Assessment: Program Four Column

2022-23 Information Systems Technology

Acad Program - Information Systems Technology (AAS)

Unit Assessment Coordinator: Margaret Coleman, Ph.D.

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.

Program Learning Outcomes	*Assessment Methods*	*Assessment Results*	*Action Taken (Use of Results)*
PLO #1 - 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, 2020 - 2021, 2021 - 2022, 2022 - 2023 **Start Date:** 07/01/2018	**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.	**Reporting Period:** 2022 - 2023 EoY **Result Type:** Criterion Met % of the students in ITEC 1016 completed the final exam with a 70 or better. Fall 2022 15/19 = 79% Spring 2023 = 14/17 = 82% Total = 81% (06/15/2023) **Additional Notes:** Skinner **Analysis:** The criterion was exceeded.	**Action Taken (Use of Results):** The criterion was exceeded. (06/15/2023)
	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:** 2022 - 2023 EoY **Result Type:** Criterion Met Fall 2022 - 29/33 met the criterion Spring 2023 - 25/30 met the criterion 54 students out of 63 (86%) students met the criterion of a 70 or better on a pseudo-code assignment. (06/15/2023) **Additional Notes:** B. Kelley, S. Kelley **Analysis:** The criterion was exceeded.	**Action Taken (Use of Results):** No changes should be made. The criterion was exceeded. (06/15/2023)
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, 2020 - 2021, 2021 - 2022, 2022 - 2023	**Standardized Test -** Students in ITEC 1200, ITEC 1820, or ITEC 2010 will pass the certification exam for the operating system. **Criterion:** 75% of the students in ITEC 1200, ITEC 1820, or ITEC 2010 will pass the certification exam.	**Reporting Period:** 2022 - 2023 EoY **Result Type:** Criterion Not Met Fall 2022 - 6/19 students met the criterion. Spring 2023 - 12/19 students met the criterion. Only 18/38 (47%) students earned their certification exam in one of these courses. (06/15/2023) **Additional Notes:** Skinner, B. Kelley, Baus, Young	**Action Taken (Use of Results):** More instruction should be provided for passing the certification exam. (06/15/2023)

Program Learning Outcomes	*Assessment Methods*	*Assessment Results*	*Action Taken (Use of Results)*
Start Date: 07/01/2017		**Analysis:** Multiple instructors teach these courses. The pass rate is too low.	
	Standardized Test - Information Systems technology students in ITEC 2110 will take the Cisco Certified Network Associate certification exam. **Criterion:** 70% of the students in ITEC 2110 will successfully pass the Cisco Netacad certification exam.	**Reporting Period:** 2022 - 2023 EoY **Result Type:** Criterion Met Fall 2022 - 7/7 students met the criterion Spring 2023 - N/A (06/15/2023) **Additional Notes:** Hite **Analysis:** 100% of the students passed the exam.	**Action Taken (Use of Results):** Students exceeded the criterion with 100%. Great news! (06/15/2023)
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 - 2019, 2019 - 2020, 2020 - 2021, 2021 - 2022, 2022 - 2023 **Start Date:** 07/01/2017	**Demonstration -** Students in ITEC 1100 IT Essentials will assemble a PC, install a Windows operating system and peripherals, and manage a Windows operating system in a network setting. **Criterion:** 75% of IST students in ITEC 1100 will assemble a PC, install peripherals, perform Windows administrative tasks, and configure network settings with a minimum score of 70 based on a standardized TestOut PC Pro assessment.	**Reporting Period:** 2022 - 2023 EoY **Result Type:** Criterion Met Fall 2022 - 17/19 students met the criterion Spring 2023 - 18/26 students met the criterion 35 students out of 45 students (78%) met the criterion (06/15/2023) **Additional Notes:** B. Kelley, Baus **Analysis:** The criterion was met.	**Action Taken (Use of Results):** The criterion was met. A new instructor taught this course who increased the rigor. (06/15/2023)
	Demonstration - Students will successfully terminate networking cables (Cat 5) and set up a LAN. **Criterion:** 75% of students in ITEC 1100 will score a 70 or better when terminating a t568b networking cable and setting up a LAN.	**Reporting Period:** 2022 - 2023 EoY **Result Type:** Criterion Met Fall 2022 - 17/19 students met the criterion Spring 2023 - 18/23 students met the criterion 35/42 (83%) students terminated a t568b network cable and set up a LAN with a score of 70 or better. (06/15/2023) **Additional Notes:** B. Kelley **Analysis:** The criterion was exceeded.	**Action Taken (Use of Results):** No changes should be made since the criterion was exceeded. (06/15/2023)