student Learning Outcome Assessment

Medical Administrative Professional
Spring 2018

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Q3 - What did you like about this program?

I liked that I could immediately apply lessons learned to my job the next day and that I could do this program while working full time.

Classes were at convenient times for me and close to home. Classes focused on things you will actually use in your job.

I enjoyed the relevant classes. I am very glad that we had the chance to get hands on learning experience with the field study at the end as well. That was invaluable!

Q4 - What would you change about this program?

The math type classes should be blended instead of only online. I did fairly well in the Body Structure & Function class, but many did not, so maybe emphasizing that more in the Personal & Professional Development class would help prepare students to study hard for this particular class. I studied very hard for this class and used the tutors and models to study also. I think that this class requires a different way of studying to learn the material than the regular computer classes do. The Supervision class needed more in-class group time to do the big project, more examples of what students did in the past and more guidance on what is Western-acceptable fundraising. It was difficult to get together outside of class, due to everyone's life issues and we went a bit outside the acceptable scope of Western because we didn't know.

Some classes were a little slower paced than others. Some seemed to drag on a little to long on some subjects.

nothing.

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	0.00%	0
4	Agree	0.00%	0
5	Strongly Agree	100.00%	3
	Total	100%	3

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

Pretty much all the classes I took had lessons on effective communication skills, whether intentional or not.

I've learned how to format and create business documents to communicate within a professional environment.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	0.00%	0
5	Strongly Agree	100.00%	3
	Total	100%	3

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

I had to take the remedial math class before I could take the program required math class, and I'm so glad I did! The teacher was very tough, but taught very well so I understood the material and was very well prepared to enter the program. I use the math and study skills every day at my job and in my other classes I took. I think the studying I did for that class (2 credit, but up to 16 hours of studying a week!), prepared me for studying for the Body Structure & Function class.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	66.67%	2
5	Strongly Agree	33.33%	1
	Total	100%	3

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

I use what I learned in the Ethics and Diversity classes everyday. The Ethics class was particularly tough, but I learned so much and the topic I chose for the final paper was very educational for me and everyone around me. The Diversity teacher was amazing and really effective at creating/guiding classroom discussions on controversial topics.

ethics in the workplace is important. It's valuable to be able to understand why people act the way they do and be able to empathise with them.

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	0.00%	0
5	Strongly Agree	100.00%	3
	Total	100%	3

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

When things don't work, I have to stop, breathe, and know that it may be beyond my control. A math problem that I spent so much time on and could not figure out turned out to be the book's mistake and I was correct the entire time. I tend to think that I'm not doing things well enough, but in my classes, I do tend to end up getting very good grades and doing the lessons correctly, so learning to not be so hard on myself and trust that I'm doing things right most of the time. This makes me more confident at work. I feel like an expert at what I do because of this program and teachers.

You learn to multi task and make quick decisions based on information that you have.

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	33.33%	1
5	Strongly Agree	66.67%	2
	Total	100%	3

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

My co-workers are very impressed with how well I use the Microsoft Office programs, particularly Excel. I've been able to create many efficiencies and improvements at my job due to what I've learned through this program.

Learning how to use Microsoft suite is important. I know how to use the technology that employers require knowledge of.

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	0.00%	0
5	Strongly Agree	100.00%	3
	Total	100%	3

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

Particularly, the Ethics, Diversity and Medical Law, Ethics, and Professionalism classes have given me the tools to perform this trait.

It is important to be patient and understanding with a variety of people.

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	0.00%	0
4	Agree	0.00%	0
5	Strongly Agree	100.00%	3
	Total	100%	3

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

I'm able to contribute to work discussions and meetings due to what I've learned through this program. We are very focused on sustainability at work, so this is a valued trait.

Q21 - As a result of this program, I learned to: perform medical administrative procedures including registration, reception, scheduling and other general office management tasks.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	0.00%	0
5	Strongly Agree	100.00%	3
	Total	100%	3

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

I would have liked more in depth lessons on scheduling meetings and sending invites through Outlook. That is one area at work that I struggle with.

Q23 - As a result of this program, I learned to: efficiently and accurately use computer application software and medical terminology to prepare and maintain medical documents.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	0.00%	0
5	Strongly Agree	100.00%	3
	Total	100%	3

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

I feel very well prepared to perform any job that requires knowledge of medical terminology, such as insurance follow-up.

Q25 - As a result of this program, I learned to: manage charts and financial reports.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	0.00%	0
5	Strongly Agree	100.00%	3
	Total	100%	3

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

This is a big part of my daily job duties and I have been able to streamline the tasks due to what I've learned in this program. My co-workers are impressed with the charts that I create for them.

Q27 - As a result of this program, I learned to: prepare insurance claims using procedural and diagnostic coding.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	0.00%	0
5	Strongly Agree	100.00%	3
	Total	100%	3

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

I know what I'm doing and feel very well prepared to take on any insurance job.

Q29 - As a result of this program, I learned to: apply HIPAA guidelines as appropriate.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	0.00%	0
5	Strongly Agree	100.00%	3
	Total	100%	3

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

I work with HIPAA daily and learning more about the guidelines made me much more aware of what is acceptable and what is not.

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

I'm very glad that I chose this program. I was able to get a job in the field while completing this and my bosses and co-workers are very impressed with the competencies that I demonstrate. The field study and my work made the lessons come alive daily and I could see how it applies to real life and it's not just homework to get through.

Seems like we purchased a lot of software with our books which costs a small fortune and then didn't use it very much or it didn't work at all. Overall good program, learned a lot.