



Student Learning Outcome Assessment

Office Support Specialist
Spring 2018

Q3 - What did you like about this program?

I liked the content and the class overall.

I really enjoyed and learned a lot from this class.

The teachers are very understanding and always willing to help

I liked that we had a tentative schedule so it gave me an idea of what I needed done and what time. I like that I did learn excel, access, power point, publisher, and Microsoft outlook. I am more confident in using them.

Q4 - What would you change about this program?

I wouldn't change anything.. Maybe add some more fun projects in publisher.

I think do the SAM work and the text book is good. Maybe open SAM a little early to work.

Nothing

Some of the class are so close that it feels like they could be taught as one. It is nice that we can talk about the same things in class but it is almost repetitive.

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	25.00%	1
5	Strongly Agree	75.00%	3
	Total	100%	4

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

I have learned a lot of new skills that can help me now and in the future.

I have learned how to effective reply to letters and requests without being negative or aggressive.

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	25.00%	1
4	Agree	50.00%	2
5	Strongly Agree	25.00%	1
	Total	100%	4

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

Since math is not my strong suit, I am able to be more confident in this area.

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	50.00%	2
4	Agree	25.00%	1
5	Strongly Agree	25.00%	1
	Total	100%	4

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	0.00%	0
4	Agree	50.00%	2
5	Strongly Agree	50.00%	2
	Total	100%	4

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

I learned to think different an open up to other concepts.

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

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

I enjoyed learning new technology. The only one I didn't care for was the transcription tapes.

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	50.00%	2
5	Strongly Agree	50.00%	2
	Total	100%	4

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

I have always been open to working with all people but never thought of the possibility of working internationally.

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	50.00%	2
5	Strongly Agree	50.00%	2
	Total	100%	4

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

I have more confidence in making decisions.

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	0.00%	0
4	Agree	25.00%	1
5	Strongly Agree	75.00%	3
	Total	100%	4

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

I have learn how communication written or verbal really makes a difference in handling situations.

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	25.00%	1
5	Strongly Agree	75.00%	3
	Total	100%	4

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

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	25.00%	1
5	Strongly Agree	75.00%	3
	Total	100%	4

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

I feel that I have learn what I need to do administrative procedures.

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	0.00%	0
4	Agree	25.00%	1
5	Strongly Agree	75.00%	3
	Total	100%	4

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

I like how this was stressed a lot in all classes.

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	0.00%	0
4	Agree	33.33%	1
5	Strongly Agree	66.67%	2
	Total	100%	3

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.

I really enjoyed taking this course.

I loved the program. The teachers were wonderful and very helpful when needed.

Overall I have learned everything I need to know for the Office Support Specialist. I think the right amount of time was spent on each course and all questions were always addressed.