

UNIVERSITY OF ALASKA FAIRBANKS
Outcomes Assessment Implementation Summary
Information Technology Specialist, Certificate
College of Rural and Community Development

IT Specialist, Certificate Outcomes Assessment Implementation Summary				
	Academic Year			
	2009-10	2010-11	2011-12	2012-13
Assessment information collected	1) No certificate student graduates.	1) No certificate student graduates.	1) Evaluation forms from student presentation of ITS Certification Review portfolio to program faculty. 2) Evaluation Check List from student performance of ITS Certification Review Hands-on Scenario.	1) Evaluation forms from student presentation of ITS Certification Review portfolio to program faculty. 2) Evaluation Check List from student performance of ITS Certification Review Hands-on Scenario.
Conclusions drawn from the information collected above.	1) No certificate student graduates.	1) No certificate student graduates.	1) 100% of students demonstrated proficiency. 2) Areas to strengthen include: using best practices to secure shared resources.	1) 100% of students demonstrated proficiency. 2) Need to increase level of required tasks on hands-on scenario.
Curricular changes resulting from conclusions drawn above.	1) Submit Format 5 proposal to revise certificate program to better align with associate degree program.	1) No certificate student graduates.	1) Develop a "Best Practices" guide from all areas of our curriculum.	1) Implement changes to the Certificate hands-on scenario to require demonstration of higher-level Active Directory related tasks.

2012-2013

IT Specialist Annual Outcomes Assessment Summary

The purpose of this document is to:

- Summarize the assessment information collected within the ITS program during the 2012-2013 academic year.
- Present conclusions that have been drawn from this information, and
- Indicate changes resulting from conclusions.

Summary of assessment information collected

The outcomes assessment information we collected and analyzed this year for our assessment processes was obtained by evaluating student performance on the ITS Certification Review. All students completing the ITS Certificate and A.A.S. degree are required to complete the review.

ITS Certification Review Summary

Seven students completed this year's associate-level ITS Certification review. Two students completed the certificate-level review.

Associate-level students completed the hands-on scenario March 30th. All associate degree-seeking students were able to demonstrated proficiency at the A.A.S. level in operating systems, hardware, networking, and troubleshooting. Certificate students also completed the hands-on scenario on March 30th. Both certificate-seeking students demonstrated proficiency at the Certificate level in operating systems, hardware, networking and troubleshooting.

Associate-seeking students presented their portfolio of tasks to the review committee between the dates of April 9th through April 19th. Six of the seven students demonstrated proficiency at the A.A.S. level in every portfolio presentation task and earned an evaluation rating of good or better. One of the six students did not present any work for task 3 and was required to complete and submit their work for this task before being marked as proficient in all tasks. (Ratings of Outstanding, Good, Marginal and Poor are defined in the *Rubric for Evaluation of ITS Certification Review Tasks*).

Summary Tables

The following table provides a historical information summary related to the number of students completing the ITS Certification Review over the past five years.

Academic Year	Number of Candidates	Number Demonstrating Proficiency in all areas	Number of students required to re-do tasks
12-13	9	8	1
11-12	9	9	0
10-11	11	10	1
09-10	10	10	0

Certification Review Tasks

The following list provides a brief description of each portfolio task completed by ITS Certification Review candidates. The list is divided into defined program competency areas and is provided here to help with the interpretation of the tables that follow.

Associate-level Tasks

Application Skills (embedded)

- **Task 2:** Technical Support Resources Webpage.
- **Task 3:** End-User Support Documentation.

IT Professional Skills

- **Task 4:** System Recommendations and Support Plans
- **Task 5:** Current Information Technology trends

Human Relations & Support Skills

- **Task 8:** Presentation of portfolio project

Professional Practices

- **Task 1:** Cover Letter and Resume
- **Task 6:** Quality Control Check List
- **Task 7:** Troubleshooting and Maintenance Report

Project Management

- There is no specific task assigned to this competency area. Successful completion of the ITS Certification Review portfolio demonstrates competency in this area.

Explanation of Ratings

Student performance on these tasks is evaluated through the use of a rubric and score sheet.

A brief definition of each of rating is provided below.

- 4 – Exceeds expectations of review committee
- 3 – Meets expectations of review committee
- 2 – Technically correct and fulfills task requirement; however lower than expectations of review committee
- 1 – Does not meet expectations of review committee. Any areas receiving a rating of Poor will require the task to be redone by the student until it meets minimum expectations.

Percentage of Scores on each Task from 2013 Portfolio Presentation Evaluation Sheets

	Application Skills (embedded)		IT Professional Skills		Human Relations & Support Skills	Professional Practices			Project Management
	Task 2	Task 3	Task 4	Task 5	Task 8	Task 1	Task 6	Task 7	Task 9
% Outstanding	71.4	76.2	71.4	66.7	76.2	57.1	76.2	85.7	71.4
% Good	28.6	0.0	9.5	23.8	14.3	14.3	23.8	9.5	14.3
% Marginal	0.0	0.0	19.0	9.5	9.5	28.6	0.0	4.8	14.3
% Poor	0.0	14.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total Evaluations	100	100	100	100	100	100	100	100	100

Historical Average Scores from Portfolio Presentation Evaluation Sheets

	Application Skills (embedded)		IT Professional Skills		Human Relations & Support Skills	Professional Practices			Project Management
	Task 2	Task 3	Task 4	Task 5	Task 8	Task 1	Task 6	Task 7	Task 9
12-13 Average	3.69	3.40	3.52	3.60	3.67	3.36	3.71	3.69	3.52
11-12 Average	3.50	3.50	3.64	3.72	3.69	3.72	3.64	3.58	3.69
10-11 Average	3.52	3.59	3.68	3.48	3.66	3.48	3.50	3.68	3.66
09-10 Average	3.55	3.63	3.55	3.28	3.73	3.55	3.33	3.50	3.53

Conclusions drawn from this information and our Certification Review process

Student performance evaluated in this year's review was at a level similar to student performance last year. We have four consecutive years of strong performance on all certification review tasks.

We did observe through our review process, areas in which we would like to see increased student skill and performance. These areas include: understanding user profiles and how to manage user profiles in a windows environment, and implementation of A-G-DL-P strategy to manage user accounts and control access to resources.

Changes resulting from conclusions

Curriculum

Add lecture content related to understanding user profiles to CITS F204 and CITS F212. Add an additional assignment related to managing user profiles to CITS F240. Use of A-G-DL-P is introduced in CITS F212. Additional assignments related to A-G-DL-P will be added to CITS F240 and CITS F265 to require students to apply this strategy multiple times throughout the completion of their program.

Ideas for next year's Certification Review

Replace Quality Control Checklist task with a task requiring students to describe and apply their Troubleshooting methodology. Use Virtual Machine technology to create mini-hands-on-scenarios that target specific program learning objectives. Implement changes to Certificate hands-on scenario to require certificate students to perform certificate-level Active Directory related tasks/

Information to Report Back to Faculty

Discuss and brainstorm with CITS F204, CITS F212, CITS F240 and CITS F265 faculty about how to develop and implement assignments to strengthen student understanding of user profiles and use of A-G-DL-P to manage user accounts and control access to resources.

IT Specialist Program
Schedule for Student Learning Outcomes Assessment
Data Gathering and Review for AY 13-14

Data gathering will occur during the weeks students perform the hands-on scenario task and present their portfolios.

AY 13-14

ITS Certification Review Schedule for 2013-14

Fall 2013

Opening Date to apply for the Virtual Imagination job
(apply for ITS Certification Review) Sept. 5

Closing date for job application—
Last day to submit letter of application & resume for the
Virtual Imagination job (apply for ITS Certification Review)Oct. 3

Scenario for Hands-on task availableNov. 11

Hands-on task performed Nov. 16

Last day to submit portfolio Dec. 2

Portfolio presented to review committeeDec. 3 – 6

Spring 2014

Opening Date to apply for the Virtual Imagination job
(apply for ITS Certification Review) Jan. 16

Closing date for job application—
Last day to submit letter of application & resume for the
Virtual Imagination job (apply for ITS Certification Review) Feb. 6

Scenario for Hands-on task availableMar. 24

Hands-on task performed Mar. 29

Last day to submit portfolio Apr. 10

Portfolio presented to review committee Apr. 14 – 25

ITS Annual Program Review and Evaluation

Faculty Review and Analysis of ITS Certification Review Data May 3

Submit Outcomes Assessment Summary ReportMay 16