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2013-2014
IT Specialist Annual Outcomes Assessment Summary, A.A.S.

The purpose of this document is to:

- Summarize the assessment information collected within the ITS program during the 2013-2014 academic year.

- Present conclusions that have been drawn from this information, and

- Indicate changes resulting from conclusions.

1. 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

Ten students completed this year's associate-level ITS Certification review. One student completed the certificate-level review.

Associate-level students completed the hands-on scenario March 29th. 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 29th. The certificate-seeking student demonstrated adequate 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. All 10 students demonstrated proficiency at the A.A.S. level in every portfolio presentation task and earned an evaluation rating of good or better. (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
13-14	**10**	**10**	**0**
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	60.0	84.0	72.0	64.0	80.0	56.0	80.0	76.0	80.0
% Good	32.0	16.0	28.0	36.0	20.0	44.0	20.0	24.0	20.0
% Marginal	8.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
% Poor	0.0	0.0	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
13-14 Average	3.42	3.68	3.62	3.44	3.74	3.26	3.66	3.64	3.74
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

2. 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 five consecutive years of strong performance on all certification review tasks.

We did observe through our review process, areas that improved over last year, however, in which we would like to see even more 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.

3. 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

This year we planned to implement the following, however, it fell through the cracks. 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.

4. Identify the faculty members involved in reaching the conclusions drawn above and agreeing on the curricular changes resulting.

Bill Barnes

Josh Peter

Rick McDonald

Keith Swarner

Ken Moneymaker