

# 2017 Spring Communication Core Ability SLO Assessment Report

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

Answer	%	Count
Strongly Disagree	3.43%	14
Disagree	1.23%	5
Neither Agree nor Disagree	5.64%	23
Agree	40.69%	166
Strongly Agree	49.02%	200
Total	100.00%	408

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

Verbal communication skills were difficult to develop in an IDL class. Looking at other students on the screen seemed to the presenter to be eye contact, but to the audience this was not eye contact.

Several of the accounting program courses helped improve my written communication skills, and several small project presentations helped improve my verbal communication skills.

I see the change in my communication skills in my current position. It is much easier for me to put together a well-written email or letter.

I had learned how to write effective business letter and emails.

Email etiquette, interview techniques, and more. It is hard for any school (not just WTC) to teach people to be good to one another. Bringing in employers, or human resource agents, in multiple classes to stress the importance of communication and other 'soft' skills in the work place might help.

Concepts taught have allowed me to become a more effective writer in my business communication.

Communication is key everyday. As long as people communicate there will not be any surprises.

Absolutely, I have always been shy but by doing projects and presenting them I came out of my shell. I think that the girls in my class were great and helped as well. I think that communication is key, and this was a great way to present myself in a way I haven't fully exposed myself yet. It was great!

I found working in groups to be very helpful.

When I first started this program, my vocabulary lacked professionalism and it was difficult to express any ideas I had appropriately. Over time and during all the reading assignments, I started to learn new terms and expand. As a result, I've been able to communicate my ideas better to customers and managers.

I thought that I've learned a lot. The classes were smaller than I typically thought, so when speaking up front while delivering a speech or explaining a project I was able to feel confident and not be so stressed. I am very shy, but my instructor Gail Fancher was a big help to get us working together and feel comfortable while speaking.

I have learned to be more professional and courteous with communication. I have a better understanding on how to write e-mails in a professional manner.

The communication side of this program is exceptional.

Proper ways to deal with customers, phone skills, computer communication skills, appropriate workplace communication.

I have learned how to talk and approach business peers in an efficient and polite manner

none

I have effectively learned to communicate through the trips we went on and through the people we had come in and speak. I was better able to ask questions and comment on how they presented.

Each day at my job, I have to talk to different farmers like getting shown which fields I have to spread. Communication skills have helped me with that.

I feel more confident in talking with people who come into the Cooperative because of speech class and things I learned in the ag classes.

I am able to effectively communicate in my current job.

Soil Erosion Plants Crops

Have to ask questions when something comes up that you don't understand. Even the smallest mistake can mess up an order, such as contamination, or the wrong amount of extender to semen

Want Xxxxx to teach applied communication

Great

Applied comm class was a good class for this course

We were able to interact with people at the BAW and at our internship to get a feel for the field.

Document equipment on TMS

I have learned to document my progress in a brief but precise manner in the TMS documentation

It has taught me how important clear communication between hospital departments is.

Communicating with the staff at my clinical site

Always follow up!

My previous work experience provided me with plenty of skill in this area.

improved communication skills for sure

I feel more confident in communicating even through my cover letter, which means a lot for my job search.

I learned a lot about being relaxed and calm. It helped with my anxiety of working and talking to others.

none

I have been required to reach out to different businesses for varying reasons and this helped make me more comfortable.

Communication is one of the most important things in the food service industry. Without it, a business doesn't last. There's no way I'd be able to leave this program and head out into the world without applying the many useful means of communication that I've learned.

I have learned to be comfortable speaking in front of others.

I have been reminded of how to communicate to managers who are going to interview me, as well as just my superiors in general. I have been reiterated on how to properly use Word and sending emails to other people, and having proper writing etiquette.

We had to use our communication skills quite often throughout the course of the two years. I am far more confident in my communication skills now than when I started.

When I got here I did not like to talk in front of groups, now I am pretty comfortable with that task.

I think it would be beneficial to teach students how to explain procedures, dental instruments, and operatory equipment to young children who are visiting the dentist for the first time.

We were constantly being reminded correct terminology!

I learned how to talk professionally.

no comment

how to properly fill out a professional resume.

no comment needed.

This class is not a communications class.

no comment needed

order and find parts

tone of voice you should have

I have learned how to not only communicate with children in a way that they will understand, but I have also learned the ways to communicate with families as well as co-workers and colleagues.

I learned how to work a lot better with somebody.

We had people from all walks of life. Different ages, races, and skill sets. It was very interesting getting to know everyone and seeing how everyone learned and communicated. I would definitely agree that this program has helped me with my communication skills.

public speaking skills

Training development has really helped me to learn to effectively communicate and train others, to where it's now something I'm looking to focus on for a career.

It was a good experience to get used to public speaking and get used to interacting with fellow students

The biggest aspect we learned about was customer service skills. Effective communication is a major factor in those skills.

My help desk class, along with my other computer support classes have been very helpful.

I have learned about active listening and I should improve on it.

- My speech skills have improved with practice on interviews - Writing training manuals help my writing skills develop

A lot of the coursework involves being put into random groups and working with others. I think this helped me in my communication skills, and along with several classes that involved giving speeches, I feel more confident in my ability to speak in front of others.

I've learned through life lessons.

I learned that soft skills are just as important or more important than other skills when it comes to finding a job.

I've learned a lot about communicating about how things work, and how to possibly interpret them to someone who may not be tech-savvy. Also in group projects, it is necessary sometimes to ask your peers questions, and in turn answer or solve any questions that they may have.

Most of my communication skills were learned before the program. The Technical Reporting and other English classes required were more a burden than anything else.

We had several communication and soft skills, while these classes were great for introverted stereotypical programmers. For extroverted and well spoken students these classes were a waste of time.

How to talk to customers better.

While learning how to operate equipment outside, we learned effective communication skills

I have learned not only the techniques and skills, but also when to know which situations are appropriate for which skills.

I have learned very good communication skills from this program.

We read Presentation Zen and practiced many types of presentations. I feel I am a stronger presenter because of this. Both Xxx and Xxx are grammar freaks and make us practice writing better papers.

Before starting this program, I was very self conscious and didn't have the best communication skills. Over time during the program, I've gained so much more self confidence and became proficient with communication skills.

When working with people, we need to have good communication. This program helped because we really learned to be close with one another and not be afraid to ask questions to make sure we're doing a certain task correctly.

When I first came into this program, I was very shy and did not have very much confidence talking to people, but after this program I have gained so many communication skills and I have more confidence talking to people.

I have learned how to ask questions more effectively.

I got to communicate with the patients while rooming.

I charted and left clinical notes in patients EMR and I had to utilize my communication skills there.

I have the same communication skills as before.

I believe being placed into clinical rotations and having a well meshing class has helped develop some of the soft communication skills. What is appropriate and where.

I believe I already had good communications skills before the program.

I believe I was already good with communication skills, so I feel as if I have improved from this program.

We are forced at times to be very vocal which helps with our communication skills

I have learned to communicate well by handing over the report

How to communicate effectively with other cultures, students, and instructors.

more confidence

I have learned how to effectively communicate between different health care providers to maintain safety

With post conferences I feel like that was something that was almost always discussed, some of the content told us what we should do but it is always easier doing it in practice when you have to.

More confident in my public speaking abilities and speaking with others

I learned how to communicate my patients effectively such as asking open ended questions and listening skills.

It's great to learn from experienced nurses and your instructors about how to better word things to your patients. I'm an effective communicator, but sensitive issues are another ballgame.

I have learned how to communicate with other staff and supervisors since starting this program. I have worked in the health field very several years and seem to have struggled at times when having to communicate with superiors. After this course, I am confident in knowing when I need to ask for help and how to do that.

I learned how to best talk to my patients and the healthcare team

Clinical helped promote effective communication between other students, staff, instructor, patients, and families. A

It has been interesting communicating with the different instructors as each instructor has a different learning style as well as communication style.

Assertive communication

Could be demonstrated better by staff- students can tell there is tension and drama which is not setting a good example. On the same note it is inappropriate to discuss your personal problems with students especially in the clinical setting.

Communication is important for all areas of nursing, including in the classroom. I learned to communicate with my instructors more efficiently, as well as with patients and preceptors.

I have learned to communicate effectively and confidently. I started the program in a shell and have since broken out of that shell.

I also received feedback from my fieldwork supervisors that communication is an area of strength for me.

Therapeutic use of self, communicating with other staff and patients.

Cornerstone of all learning in the program

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.

Communication skills have significantly improved with confidence in my ability and skills I've been taught.

Learned how to effectively communicate my patients needs and concerns

I learned to talk more and be more confident

The people

How to respectfully and professionally communicate with patients and fellow workers

Being able to use constructive feedback effectively. Ask pertinent questions that will help with my ability to learn.

Strong patient communication was focused on during the practicals.

I have learned many things about communication. What is able to be said to help and encourage patients.

I learned to actively listen and use an open ended question style of interview with patients

Through out clinical I learned how to communicate with different ages of people. Being so shy, it's scary to put yourself out there without patients, in each clinical site there were techs who made it less scary and more comfortable.

I have learned how to treat a variety of patients from all walks of life while attending clinical in many different sites.

I liked that we were expected to use correct terminology throughout each course.

It's important to keep open communication with the instructors and ask any questions when you are unsure of something.

To be able to practice effective communication skills with patients helped a lot.

How to talk patients through exams to make them more comfortable.

I learned everything at clinical skill wise. communication skills we were not taught in class.

learned a lot of communication skills throughout clinicals and interacting with patients of all age groups and backgrounds

Learning to communicate with doctors and ask them questions

To be more confident.

in clinical i learned to communicate with patients

I am an older student who has very effective communication skills but I certainly saw other students grow and improve.

It's hard to have a voice in the OR when you are working with such large personality's in a stressful environment. However this program and the instructors take the time to help you achieve that voice.

Work together to get the job done.

As a slightly introverted person, communication can be an issue, but it helps to work with the same people over a few months.

how to frame a wall and how to build a kitchen properly

From this program I've become more opened to people.

I learned to understand and communicate concepts that I did not know before beginning this program.