

Assessment: Program Four Column

2019-20 Information Systems Technology



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>PLO #2 - Upon completing this program, students will be able to install, configure, and maintain an operating system. Outcome Status: Active/Ongoing Assessment Year: 2017 - 2018, 2018 - 2019, 2019 - 2020 Start Date: 07/01/2017</p>	<p>Standardized Test - Information Systems Technology students will take the PC Pro Certification Exam. Criterion: 70% of the IST students in ITEC 1100 will successfully pass the PC Pro certification exam.</p>	<p>Reporting Period: 2019 - 2020 EoY Result Type: Criterion Not Met 23/44 (52%) of the students successfully earned PC Pro Certification (05/18/2020) Analysis: The criterion was not met.</p>	<p>Action Taken (Use of Results): In the past it was assumed that all students would take the certification exam, but it was not mandated. This year a number of students opted out of the certification exam. In the future, it will be mandated. (05/18/2020)</p>
	<p>Standardized Test - Students in ITEC 1200, ITEC 1820, or ITEC 2010 will successfully pass the certification exam for the operating system. Criterion: 75% of the students in ITEC 1200, ITEC 1820, or ITEC 2010 will successfully certify in the TestOut exam.</p>	<p>Reporting Period: 2019 - 2020 EoY Result Type: Criterion Not Met 8/28 (29%) of the students in operating systems courses successfully certified. (05/21/2020) Analysis: This results were strongly impacted by COVID.</p>	<p>Action Taken (Use of Results): COVID-19 caused some major problems for students successfully completing the certification exams. In the future, web conferencing will be utilized if student have to move online to help keep everyone moving towards certification. (05/21/2020)</p>
<p>PLO #3 - Upon completing this program, students will be able to apply troubleshooting techniques to computer hardware. Outcome Status: Active/Ongoing Assessment Year: 2017 - 2018, 2018 -</p>	<p>Standardized Test - Students in ITEC 1100 IT Essentials will complete a disassembly and reassembly of a personal computer. Criterion: 75% of IST students in ITEC 1100 will successfully complete the</p>	<p>Reporting Period: 2019 - 2020 EoY Result Type: Criterion Met 35/44 (79.5%) of students scored a 70 or better on the disassembly and reassembly project. (05/18/2020) Analysis: The criterion was met.</p>	<p>Action Taken (Use of Results): Continued emphasis will be placed on the labs in the course that prepare students for this project. (05/18/2020)</p>

Program Learning Outcomes	Assessment Methods	Assessment Results	Action Taken (Use of Results)
<p>2019, 2019 - 2020 Start Date: 07/01/2017</p>	<p>Disassembly and Reassembly Project with a score of 70 or better based on a standardized TestOut PC Pro assessment.</p> <p>Demonstration - Students will successfully terminate computer cables.</p> <p>Criterion: 75% of students in ITEC 1100 will score a 70 or better when terminating a t568a and t568b cable.</p>	<p>Reporting Period: 2019 - 2020 EoY Result Type: Criterion Met 36/44 (82%) of the students successfully scored a 70 or better when terminating cables. (05/18/2020) Analysis: The criterion was met.</p>	<p>Action Taken (Use of Results): Emphasis will continued to be placed on cable termination in the labs. (05/18/2020)</p>
<p>PLO #1a - Upon completing this program, students will be able to demonstrate logical steps to solve a problem. Outcome Status: Active/Ongoing Assessment Year: 2018 - 2019, 2019 - 2020 Start Date: 07/01/2018</p>	<p>Final Exam Grade - Students in ITEC 1016 will successfully complete the Final Exam. Criterion: 70% of the students in ITEC 1016 Problem Solving and Decision Making will score a 70 or better on the Final Exam.</p>	<p>Reporting Period: 2019 - 2020 EoY Result Type: Criterion Met 29/38 (76%) of the students in ITEC 1016 scored a 70 or better on the final exam. (05/12/2020) Analysis: The criterion was met, but it fell off slightly from the previous year.</p>	<p>Action Taken (Use of Results): While the criterion was met, more group work will be added to the curriculum with a specific focus on logic puzzles. (05/12/2020)</p>
	<p>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.</p>	<p>Reporting Period: 2019 - 2020 EoY Result Type: Criterion Not Met 33/53 (62%) of the students in ITEC 1210 scored a 70 or better on the pseudo-code assignment. (05/29/2020) Analysis: The criterion was not met, but COVID had something to do with it. In the fall semester the success rate was 70%, but it dropped to 50% in the Spring when COVID moved classes online.</p>	<p>Action Taken (Use of Results): The students clearly did better in the fall semester when the course was completely on-ground. It is highly possible that student engagement in the classroom had something to do with the higher success rate. Next year more engaging activities will be incorporated into the class to hopefully increase student success. (05/29/2020)</p>