

The Process of Getting Into a CNA Program

When I decided that I wanted to become a CNA, I thought getting into a CNA program would be pretty simple. I thought I would just find the program, sign up, complete the requirements, and



start taking classes. Instead, the process was a lot more complicated than I expected. Me and my mom tried contacting people through emails and phone calls, but sometimes our emails would not get answered. When we called, we would get transferred from one person to another without really getting a clear answer. It felt like we were going in circles and did not know who could actually help us. We had to keep calling, emailing, and asking questions until we finally started reaching out to people with more

authority. We also made sure to complete all of the paperwork and other requirements they asked for. Eventually, after continuing to push for an answer, I was able to get into the program.

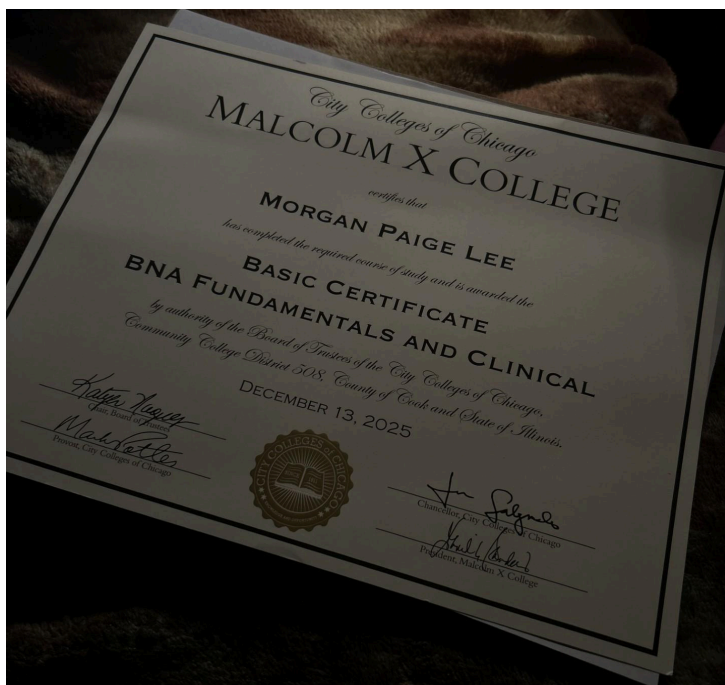
Looking back at this experience, I can see that getting into a CNA program is a system because it has different parts, people, connections, and outcomes that all affect each other.

The system I am analyzing is the process of getting into a CNA program. There are different parts that make up this system. Some of the main parts are the student, the student's family, CNA program staff, admissions or enrollment staff, communication through emails and phone calls, paperwork, and the requirements for entering the program. Each part has a role in helping a student move through the process. For example, the student has to complete the required steps,

while the staff are supposed to provide information and help the student understand what they need to do. The communication between these people is also an important part of the system because students cannot complete the process if they do not know what is expected of them.

The parts of the system are connected because one step usually affects the next step. A student may need information from a staff member before they can complete paperwork. Then, that paperwork may need to be turned in before the student can move forward. If the student gets

transferred to another person or does not receive an answer, that can stop the process from moving forward. This is what happened to me and my mom. We were trying to figure out what we needed to do, but we were not always getting clear answers. Because of that, we had to keep contacting different people. The outcome of the system can be whether a student successfully gets into the program or gets stuck somewhere in the process. In my case,



I eventually got through the system, but it took a lot more persistence than I originally expected.

Another important part of the system is the stakeholders. A stakeholder is someone who is affected by the system or has a role in it. I was one of the main stakeholders because I was the student trying to get into the CNA program. I had to complete paperwork, make sure I

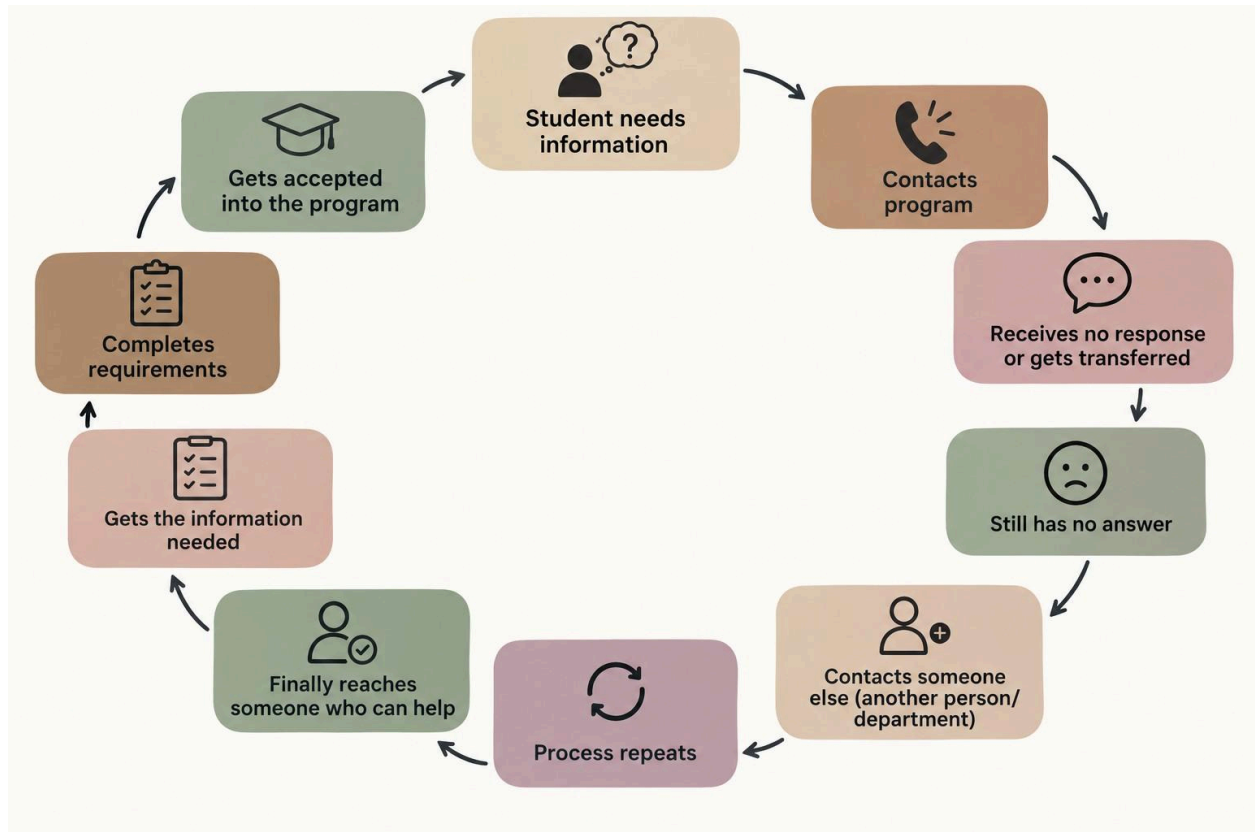
understood the requirements, and keep communicating with people. My mom was also a stakeholder because she helped me make calls, send emails, and keep pushing when we were not



getting answers. The CNA program staff and admissions or enrollment staff are also stakeholders because they are involved in helping students move through the enrollment process. Other students are stakeholders too because they have to go through the same type of process and could run into similar problems.

The communication part of this system connects to a feedback loop. In my experience, I needed information about getting into the program, so I

contacted someone. When I did not get an answer or was transferred to someone else, I still needed the same information, so I contacted another person. If that person could not help me, I had to keep looking for someone who could. This caused the process to repeat itself. Instead of moving straight from asking a question to getting an answer, we kept going through the same cycle.



My feedback-loop illustration shows how easy it was for someone to get stuck in the system. The lack of a clear answer caused us to keep contacting different people. However, the loop changed when me and my mom became more persistent and started reaching out to people with more authority. We did not just stop after the first few unanswered emails or phone calls. We kept going until we found people who could actually help us. This shows how one part of a system can affect the other parts and change the outcome.

There were also different drivers affecting how the system worked. One of the biggest drivers was communication. Students depend on the people running the program to give them accurate

information about what they need to do. When communication is not clear, it can make the whole process harder. Another driver was the requirements and paperwork. Even though the process was frustrating, I still had to complete everything that was required before I could move forward. Another driver was authority. Not every person we contacted had the ability to solve the problem, which is why we eventually had to reach out to people with more authority. Persistence was also important in my experience because if we had stopped calling and emailing, I might not have gotten into the program.



If I could change this system, I would make the enrollment process much clearer for students. There should be one clear point of contact where students can ask questions and actually receive answers. There should also be a step-by-step list explaining what paperwork is needed, who needs to receive it, and what happens after each step is completed. Students should not have to keep getting transferred from one person to another just to figure out what they are supposed to

do. Emails and phone calls should also be answered in a reasonable amount of time. These changes could make the process less confusing and help students move through the system faster.

Overall, my experience getting into a CNA program taught me that systems can be more complicated than they seem. There were many different parts involved, and when one part was not working well, it affected the rest of the process. I also learned that I have to advocate for myself when something is important to me. Every opportunity is not going to be handed to me, and sometimes I will have to keep asking questions and pushing forward. At the same time, I do not think people should have to struggle just to figure out how to get through a system. My experience showed me how important communication is and how much a system can affect whether someone is able to reach an opportunity. I learned that sometimes you have to stay determined and keep going until you can honestly say that you have done everything you could do.