SOWELA TECHNICAL COMMUNITY COLLEGE

Learning Outcomes Assessment Report

All-Years

Acad Program - Information Systems Technology (AAS)

Information Systems Technology AAS PLO 1

Program Learning Outcome: Upon completion of this program, the student will be able to demonstrate logical steps to solve a problem using critical thinking and creativity with proper documentation.
Outcome Status: Active
Assessment Years: 2023 - 2024

Assessment Method	Assessment Result
Method Status: Active **Assessment Method:** ITEC 1016 Final Exam **Benchmark:** 70% of the students enrolled in ITEC 1016 will score a 70% or better on the Final Exam.	**Assessment Result Date**: 05/20/2024 **Assessment Result**: 71% of the students enrolled in ITEC 1016 scored a 70% or better on the Final Exam. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Met **Additional Notes**: Dabelow **Analysis**: The students performed better this semester and met the criterion. **How did the previous cycle's improvement plan impact the data above?**: An improvement plan was not in place because the students have previously met the criterion. **Improvement Plan**: The curriculum in this course has been updated since the previous cycle. A new full-time instructor is also teaching the course. The benchmark was met this semester even though it was low. We will continue to monitor the course and look for ways more improvement can be achieved. **Assessment Result Date**: 12/15/2023 **Assessment Result**: 47% of the students enrolled in ITEC 1016 scored a 70% or better on the Final Exam. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Not Met **Additional Notes**: Skinner **Analysis**: The students did not perform well on the final exam this semester. **How did the previous cycle's improvement plan impact the data above?**: An improvement plan was not in place because the students performed well last year. **Improvement Plan**: This course and assessment will be revised before the end of the next cycle to better meet the needs of the students.
Method Status: Active **Assessment Method:** ITEC 1210 Final Exam **Benchmark:** 70% of the students enrolled in ITEC 1210 will score a 70% or better on the Final Exam.	**Assessment Result Date**: 05/20/2024 **Assessment Result**: 50% of the students enrolled in ITEC 1210 scored a 70% or better on the Final Exam. **Reporting Period**: 2023 - 2024

Assessment Method	Assessment Result
	Result Type: Benchmark Not Met **Additional Notes**: Kelley, B. **Analysis**: This is the second semester the students have not performed well on this assessment. **How did the previous cycle's improvement plan impact the data above?**: An improvement plan has not been implemented from the previous cycle because the students have been meeting the criterion. **Improvement Plan**: Additional instruction will be provided through recorded videos for students who are absent. After class help sessions will also be provided.
	Assessment Result Date: 12/15/2023 **Assessment Result**: 51% of the students enrolled in ITEC 1210 scored a 70% or better on the Final Exam. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Not Met **Additional Notes**: Kelley, B. **Analysis**: The students did not perform well on this assessment which was implemented this semester. A fairly new instructor who has made the coursework more rigorous is teaching this course now. **How did the previous cycle's improvement plan impact the data above?**: An improvement plan was not needed because the students have been performing well in the past for this PLO. **Improvement Plan**: This is a new assessment for this PLO. Also, a different instructor is teaching this course with added rigor and expectations. The instructor will determine what can be done to bring improvement to this assessment in addition to what has already made the course improved and more comprehensive.

Information Systems Technology AAS PLO 2

Program Learning Outcome: Upon completion of this program, the student will be able to develop, document, and maintain modern networking and software systems.
Outcome Status: Active
Assessment Years: 2023 - 2024

Assessment Method	Assessment Result
Method Status: Active	**Assessment Result Date**: 05/21/2024

Assessment Method	Assessment Result
Assessment Method: Assemble a PC, terminate network cabling, install a Windows operating system on the assembled PC, and install a program on the assembled PC within 45 minutes **Benchmark:** 70% of the students will assemble a PC, terminate network cabling, install a Windows operating system on the assembled PC, and install a program on the assembled PC within 45 minutes with a minimum score of 70.	**Assessment Result**: 73% of the students assembled a PC, terminated network cabling, installed a Windows operating system on the assembled PC, and installed a program on the assembled PC within 45 minutes, earning a minimum score of 70. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Met **Additional Notes**: Kelley, B. **Analysis**: The percentage pass rate was lower this semester than in the previous semester. **How did the previous cycle's improvement plan impact the data above?**: This is a new assessment, therefore, an improvement plan is not in place. **Improvement Plan**: Additional instruction will be provided hands-on in and after class. **Assessment Result Date**: 12/15/2023 **Assessment Result**: 84% of the students assembled a PC, terminated network cabling, installed a Windows operating system on the assembled PC, and installed a program on the assembled PC within 45 minutes, earning a minimum score of 70. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Met **Additional Notes**: Kelley, B. **Analysis**: The students surpassed the criterion. **How did the previous cycle's improvement plan impact the data above?**: This is a new assessment, so an improvement plan was not in place. **Improvement Plan**: Emphasis will be placed on ensuring all students can meet the criterion, since this is a critical assignment for networking students.
Method Status: Active **Assessment Method:** TestOut PC Pro Certification Exam **Benchmark:** 70% of students will pass the TestOut PC Pro Certification Exam.	**Assessment Result Date**: 05/21/2024 **Assessment Result**: 56% of the students enrolled in ITEC 1100 passed the TestOut PC Pro certification exam. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Not Met **Additional Notes**: Kelley, B. **Analysis**: Maybe students are not spending time studying for the certification exam. More emphasis must be placed on the exam in the future. Maybe allowing prep time in the classroom would be beneficial. **How did the previous cycle's improvement plan impact the data above?**: This is a new assessment for this cycle. **Improvement Plan**: The instructor should place more emphasis in class on the students earning the certification exam, maybe allow time in class to study and practice for the exam. This assessment will be under review.

Assessment Method	Assessment Result
	Assessment Result Date: 12/15/2023 **Assessment Result**: 72% of the students enrolled in ITEC 1100 passed the TestOut PC Pro certification exam. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Met **Additional Notes**: Kelley, B. **Analysis**: The criterion was met but a higher percentage would have been preferred. **How did the previous cycle's improvement plan impact the data above?**: This is a new assessment for this cycle. **Improvement Plan**: Study sessions for the certification exam will be offered for students who are not passing the exam.

Information Systems Technology AAS PLO 3

Program Learning Outcome: Upon completion of this program, the student will be able to demonstrate professional conduct and communication in a technology-related field.
Outcome Status: Active
Assessment Years: 2023 - 2024

Assessment Method	Assessment Result
Method Status: Active **Assessment Method:** Internship **Benchmark:** 70% of students enrolled in their respective internship for their concentrations (ITEC 2992, 2993, 2994, or 2995) will successfully complete 135 hours of supervised work either virtually or in-person in a concentration-specific position in the local workforce with a score of Very Good or higher on their evaluation by their immediate supervisor. **Notes:** Kelley, B.	**Assessment Result Date**: 05/21/2024 **Assessment Result**: 100% of the students enrolled in their ITEC internship (2992, 2993, 2994, 2995) successfully completed 135 hours of supervised work either virtually or in-person in a concentration-specific position in the local workforce with a score of Very Good or higher on their evaluation by their immediate supervisor. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Met **Additional Notes**: Kelley, B. **Analysis**: The students performed well in their internships and many were offered employment. **How did the previous cycle's improvement plan impact the data above?**: This is a new assessment for this cycle. **Improvement Plan**: Students are performing well in their internships, however, a new component will be added in the next cycle where industry professionals share industry expectations with students. **Assessment Result Date**: 12/15/2023

Assessment Method	Assessment Result
	Assessment Result: 100% of the students enrolled in their ITEC internship (2992, 2993, 2994, 2995) successfully completed 135 hours of supervised work either virtually or in-person in a concentration-specific position in the local workforce with a score of Very Good or higher on their evaluation by their immediate supervisor. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Met **Additional Notes**: Kelley, B. **Analysis**: The students performed well in their internships and many were offered employment. **How did the previous cycle's improvement plan impact the data above?**: This is a new assessment for this cycle. **Improvement Plan**: The instructor will add a component to this assessment for industry professionals to address the student interns, either virtually or face-to-face, to help provide understanding of industry expectations.
Method Status: Active **Assessment Method:** Create and perform a formal ethics presentation in ITEC 2911. **Benchmark:** 70% of students enrolled in ITEC 2911 will receive a passing score of 70% for successfully and appropriately performing a formal presentation on the topic of Ethics in Information Technology. **Notes:** Young, Dabelow	**Assessment Result Date**: 05/21/2024 **Assessment Result**: 50% of the students enrolled in ITEC 2911 successfully created and performed a formal ethics presentation. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Not Met **Additional Notes**: Dabelow **Analysis**: It is upsetting that no more than half the students enrolled were successful. **How did the previous cycle's improvement plan impact the data above?**: This is a new assessment this cycle so an improvement plan was not in place. **Improvement Plan**: We will watch this assessment for the next cycle to determine if improvements should be made. Last semester the students performed at a 77% rate which meets the criterion but the average of the two semesters if 63.5%, still not meeting the criterion. The class was moved to an on-ground environment, so we were hoping for better results. A new instructor is teaching the course also who has added rigor and higher expectations to the course. We will continue to monitor and make improvements as needed. **Assessment Result Date**: 12/15/2023 **Assessment Result**: 77% of the students enrolled in ITEC 2911 successfully created and performed a formal ethics presentation. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Met **Additional Notes**: Young **Analysis**: The criterion was met. **How did the previous cycle's improvement plan impact the data above?**: This is a new assessment for this cycle.

Assessment Method	Assessment Result
	Improvement Plan: This course will be moving to an on-ground environment which should, hopefully, bring improvement to the assessment.

Information Systems Technology AAS PLO 4

Program Learning Outcome: Upon completion of this program, the student will understand cybersecurity risks and be able to implement solutions.

Outcome Status: Active
Assessment Years: 2023 - 2024

Assessment Method	Assessment Result
Method Status: Active **Assessment Method:** Cybersecurity breach **Benchmark:** 70% of students enrolled in ITEC 2911 will successfully complete an assessment of a cybersecurity breach with a minimum score of 70.	**Assessment Result Date**: 05/20/2024 **Assessment Result**: 88% of the students enrolled in ITEC 2911 demonstrated a cybersecurity breach with a minimum score of 70. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Met **Additional Notes**: Dabelow **Analysis**: The students performed well on this assessment, which was implemented in the current semester. **How did the previous cycle's improvement plan impact the data above?**: This is a new assessment so an improvement plan has not been implemented. **Improvement Plan**: We will consider raising the benchmark for this assessment.
Method Status: Active **Assessment Method:** Set up and cyber-harden a small office/home office router for internet connectivity. **Benchmark:** 70% of students enrolled in ITEC 1100 will successfully set up and cyber-harden a small office/home office router for internet connectivity using current best practices in cybersecurity with a minimum score of 70.	**Assessment Result Date**: 05/20/2024 **Assessment Result**: 100% of the students enrolled in ITEC 1100 successfully set up and cyber-hardened a small office/home office router for internet connectivity using current best practices in cybersecurity with a minimum score of 70. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Met **Additional Notes**: Kelley, B. **Analysis**: The students performed well on this assessment, demonstrating they have mastered this assessment. **How did the previous cycle's improvement plan impact the data above?**: An improvement plan was not in place for this assessment since it is a new assessment for this cycle. **Improvement Plan**: This assessment will be reviewed for additional rigor. **Assessment Result Date**: 12/15/2023

Assessment Method	Assessment Result
	Assessment Result: 100% of the students enrolled in ITEC 1100 successfully set up and cyber-hardened a small office/home office router for internet connectivity. **Reporting Period**: 2023 - 2024 **Result Type**: Benchmark Met **Additional Notes**: Kelley, B. **Analysis**: It is great when an entire class does well on an assignment. **How did the previous cycle's improvement plan impact the data above?**: This is a new assessment. **Improvement Plan**: We will consider adding rigor to the assessment and raising the benchmark.