



Student Learning Outcome Assessment

Medical Assistant
Spring 2018

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Q3 - What did you like about this program?

What I liked about this program is that everyone here was very helpful.

The hands on learning

I enjoyed the instructors. They had on the job experience and this made it easy to relate to them. They also had positive personalities and are easy to approach.

All of the hands on experience

The instructors were the best! They made it fun and were understanding. They were also tough when they needed to be as well.

I enjoyed everything about this program. The instructors were amazing.

I liked the hands on skills of the program and how helpful and supportive each instructor is. I enjoyed everything about this program.

I liked the overall pace of the program

I liked that this program well prepared me for beginning my MA career and that the instructors were supportive, flexible yet made sure we knew and could perform our skills before they sent us out to clinical.

I enjoyed all the hands on skills/

I was able to perform hands on things in class on my classmates; different things that I would be seeing out in the real world. It was very nice to be able to practice on other students before doing it on patient.

The instructors were amazing. they went out of their way to provide us the best education possible

The different experiences

I think that it is a great program that is a wonderful opportunity.

We all got along like a family and like we had known each other for our whole lives and it really made it easier to go to class.

We learned what we needed to learn.

I loved the program, all the hands on experience is a must, I love that we get to actually go out and practice our skills in Practicum. The other thing that is great is the support from the teachers. Amy and Julie really are great and helpful.

Great instructors, great information and skills

Q4 - What would you change about this program?

I don't think I would change anything about this program, I thoroughly enjoyed it.

How fast paced the program is

I do not have a suggestion on changing this program.

Nothing

I would have enjoyed some of the online classes done in person.

I would not change anything about this program!

There is nothing that I would change about this program.

Some power points

Nothing.

Maybe add an extra day during the week.

the amount of surveys required...

no complaints

Nothing

Nothing.

Very fast pace.

I learned that the ambulance program at TC gets split clinical times. Like they learn stuff and do 2 weeks or something at a site then go back to school then go back out for the remainder of time to practicum, that would be interesting to try. I also think there are things not focused on enough given the time limit of the program. You really should extend the program a bit or really focus on main things being focused on out in practicum.

Wish it was a little longer; there are so many skills and chapters to go through that sometimes it felt too rushed

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

#	Answer	%	Count
1	Strongly Disagree	11.11%	2
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	5.56%	1
4	Agree	27.78%	5
5	Strongly Agree	55.56%	10
	Total	100%	18

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

Ask questions about things I am confused on or do not understand

I learned what soft skills were. I've always been good with communication so I'm not sure how to answer this.

I have learned to filter my communication and to think more before I open my mouth. Still a skill I'm working on.

no complaints

nothing to add

n/a

I learned to communicate better.

I'm always a people person and I love the interactions with the people. It is way different than the feel of the classmates vs. the patients.

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

#	Answer	%	Count
1	Strongly Disagree	5.56%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	61.11%	11
5	Strongly Agree	33.33%	6
	Total	100%	18

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

I learned how to correctly calculate medication dosages.

I learned how to do med math

I've never been great at math but TC has a lot of great recourses for me to get the help I need.

n/a

no complaints

nothing to add

n/a

multiplying pulse by 2.

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

#	Answer	%	Count
1	Strongly Disagree	5.56%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	16.67%	3
4	Agree	44.44%	8
5	Strongly Agree	33.33%	6
	Total	100%	18

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

I don't know how to answer

I don't know what this means.

N/A

no complaints

nothing to add

n/a

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

#	Answer	%	Count
1	Strongly Disagree	5.56%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	33.33%	6
5	Strongly Agree	61.11%	11
	Total	100%	18

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

How to think under pressure

I applied being taught how to balance everything to this. Expect the unexpected and roll with the chaos.

N/A

no complaints

nothing to add

n/a

I learned how to figure out things more quickly.

To critically think what vitals are needed for each patient.

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

#	Answer	%	Count
1	Strongly Disagree	5.56%	1
2	Disagree	5.56%	1
3	Neither Agree nor Disagree	0.00%	0
4	Agree	50.00%	9
5	Strongly Agree	38.89%	7
	Total	100%	18

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

How to navigate each computer system at my clinical sites

I was not confident with this and now I can master the epic system with little problems.

N/A

not enough EPIC training

no complaints

nothing to add

n/a

Learned more about computers.

EPIC and NextGen were 2 computer systems I have used out in clinicals.

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	5.56%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	5.56%	1
4	Agree	22.22%	4
5	Strongly Agree	66.67%	12
	Total	100%	18

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

Working in family practice I get all kinds of different people, and I learned to talk so they understand me not talk down to them but make sure they understand what I am trying to say

This is me in general and other careers I've had in the past.

N/A

no complaints

nothing to add

n/a

I love working with others but I also love working by myself and having that one on one feel with each patient.

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

#	Answer	%	Count
1	Strongly Disagree	5.56%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	50.00%	9
5	Strongly Agree	44.44%	8
	Total	100%	18

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

- I am able to think under pressure and if I don't know I ask someone that is near me
- I have always been empathetic and compassionate but also am great at making the correct decisions that are best for my patient.
- N/A
- no complaints
- nothing to add
- n/a

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

#	Answer	%	Count
1	Strongly Disagree	5.56%	1
2	Disagree	5.56%	1
3	Neither Agree nor Disagree	11.11%	2
4	Agree	33.33%	6
5	Strongly Agree	44.44%	8
	Total	100%	18

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

I was able to call patients back with lab results and answer phone calls

I did not get to do a whole lot of office stuff but the little bit I did I took from it.

I wish the administrative courses would've been a regular class and not online.

no complaints

nothing to add

Could of spent more time on administrative skills.

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	5.56%	1
2	Disagree	5.56%	1
3	Neither Agree nor Disagree	0.00%	0
4	Agree	22.22%	4
5	Strongly Agree	66.67%	12
	Total	100%	18

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

To not go around and tell everyone who came into the clinic that day, or share any information. follow standard precautions to keep myself and the patient safe

I think that the medical law and ethics class needs some improvement. I feel like I did not get much out of it.

Yes I did all of this.

N/A

no complaints

nothing to add

I now know the laws and patient health protectiveness needed to help all patients.

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

#	Answer	%	Count
1	Strongly Disagree	5.56%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	22.22%	4
5	Strongly Agree	72.22%	13
	Total	100%	18

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

I was able to draw blood on patients

Enjoyed all of it

N/A

no complaints

nothing to add

The time again was an issue for me. I didn't really get good experience until out in clinicals, and I am still 100% not confident in this.

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

#	Answer	%	Count
1	Strongly Disagree	5.56%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	16.67%	3
5	Strongly Agree	77.78%	14
	Total	100%	18

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

Yes I was able to demonstrate professionalism

It's in my nature to be kind and professional

N/A

no complaints

nothing to add

You always need to act professional wherever you go. I learned talking to patients and staff.

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

#	Answer	%	Count
1	Strongly Disagree	5.56%	1
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	33.33%	6
5	Strongly Agree	61.11%	11
	Total	100%	18

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

I was able to see the emergency exit signs posted and if there was an emergency I would be able to get patients out safely

Again, I am a rule follower in general

N/A

no complaints

nothing to add

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

I loved my experience at WWTC. I loved the hands on experience in all my classes, and that my instructors were always there for help

I really had a great time at WWTC and enjoyed my experience here. I do wish that for future reference WWTC would let people going into the program we were going to need all of the castle branch requirements. It is a lot to balance once were in school. Also for religious purposes no one gets to make the decision until it's almost too late to end the program. I don't think that is acceptable.

It was a great experience!

nothing to add

My experience went very well. Things were fast pace but the teachers were very helpful and helped us move through the program.

I loved the program I am very happy that it is over. For me the traveling was very hard and I love this school, I think they are great at all things. The teachers in the program, XxxX XxxX I had for human body is just magnificent at what she does, and XxxX is very supportive and XxxX likes to help all she can. This was a great experience here at WTC.

Amazing professors!