

2018-2019 Assessment Cycle

## Assessment Plan

### Mission Statement

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The primary mission of the **National Technical Institute for the Deaf** is to provide deaf and hard-of-hearing students with outstanding state-of-the-art technical and professional education programs, complemented by a strong arts and sciences curriculum, that prepare them to live and work in the mainstream of a rapidly changing global community and enhance their lifelong learning.

Secondarily, NTID prepares professionals to work in fields related to deafness; undertakes a program of applied research designed to enhance the social, economic and educational accommodation of deaf people; and shares its knowledge and expertise through outreach and other information dissemination programs.

### Measures

#### Applied Computer Technology AAS/AOS Program Outcome Set

Develop the basic skills to support Windows-platform computers within an organization

#### Outcome: 1. Troubleshoot hardware problems, remove faulty components, install new components, and restore a PC to working condition

▼ **Measure:** Intro to PC Hardware [NACT-150] - Exam  
*Course level Direct - Exam*

Details/Description: A hands-on exam at the end of NACT-150 Intro to PC Hardware course

Acceptable Benchmark: Given a PC with at least 3 random faults, 80% of all

Implementation Plan  
(timeline):

students will be able to restore the PC to working condition with a score of 2 or higher on the rubric scale 0-3.

Key/Responsible  
Personnel:

Each semester NACT-150 is offered starting Fall semester 2013/14

Collected by ICS Dept. Assessment Coordinator

## Outcome: 2. Install, configure, troubleshoot, and maintain Windows operating systems, drivers, and application software

### ▼ **Measure:** Help Desk Support [NACT-200] *Course level Direct - Student Artifact*

Details/Description:

A hands-on project at the end of NACT-200 Help Desk Support.

Acceptable Benchmark:

Given the written description of the required configuration of an operating system, 80% of all students will be able to correctly install and configure the operating system, drivers, and application programs with a score of 2 or higher on the rubric scale 0-3.

Implementation Plan  
(timeline):

Each semester NACT-200 is offered starting Spring semester 2013/14.

Key/Responsible  
Personnel:

Collected by ICS Dept. Assessment Coordinator.

Develop the basic skills to support LANs within an organization

## Outcome: 3. Connect, configure, maintain, administer, secure & troubleshoot a multi-platform peer-to-peer or client/server network ...

.. that supports file and print sharing.

▼ **Measure:** Client-Server Networks [NACT-161] - Exam  
*Course level Direct - Exam*

Details/Description:	A hands-on exam at the end of NACT-161 Client-Server Networks
Acceptable Benchmark:	Given the resources and functional/ performance specifications, 80% of all students will be able to connect, configure, manage, secure and troubleshoot a small intranet peer to peer or client/server network with an average score of 2 or higher on the rubric scale 0-3 for all tasks.
Implementation Plan (timeline):	Each semester NACT-161 is offered starting Spring semester 2013/14.
Key/Responsible Personnel:	Collected by ICS Dept. Assessment Coordinator.

Understand the role of an IT support technician in an organization

**Outcome: 4. Demonstrate an understanding of the day to day job responsibilities and roles of an IT Support Technician within an organization**

▼ **Measure:** ACT Technical Capstone [NACT-295] - Project  
*Course level Direct - Student Artifact*

Details/Description:	A comprehensive project during NACT-295 ACT Technical Capstone.
Acceptable Benchmark:	80% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to troubleshooting and customer support.
Implementation Plan	Each semester NACT-295 is offered starting Fall

(timeline): semester 2015/16.  
Key/Responsible Personnel: Collected by ICS Dept. Assessment Coordinator.

▼ **Measure:** Help Desk Support [NACT-200] - Exam  
*Course level Direct - Other*

Details/Description: Hands-on projects and hands-on tasks during the NACT-200 Help Desk Support.

Acceptable Benchmark: Given a typical help desk problem 80% of students will be able to provide solutions to the problem using appropriate customer service approaches by receiving an average rating of 2 or higher on a rubric scale of 0-3 for all tasks.

Implementation Plan (timeline): Each semester NACT-200 is offered starting Fall semester 2014/15.

Key/Responsible Personnel: Collected by ICS Dept. Assessment Coordinator.

Develop skills in common applications that are used by IT support specialists in an organization

**Outcome: 5. Select and use the appropriate application to address client needs and or solve problems faced by IT support specialists**

▼ **Measure:** ACT Technical Capstone [NACT-295] - Project  
*Course level Direct - Student Artifact*

Details/Description: A comprehensive project during [NACT-295] ACT Technical Capstone.

Acceptable Benchmark: 80% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to applications.

Implementation Plan (timeline):

Each semester NACT-295 is offered starting Fall semester 2015/16

Key/Responsible Personnel:

Collected by ICS Dept. Assessment Coordinator

Develop the skills to support multi-platform computers and peripherals within an organization

### **Outcome: 6. Troubleshoot, repair and maintain multiplatform computers and related peripherals**

▼ **Measure:** Help Desk Support [NACT-200]  
*Program level Direct - Student Artifact*

Details/Description:

A hands-on project at the end of [NACT-200] Help Desk Support.

Acceptable Benchmark:

Given a simulated multiplatform environment, 80% of the students will be able to demonstrate that they can repair and maintain all computers and peripherals by receiving an average rating of 2 or higher on a rubric scale of 0-3 for all tasks.

Implementation Plan (timeline):

Each semester NACT-200 is offered starting Spring semester 2014/15

Key/Responsible Personnel:

Collected by ICS Dept. Assessment Coordinator

Develop the skills to support and secure LAN/WAN environments within an organization

### **Outcome: 7. Install, configure, administer and troubleshoot a small LAN/WAN environment including servers**

▼ **Measure:** LAN WAN Design [NACT-260]

*Course level Direct - Exam*

Details/Description:	A hands-on exam at the end of the [NACT-260] LAN WAN Design
Acceptable Benchmark:	Given a LAN/WAN environment, 80% of the students will be able to install, configure, administer, and troubleshoot the network by receiving an average rating of 2 or higher on a rubric scale of 0-3 for all tasks.
Implementation Plan (timeline):	Each semester NACT-260 is offered starting Spring semester 2014/15
Key/Responsible Personnel:	Collected by ICS Dept. Assessment Coordinator

**Outcome: 8. Secure a LAN/WAN environment**

▼ **Measure:** Network Security [NACT-261] - Exam

*Course level Direct - Exam*

Details/Description:	A hands-on exam at the end of the [NACT-261] Network Security.
Acceptable Benchmark:	Given a LAN/WAN environment, 80% of the students will be able to demonstrate they can troubleshoot and secure the network by receiving an average rating of 2 or higher on a rubric scale of 0-3 for all tasks.
Implementation Plan (timeline):	Each semester NACT-261 is offered starting Spring semester 2014/15
Key/Responsible Personnel:	Collected by ICS Dept. Assessment Coordinator

▼ **Measure:** Server Management and Security [NACT-252]

*Course level Direct - Exam*

Details/Description:	A hands-on exam at the end of NACT-252 Server Management and Security
Acceptable Benchmark:	Given a LAN WAN environment, 80% of the students will be able to demonstrate they can troubleshoot and secure a network by receiving an average rating of 2 or higher on a rubric scale of 0-3 for all tasks.
Implementation Plan (timeline):	Each semester NACT-252 is offered starting in Spring 2015-16
Key/Responsible Personnel:	Collected by ICS Dept. Assessment Coordinator

Develop interpersonal and communication skills required to be effective on the job

**Outcome: 9. Engage as an effective and productive member on a collaborative team project**

▼ **Measure:** ACT Technical Capstone [NACT-295] - Project

*Course level Direct - Student Artifact*

Details/Description:	A comprehensive project during NACT-295 ACT Technical Capstone.
Acceptable Benchmark:	85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to being an effective team member.
Implementation Plan (timeline):	Each semester NACT-295 is offered starting Fall semester 2015/16
Key/Responsible Personnel:	Collected by ICS Dept. Assessment Coordinator

**Outcome: 10. Accurately and clearly present technical information to an audience of peers**

▼ **Measure:** ACT Technical Capstone [NACT-295]  
*Course level Direct - Student Artifact*

Details/Description:	A comprehensive project during NACT-295 ACT Technical Capstone.
Acceptable Benchmark:	85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to presentation skills.
Implementation Plan (timeline):	Each semester NACT-295 is offered starting Fall semester 2015/16.
Key/Responsible Personnel:	Collected by ICS Dept. Assessment Coordinator.

Acquire entry into the workforce

**Outcome: 11. Apply technical knowledge and skills during a co-op work experience**

▼ **Measure:** Co-op: Applied Computer Tech [NACT-299] - RIT Supervisor Online  
*Course level Direct - Other*

Details/Description:	Co-op Evaluation System
Acceptable Benchmark:	80% of students will meet or exceed overall satisfactory score on evaluation
Implementation Plan (timeline):	Annually at end of Summer semester starting 2014/15
Key/Responsible	Collected by NTID Center on Employment and ICS



Personnel:

Dept. Co-op Coordinator

## Outcome: 12. Gain entry level employment in computer support

- ▼ **Measure:** Alumni Job placement Survey  
*Program level Indirect - Survey*

Details/Description:	NCE
Acceptable Benchmark:	90% of graduates who are seeking employment in computer support will be employed
Implementation Plan (timeline):	Annually during Spring semester starting 2016/2017
Key/Responsible Personnel:	Collected by NTID Center on Employment

Satisfaction with the ACT program

## Outcome: 13. Graduating students will indicate overall satisfaction with program and courses

- ▼ **Measure:** Student Satisfaction Survey  
*Program level Indirect - Survey*

Details/Description:	
Acceptable Benchmark:	80% of students will rate all aspects of the program and courses as satisfactory or above
Implementation Plan (timeline):	Annually during Fall semester starting 2016/2017

Key/Responsible  
Personnel:

Data collected by Assessment Coordinator

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