

# Information Systems Technology PLOs 2018-2019



## 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 #2</b> - Upon completing this program, students will be able to install, configure, and maintain an operating system.  <b>Outcome Status:</b> Active/Ongoing  <b>Assessment Year:</b> 2017 - 2018, 2018 - 2019  <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.  <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> 2018 - 2019 EoY  <b>Result Type:</b> Criterion Met            30/37 (81%) of the students in ITEC 1100 successfully passed the PC Pro Certification Exam. (06/19/2019)  <b>Analysis:</b> The criterion was met.</p>	<p><b>Action Taken (Use of Results):</b>            This was a particularly good year for pass rates on the certification exam. Continued emphasis will be placed on helping students successfully prepare for the exam. (06/19/2019)</p>
	<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>Reporting Period:</b> 2018 - 2019 EoY  <b>Result Type:</b> Criterion Not Met            28/52 (54%) of the students in operating systems courses successfully passed the TestOut certification exam. (06/19/2019)  <b>Analysis:</b> The criterion was not met.</p>	<p><b>Action Taken (Use of Results):</b>            This was our first year with this assessment method. While the criterion was not met, we will wait one more year before changing the criterion. Next year students in ITEC 1200 will be required to take a practice exam before the certification exam. (06/19/2019)</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>		

Program Learning Outcomes	Assessment Methods	Assessment Results	Action Taken (Use of Results)
<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>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> 2018 - 2019 EoY  <b>Result Type:</b> Criterion Met  30/37 (81%) of the students in ITEC 1100 successfully completed the Disassembly and Reassembly Project. (06/19/2019)  <b>Analysis:</b> The criterion was met.</p>	<p><b>Action Taken (Use of Results):</b> For the second year in a row, just over 80% of the students successfully completed the project. If this occurs next year, the criterion will be increased. (06/19/2019)</p>
	<p><b>Final Exam Grade</b> - Students in ITEC 1016 Problem Solving and Decision Making will successfully complete a problem solving project.  <b>Criterion:</b> 75% of the students in ITEC 1016 will successfully complete a problem solving project with a score of 70 or better.</p>		
	<p><b>Demonstration</b> - Students will successfully terminate computer cables.  <b>Criterion:</b> 75% of students in ITEC 1100 will score a 70 or better when terminating a t568a and t568b cable.</p>	<p><b>Reporting Period:</b> 2018 - 2019 EoY  <b>Result Type:</b> Criterion Met  33/42 (79%) of the students in ITEC 1100 successfully terminated the cables. (06/19/2019)  <b>Analysis:</b> The criterion was met.</p>	<p><b>Action Taken (Use of Results):</b> This was our first year with this new assessment measure. We will monitor the results and make improvements as needed. (06/19/2019)</p>
<p><b>PLO #1a</b> - Upon completing this program, students will be able to demonstrate logical steps to solve a problem.  <b>Outcome Status:</b> Active/Ongoing  <b>Assessment Year:</b> 2018 - 2019</p>	<p><b>Final Exam Grade</b> - Students in ITEC 1016 will successfully complete the Final Exam.  <b>Criterion:</b> 70% of the students in ITEC 1016 Problem Solving and Decision Making will score a 70 or</p>	<p><b>Reporting Period:</b> 2018 - 2019 EoY  <b>Result Type:</b> Criterion Met  32/32 (100%) of the students in ITEC 1016 successfully scored a 70 or better on the Final Exam. (06/19/2019)  <b>Analysis:</b> The criterion was far exceeded.</p>	<p><b>Action Taken (Use of Results):</b> While this is the first year with this assessment method, it is safe to say that the criterion should be increased. We will increase the criterion to 75% will score a 70 or</p>

<i>Program Learning Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Taken (Use of Results)</i>
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**Start Date:** 07/01/2018

better on the Final Exam.

**Demonstration** - Students in ITEC 1210 will solve a problem using pseudo-code.

**Criterion:** 75% of the students in ITEC 1210 will score a 70 or better on a pseudo-code assignment.

**Reporting Period:** 2018 - 2019 EoY

**Result Type:** Criterion Not Met  
31/46 (67%) of the students in ITEC 1210 scored a 70 or better on the pseudo-code assignment. (06/20/2019)

**Analysis:** The criterion was not met.

**Related Documents:**

[ITEC 1210 Pseudocode Assignment.pdf](#)

better in '19-'20. (06/19/2019)

**Action Taken (Use of Results):**  
Since the results were not met, new programming assignments will be included in the course in 2019-2020. (06/27/2019)