



Student Learning Outcome Assessment

Medical Assistant
Fall 2018

What did you like about this program?

The instructors and how much they care about each one of us wanting the best and always being free to talk with us.

I loved how it was hands on and you were one on one with the patients. You were able to interact and help out the patients when they needed it.

I liked the group size of this program. I thought that we were well prepared for clinical and class.

I liked the instructors in this program. They went above and beyond always. I would recommend this program in the future.

The instructors are amazing! They want you to be successful in everything you do!

I like the experience I was given through the second attempt.

The program really prepared me for the clinic experience and helped prepare me for the skills I had to learn.

very hands on, instructors were very helpful

I loved the hands on experience and real life stories from both instructors. I enjoy the way they teach the class because it made learning easy. Both instructors are so nice, friendly and easy to work with and to talk to. They provided me what I needed overall.

What would you change about this program?

Some of the classes that are online like Phram.

Nothing, the teachers were great and I met friends that I will keep for a very long time.

I would not change anything about this program.

More in class time and less online class assignments.

More with medications. Knowing what they are more into detail and knowing how to say them correctly.

One of the instructors is not very professional when it comes to interaction with students.

Nothing

nothing

None.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
5	Strongly Agree	66.67%	6
3	Neither Agree nor Disagree	11.11%	1
2	Disagree	0.00%	0
4	Agree	22.22%	2
	Total	100%	9

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

How to speak and not sound like you are talking down to someone

The instructors Jodi and Julie are the most wonderful people ever. They are very helpful to students.

Eye contact is key! You want to look the patients in the eye so they know you care.

I was very well taught what not to do when it comes to communication.

None

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	55.56%	5
5	Strongly Agree	44.44%	4
	Total	100%	9

Provide any comments you have on mathematical concepts you learned.

Not being the best at math, they teach you tricks on how to remember them easier.

None

It took practice but I got it.

I can do med math very well now.

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	11.11%	1
4	Agree	55.56%	5
5	Strongly Agree	33.33%	3
	Total	100%	9

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

N/A

None

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	44.44%	4
5	Strongly Agree	55.56%	5
	Total	100%	9

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

What to do if you drop something and how you would handle the situation.

Always have to be on your feet and first thing you think of act on it.

None

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	11.11%	1
4	Agree	33.33%	3
5	Strongly Agree	55.56%	5
	Total	100%	9

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

I knew this prior to the program.

None

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	44.44%	4
5	Strongly Agree	55.56%	5
	Total	100%	9

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

There are so many people in this world that you aren't going to like but you always need to be civil to make other comfortable.

Very true you live and you learn.

None

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	44.44%	4
5	Strongly Agree	55.56%	5
	Total	100%	9

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

Yes very helpful in the scope of practice.

None

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	11.11%	1
4	Agree	44.44%	4
5	Strongly Agree	44.44%	4
	Total	100%	9

Provide any comments you have about learning this program outcome.

Not much experience due to I was a student.

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	44.44%	4
5	Strongly Agree	55.56%	5
	Total	100%	9

Provide any comments you have about learning this program outcome.

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	0.00%	0
4	Agree	44.44%	4
5	Strongly Agree	55.56%	5
	Total	100%	9

Provide any comments you have about learning this program outcome.

I was able to do many of these skills in Surgery Clinic and in the lab.

Getting to go to an actual lab was awesome.

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	44.44%	4
5	Strongly Agree	55.56%	5
	Total	100%	9

Provide any comments you have about learning this program outcome.

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	0.00%	0
4	Agree	44.44%	4
5	Strongly Agree	55.56%	5
	Total	100%	9

Provide any comments you have about learning this program outcome.

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

I really enjoyed my time here

I have had an amazing time doing the Medical Assistant program and will miss it a lot. The teachers were great and amazing to work with. Would definitely recommend this class and these teachers.

I loved my experience at Western Technical College and would highly recommend this college to anyone.

I had a great time at Western Technical College. I feel prepared for my future career.

I would highly recommend this course to anyone and everyone! It is memories I will never forget! I'm going to miss coming here everyday!

I loved it here and enjoyed my time here at the campus and especially in the MA Program. The instructors are so down to earth and focuses on the student needs. I enjoyed being in their classrooms.