

UNIVERSITY OF ALASKA FAIRBANKS
2013-2014 Student Learning Outcomes Assessment Plan
Information Technology Specialist, A.A.S.
College of Rural and Community Development

Expanded Statement of Institutional Purpose	Intended Outcome / Objectives	Assessment Criteria and Procedures	Implementation (Who What When)
<p>MISSION STATEMENT: Prepare individuals to implement, support, and troubleshoot computer and information technology systems and obtain employment as an IT professional.</p> <p>GOAL STATEMENT: Students earning the IT Specialist A.A.S. will develop technical and professional skills in the following areas related to computers and information technology systems:</p> <ul style="list-style-type: none"> • Computer Technology Support and Troubleshooting • Network Infrastructure Support and Troubleshooting • Systems Administration • Web Development • Independent Thinking and Research • Human Relations and Technical Support • Professional Practices • Communications, Computation and Human Relations 	<p>1 ITS A.A.S. graduates will have the technical skills required to implement, support, and troubleshoot computer and information technology systems in the following areas:</p> <ul style="list-style-type: none"> • Client and Server Operating Systems • Computer and Network Security • Network Infrastructure • Troubleshooting 	<p>Students must successfully complete the following associate-level ITS Certification Review requirements:</p> <ul style="list-style-type: none"> • Perform a hands-on scenario task to demonstrate proficiency of the technical skills required to implement, support, and troubleshoot computer and information technology systems. <p>Performance on the hands-on scenario will be evaluated using a completion check-list of configurations required within the hands-on scenario task.</p>	<p>What: Completed score sheets for portfolio tasks and hands-on scenario task completion check-lists for each student being evaluated.</p> <p>When: Every fall and spring semester.</p> <p>Who: ITS Faculty</p>
	<p>2 ITS A.A.S. graduates will have the professional skills required to implement, support, and troubleshoot computer and information technology systems in the following areas:</p> <ul style="list-style-type: none"> • Independent Thinking and Research • Human Relations and Support Skills • Professional Practices 	<p>Students must successfully complete the following associate-level ITS Certification Review requirements:</p> <ul style="list-style-type: none"> • Develop a portfolio demonstrating the professional skills required to implement, support, and troubleshoot computer and information technology systems • Present their portfolio to ITS faculty. • Create documentation templates and document work accomplished on a hands-on scenario 	<p>What: Completed score sheets for each student being evaluated.</p> <p>When: Every fall and spring semester.</p> <p>Who: ITS Faculty</p>
	<p>3. Students will have the communication, computation and human relations skills required of an IT support professional.</p>	<p>Professional skills will be evaluated using a rubric that defines four different levels of performance and a score sheet.</p> <p>Communication skills will be assessed by evaluating written communication related portfolio tasks and the student's presentation of their portfolio.</p> <p>Computation skills will be assessed by evaluating computation related portfolio tasks.</p> <p>Human relation skills will be assessed by evaluating student responses to questions asked during the student's portfolio presentation</p>	