

# Information Systems Technology PLOs 2017-2018



## Acad Program - Information Systems Technology (AAS)

**Mission:** The mission of the Information Systems Technology program is to offer students a well-rounded education to prepare them for entry-level IT positions, or to help further their education.

<i>Program Learning Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Taken (Use of Results)</i>
<p><b>PLO #1</b> - Upon completing this program, students will be able to develop, create, and maintain a website.</p> <p><b>Outcome Status:</b> Postponed/Suspended</p> <p><b>Assessment Year:</b> 2017 - 2018</p> <p><b>Start Date:</b> 07/01/2017</p>	<p><b>Demonstration</b> - Students in Information Systems Technology will complete a website development project.</p> <p><b>Criterion:</b> 75% of IST students in ITEC 1010 will score a 70 or better on a simulated website development assignment.</p>	<p><b>Reporting Period:</b> 2017 - 2018 EoY</p> <p><b>Result Type:</b> Criterion Met</p> <p>88% (42/48) of IST students in ITEC 1010 scored a 70 or better on the simulated website development project. (05/11/2018)</p> <p><b>Analysis:</b> The criterion was far exceeded. The criterion might need to be increased.</p>	<p><b>Action Taken (Use of Results):</b> While the criterion was met, it is likely that the goal was set too low. Next year it will be increased to 80%. (05/15/2018)</p>
	<p><b>Demonstration</b> - Students in Information Systems Technology will complete a website development case problem.</p> <p><b>Criterion:</b> 75% of IST students in ITEC 1020 will score a 70 or better on a website development case problem.</p>	<p><b>Reporting Period:</b> 2017 - 2018 EoY</p> <p><b>Result Type:</b> Criterion Met</p> <p>12/14 (88%) of IST students in ITEC 1020 scored a 70 or better on the website development case problem. (05/11/2018)</p> <p><b>Analysis:</b> The criterion was not only met, it was far exceeded. The criterion might need to be increased.</p>	<p><b>Action Taken (Use of Results):</b> While the criterion was met, it is likely that the goal was set too low. Next year it will be increased to 80%. (05/15/2018)</p>
<p><b>PLO #2</b> - Upon completing this program, students will be able to install, configure, and maintain an operating system.</p> <p><b>Outcome Status:</b> Active/Ongoing</p> <p><b>Assessment Year:</b> 2017 - 2018, 2018 - 2019</p> <p><b>Start Date:</b> 07/01/2017</p>	<p><b>Standardized Test</b> - Information Systems Technology students will complete an installation in the TestOut simulation.</p> <p><b>Criterion:</b> 75% of IST students in ITEC 1100 will successfully complete the Installation with a score of 70 or better based on a standardized TestOut PC Pro assessment.</p>	<p><b>Reporting Period:</b> 2017 - 2018 EoY</p> <p><b>Result Type:</b> Criterion Met</p> <p>30/34 (88%) of IST students in ITEC 1100 successfully completed the installation with a score of 70 or better. (05/11/2018)</p> <p><b>Analysis:</b> The criterion was far exceeded.</p>	<p><b>Action Taken (Use of Results):</b> While the criterion was met, it is likely that the goal was set too low. Next year it will be increased to 80%. (05/23/2018)</p>

Program Learning Outcomes	Assessment Methods	Assessment Results	Action Taken (Use of Results)
	<p><b>Standardized Test</b> - Information Systems Technology students will take the PC Pro Certification Exam.  <b>Criterion:</b> 70% of the IST students in ITEC 1100 will successfully pass the PC Pro certification exam.</p> <p><b>Standardized Test</b> - Students in ITEC 1200, ITEC 1820, or ITEC 2010 will successfully pass the certification exam for the operating system.  <b>Criterion:</b> 75% of the students in ITEC 1200, ITEC 1820, or ITEC 2010 will successfully certify in the TestOut exam.</p>	<p><b>Reporting Period:</b> 2017 - 2018 EoY  <b>Result Type:</b> Criterion Not Met            21/32 (66%) of students enrolled in ITEC 1100 successfully passed the PC Pro Certification Exam. (05/14/2018)  <b>Analysis:</b> While the criterion was not met this year, the certification exam is a good instrument for measuring student learning.</p>	<p><b>Action Taken (Use of Results):</b>            Last year 74% of the students passed the PC Pro Certification compared to 66% this year. Funding for a Peer Mentor will be requested through Perkins funding to help students better prepare for the PC Pro Certification Exam. (05/15/2018)</p>
<p><b>PLO #3</b> - Upon completing this program, students will be able to apply troubleshooting techniques to computer hardware.  <b>Outcome Status:</b> Active/Ongoing  <b>Assessment Year:</b> 2017 - 2018, 2018 - 2019  <b>Start Date:</b> 07/01/2017</p>	<p><b>Final Exam Grade</b> - Students in ITEC 1016 Problem Solving and Decision Making will successfully complete a final exam.  <b>Criterion:</b> 75% of the students in ITEC 1016 will score a 70 or better on the final exam.</p>	<p><b>Reporting Period:</b> 2017 - 2018 EoY  <b>Result Type:</b> Criterion Not Met            17/22 (64%) of students in ITEC 1016 successfully completed the final exam. (05/16/2018)  <b>Analysis:</b> The criterion was not met. After consultation with faculty, a change will be made.</p>	<p><b>Action Taken (Use of Results):</b>            The assessment method for 2018-2019 will be modified to better fit the Program Learning Outcome. The new PLO will be - 75% of the students in ITEC 1016 will successfully complete a problem solving project with a score of 70 or better. (05/16/2018)</p>
	<p><b>Standardized Test</b> - Students in ITEC 1100 IT Essentials will complete a disassembly and reassembly of a personal computer.  <b>Criterion:</b> 75% of IST students in ITEC 1100 will successfully complete the Disassembly and Reassembly Project with a score of 70 or better based on a standardized TestOut PC Pro assessment.</p>	<p><b>Reporting Period:</b> 2017 - 2018 EoY  <b>Result Type:</b> Criterion Met            39/48 (81%) students in ITEC 1100 successfully completed the Disassembly and Reassembly Project with a score of 70 or better. (05/15/2018)  <b>Analysis:</b> The criterion was met.</p>	<p><b>Action Taken (Use of Results):</b>            The criterion was successfully met, and will be utilized again next year. (05/15/2018)</p>
	<p><b>Final Exam Grade</b> - Students in ITEC 1016 Problem Solving and Decision</p>		

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Making will successfully complete a problem solving project.  
**Criterion:** 75% of the students in ITEC 1016 will successfully complete a problem solving project with a score of 70 or better.  
**Demonstration** - Students will successfully terminate computer cables.  
**Criterion:** 75% of students in ITEC 1100 will score a 70 or better when terminating a t568a and t568b cable.