

UNIVERSITY OF ALASKA FAIRBANKS
2013-14 Student Learning Outcomes Assessment Plan
Information Technology Specialist, Certificate
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: Teach students the essential skills required to effectively use and troubleshoot computers and computer applications.</p> <p>GOAL STATEMENT: Students earning the IT Specialist Certificate will develop foundation-level support skills that will prepare them for entry-level IT positions and to continue their education in the IT Specialist A.A.S. degree program.</p>	<p>1. ITS Certificate graduates will have foundation-level technical skills to provide entry-level support and troubleshooting in the following areas:</p> <ul style="list-style-type: none"> • Operating Systems • Hardware • Networking • Troubleshooting 	<p>Students must successfully complete the following certificate-level ITS Certification Review requirements:</p> <ul style="list-style-type: none"> • Perform a hands-on scenario task to demonstrate proficiency of the foundation-level technical skills required to effectively support and troubleshoot computers and information technology systems. 	<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 spring semester.</p> <p>Who: ITS Faculty</p>
	<p>2. Students will have the communication, computation and human relations skills required of an entry-level IT support professional.</p>	<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>Communication skills will be assessed by evaluating documentation developed during completion of the student's hands-on scenario.</p> <p>Computation skills will be assessed by evaluating computation related tasks required for the hands-on scenario.</p> <p>Human relation skills will be assessed by evaluating student responses to questions asked during the student's completion of the hands-on scenario.</p>	