

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			
	2010 & 11	2011 & 12	2012 & 13	2015 & 16
Assessment information collected	1) No certificate student graduates.	1) Evaluation Check List from student performance of ITS Certification Review Hands-on Scenario.	1) Evaluation Check List from student performance of ITS Certification Review Hands-on Scenario.	1) 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) 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.	1) 100% of students demonstrated proficiency. 2) Implement changes to the Certificate hands-on scenario to require a cyber-security task.
Curricular changes resulting from conclusions drawn above.	1) No certificate student graduates.	1) Develop a "Best Practices" guide from all areas of our curriculum.	1) Implement changes to require higher-level Active Directory related tasks in CITS F212.	1) Examine CITS F261 curriculum to see what can be tested in the review process.

2015 & 2016 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 2015 & 2016 academic years.
- Present conclusions that have been drawn from this information, and
- Indicate changes resulting from conclusions.

1. Assessment information collected:

The outcomes assessment information we collected and analyzed 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

Six students completed the certificate-level review during 201403-201601.

Certificate students completed the hands-on scenario in the 11th week of the semester. The certificate-seeking student must demonstrate 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 this information summarized above:

Student performance evaluated in this year's review was at a level similar to student performance in the previous review which was good and outstanding.

3. Curricular changes resulting from conclusions drawn above:

Curriculum

No changes indicated.

Ideas for next year's Certification Review

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

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

Rick McDonald

Mel Denning

Ken Moneymaker