

2013-2014

IT Specialist Annual Outcomes Assessment Summary, Certificate

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 are required to complete the review.

ITS Certification Review Summary

One student completed the certificate-level review.

Certificate students 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.

Certification Review Tasks

The following areas include tasks completed by ITS Certification Review candidates:

Technical Skills (Configuration of operating systems, hardware, applications, networks, and then troubleshooting)

Professional Skills (Use of forms and checklists and use of appropriate tools)

Time Management Skills (Completing tasks in the appropriate order and in a reasonable time)

Documentation Skills

2. Conclusions drawn from our Certification Review process

Student performance evaluated in this year's review was at a level similar to student performance last year.

3. Changes resulting from conclusions

Curriculum

Add lecture content related to understanding user profiles to CITS F204 and CITS F212.

Ideas for next year's Certification Review

Change to using Windows 7 for the workstation. Add some tasks related to CITS F261.

Information to Report Back to Faculty

Discuss and brainstorm with CITS F203, CITS F204, CITS F212, CITS F261 faculty about what tasks might be also evaluated.

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