



Student Learning Outcome Assessment

Administrative Professional
Spring 2018

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Q3 - What did you like about this program?

It gave me knowledge about Microsoft Computer programs.

The material covered was what expected for this program. The emphasis on communication was a good thing. This profession needs good communicators, and this was covered in almost all the courses. I like the program schedule, only having to be in school two days a week was great. I really enjoyed learning MS Word, Publisher, PowerPoint, and Excel.

I liked the way the program touched on a lot of different things, including some intro into accounting. I also like the field study experience. It actually gives you a chance to see what it is really like in an office setting.

I liked that this program was very hands on, and I felt that I was really well prepared to enter the professional world. There wasn't a class that I felt I didn't take something from it to use at work some day as an Administrative Assistant.

I enjoyed the variety of skills that it taught including the hard and soft skills. I like the attitude that all of the program instructors had.

I learned many new things with technology. The instructor was amazing and very supportive.

Q4 - What would you change about this program?

Dependign on what teacher you have for the program classes, you often don't use the access key that was told to be mandatory when ordering books. Also, there was one class where I didn't even open up my textbook out of the cellephane because we never had any assignments from it.

Databases need to be covered in this program, but does it have to be Access. I heard from so many business people, young and old, while taking this class "why Access nobody is using it." I also think more time should be spent on Excel and the ways it can be used. Exploring Business Technologies (a first semester class) is a two-credit class. It did not begin until half-way through the semester. AP Portfolio and Meeting and Event Planning are also two credit classes that lasted the entire semester. I did the same amount of work for each of these classes that I did in my three credit classes every single week for a whole semester. I felt misled by them being only two credit classes and as a result was extremely stressed this final semester. I only had eight credits this semester but felt I was doing the work of 12 or more credit classes. Program teachers should not be asking students what they are doing in program classes they are not teaching and making comments on how they would teach the class.

It would be nice to work with some of the actual office equipment including a multi-phone line system.

I would don't think I would change much about the program. However, with Meeting and Event Planning, I feel that this course should be 3 credits for the time put into it with the final for the second half of the semester. I also think that Spreadsheets and Database should be more focused on Excel rather than Access. I have been working as an Administrative Assistant for about 10 months now, and have yet to use Access. Access has been something that I have noticed a lot of companies do not use, because of their IT set up and they have different web based databases they would rather use. Another class I would like to add is Supervision. I found the class very informational, but I felt that it's not very necessary when it comes to being an Administrative Professional, since you're typically responding or following the rules of a Supervisor, and not actually creating them or doing anything that a Supervisor would be responsible for.

Some of the assignments and tasks did not have much time spent on them. I think the students should be able to contribute more input during the semesters about what they want to spend more time on or if it is something that should just be discussed.

More time with learning filing.

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	33.33%	2
5	Strongly Agree	66.67%	4
	Total	100%	6

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

Communication skills were covered very well. Business communications was a great class for me.

I have learned a lot on strengthening my communication skills from email correspondence, answering telephones, writing letters, and communicating with bosses and/or coworkers.

My communication skills have changed greatly since I have started this program. I enjoy the different levels of teaching and the fact that the program instructors clearly state how emails and others forms of communication should always be professional.

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	60.00%	3
5	Strongly Agree	40.00%	2
	Total	100%	5

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

I really liked Business Math, Barb Stanke is an excellent teacher. She taught the concepts in a variety of ways, so everyone had a chance to learn them. She was one of the most supportive teachers I had. She was willing to the extra mile, so her students could learn as much as possible.

There was only math class required for this class, but I feel that I had no problems with it or really use a lot of math in my job field.

Outside of the program classes, I took two semesters of math and I greatly enjoyed them. Both of the instructors were great at teaching and making me feel confident in my skills. The math I used for the program itself was mainly in Excel. I was first told that I would never have to come up with an Excel formula on my own and that proved to be false. I got many questions wrong because it was never fully explained about how to do the math part of the formulas, it was more just memorization that was not always used on the next assignment or test.

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	16.67%	1
3	Neither Agree nor Disagree	16.67%	1
4	Agree	50.00%	3
5	Strongly Agree	16.67%	1
	Total	100%	6

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

I had no natural science classes. Economics a social science class I had to take. The course description said the class was an overview of economics, but I felt that the instructor expected a lot more of the students. The math concepts needed for the class (graphing) were hard to grasp. They need to be gone over before the students start the homework. Or make it an introduction to Economics class which I believe is all that is needed for a lot of the programs at Western.

I do not see how natural sciences apply to this program. The social sciences wrapped up with some of the other lessons in economics, quality customer service, and supervision classes. It was easy to see the relationship between all of these and how it can be applied to the workforce.

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%	3
5	Strongly Agree	50.00%	3
	Total	100%	6

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

This program gave me many opportunities to develop my critical thinking skills, especially observation, reflection, evaluation, and problem-solving skills. The discussion boards were a great tool to practice these skills.

While most of the time I was encouraged to use my own skills, many of the assignments were graded and based off of the instructor's opinion for how it should be completed. The instructions during this time were confusing. We were encouraged to make our own decisions but then docked points for it.

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	50.00%	3
5	Strongly Agree	50.00%	3
	Total	100%	6

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

Yes, I have learned to use technology effectively and I am still learning. I believe technology will always be a learning process because it changes so quickly. The teachers need to remember that some students pick this up quite quickly or have years of experience, but there are some who do not learn so quickly or do not have the years of experience others have and adjust their teaching styles accordingly. For example, telling a student you cannot slow down because the other students might get bored is not a good teaching style.

These last two years have been the most I have ever used technology. I wish we would have used other forms of technology more instead of just computers, such as ipads or similar devices (we used these minimally) and other office machines such as printers, laptops, recording devices, and video stuff.

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%	3
5	Strongly Agree	50.00%	3
	Total	100%	6

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

I have had classes with students of varied races, ethnicity, ages, cultures, and religious backgrounds and I have learned a lot about myself and them. I never worked or went to school with such a diverse population and am glad to have had a chance to be able to.

While diversity was talked about in different classes, there wasn't much personal experiences with that on campus. Goals were often encouraged for the individual in different program classes to help build up the students.

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	66.67%	4
5	Strongly Agree	33.33%	2
	Total	100%	6

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

I cannot remember sustainability being a subject in any of my classes at Western, but by just being a student at Western I have learned about it because it is a big part of campus life. You see it everywhere! So just by being exposed to it in this manner I have learned to incorporate it in all the decisions I make.

This topic is brought into a lot of the program classes even if it is not talked about directly

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	50.00%	3
5	Strongly Agree	50.00%	3
	Total	100%	6

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

As I said before communications was covered quite thoroughly. Both Kim and Gail emphasized the importance of good communication skills in the workplace. They made it a part of the whole program.

The different levels and types of communication is discussed in the program classes. The instructors do a good job at not only teaching it, but expecting the students to actively use it, as well as the instructors are good at demonstrating it to the students.

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	50.00%	3
5	Strongly Agree	50.00%	3
	Total	100%	6

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

The classes in Microsoft Office taught me the skills to use these programs but how they were used in all my other classes gave me the ability to take these skills and build on what I learned. I really like Administrative Professional Portfolio because it focused on building my knowledge of these programs. Kim also gave us the opportunity to be creative and do our own thing with the projects.

While this did happen, I feel it could be expanded on. We only used computers. The administrative role works with so much more than just computers.

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	66.67%	4
5	Strongly Agree	33.33%	2
	Total	100%	6

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

Business Correspondence, Quality Customer Service, and Business Procedures gave us a chance to learn routine administrative procedures. The only thing that I felt needed to address in Business Procedures is the use of office equipment such as printers and scanners. Not everyone has used equipment like these.

I think filing skills should be added to the tasks and procedures. The workplace roles will very greatly for the jobs after graduation but some of these skills seems basic for the overall description (filing, minute taking, organization) all of these were either just mentioned, or not mentioned at all.

Q27 - 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	50.00%	3
5	Strongly Agree	50.00%	3
	Total	100%	6

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

Managing administrative projects was addressed well in the program, but I do not think I realized it until I started my field study. This is where critical thinking came into play and since we were learning it throughout the whole program I was able to do it when the time came.

I could see the use of the administrative projects coming out more in the second year. The assignments had less instructions and allowed the students to apply critical thinking for the result. I feel I learned more and remembered more about the programs when I was able to work freely in it. The end result had high standards so I needed to make sure I was completing the task fully and looking up anything that I did not remember how to do.

Q29 - As a result of this program, I learned to: maintain internal and external relationships.

#	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%	3
5	Strongly Agree	50.00%	3
	Total	100%	6

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

Another subject that was addressed well throughout the whole program. Especially in Quality Customer Service. The program was very professional but still gave the impression that the instructors cared about the students and their lives outside of the classroom. Instructors shared enough about themselves as well without crossing any lines. Relationship among the students were greatly encouraged.

Q31 - 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	50.00%	3
5	Strongly Agree	50.00%	3
	Total	100%	6

Q32 - Provide any comments you have about learning this program outcome.

From the beginning of the program professionalism was addressed in all my core classes. Gail and Kim took every opportunity to stress workplace professionalism.

The instructors were always professional in how they dressed and acted.

Q33 - CONCLUSION Please use this space to share any other feedback, comments, or suggestions about your experience at Western Technical College.

My experience at Western has been a very positive one. Everyone has been so helpful and encouraging. Western has a serious commitment to their students and their learning. I am glad I chose Western for my education.

I enjoyed my experience at Western, It proved to be very helpful to me.

My experience was great for the most part, however I chose in my second year of the Administrative Professional program to also begin and complete the Accounting Assistant program. This was great until my financial aid was disrupted, and the head of financial aid told me I had to file an appeal for why I have so many credits versus the time I have been in school. I filed the appeal, and then was told I had to see an adviser in the Welcome Center to create a personal educational plan. I explained that I had one created already whom I did with both advisers of the Accounting and Administrative Professional programs (Kristi Ellwanger and Gail Fancher, respectively). I was told that they didn't know what they were doing, and I had to see a different adviser in the Welcome Center anyway. I went and saw this adviser, Barb Fitzsimmons. I can't say it was worth my time the least or effective at all. Barb copied everything straight from the plan I already had, tried telling me that my credit evaluated classes were not credited, even though they were and she just didn't go look in my file like she should have. This wasted about an hour and a half of my time that I had to take off of work, unpaid. Students who are completing two programs at once shouldn't have to jump through hoops like this. It's absolutely frustrating, and it really made me want to not even bother with continuing my education any longer. Thankfully for Gail and Kristi, they were able to help and straighten everything out because they in fact did know what they were doing.

I would like to see the awards and other extra programs encouraged more. I was nominated for a scholarship once and needed to submit an essay by a certain date. I received one email regarding this and it was sent to my clutter folder. I did not see the message until after the date and was told there was nothing to be done about it. The international honor society also sent letters out after the meeting dates so I felt discouraged to join that group as well. I think it is important to fully support the communication with these because it gives the students an extra milestone for the end goal of graduation. Similar to my situation, many students might not have support from their personal lives.