



2014-2015 Assessment Cycle

Key Findings

Finding per Measure

Applied Computer Technology AAS/AOS Program Outcome Set

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

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

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

Details/Description:

Acceptable Benchmark: A comprehensive project during NACT-295 ACT Technical Capstone. 85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to troubleshooting and supporting PCs.

Implementation Plan (timeline): Each semester NACT-295 is offered starting Fall semester 2015/16.

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

Findings for ACT Technical Capstone [NACT-295] - Project

Summary of Findings: Not applicable, assessment plan was changed.

Recommendations : Remove this for next year's assessment.

Reflections/Notes :

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

Implementation Plan (timeline): Each semester NACT-150 is offered starting Fall semester 2013/14

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

Findings for Intro to PC Hardware [NACT-150] - Exam

Summary of Findings: Data was not reliable due to professors using different standards of measurements.

Recommendations : PC group will work on standardizing their assessments measures.

Reflections/Notes :

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

▼ **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 troubleshooting and supporting Windows OS.

Implementation Plan (timeline): Each semester NACT-295 is offered starting Fall semester 2015/16.

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

Findings for ACT Technical Capstone [NACT-295]

Summary of Findings: Not applicable, assessment plan was changed.

Recommendations : Remove this for next year's assessment.

Reflections/Notes :

▼ **Measure:** Windows Operating Systems [NACT-151] - Exam

Course level; Direct - Exam

Details/Description: A hands-on exam at the end of NACT-151 Windows Operating Systems.

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-151 is offered starting Spring semester 2013/14.

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

Findings for Windows Operating Systems [NACT-151] - Exam

Summary of Findings: Data was collected in the NACT 200 Help Desk course. Goal was exceeded with 100% results received.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Change the course from NACT-151 WOS to NACT-200 Help Desk for next year's assessment plan

Reflections/Notes :

Develop the basic skills to support LANs within an organization

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

.. that supports file and print sharing.

▼ **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 troubleshooting and supporting LANs.

Implementation Plan (timeline): Each semester NACT-295 is offered starting Fall semester 2015/16.

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

Findings for ACT Technical Capstone [NACT-295] - Project

Summary of Findings: Not applicable, assessment plan was changed.

Recommendations : Remove this from next year's assessment plan.

Reflections/Notes :

▼ **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 a score of 2 or higher on the rubric scale 0-3 or a C or better on an exam.

Implementation Plan (timeline): Each semester NACT-161 is offered starting Spring semester 2013/14.

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

Findings for Client-Server Networks [NACT-161] - Exam

Summary of Findings: Benchmark was changed. It should be stated as follows:
Given the resources and functional/performance specifications, 85% of all students will achieve an average score of 2 or higher on the rubric scale 0-3 on all tasks with no zero scores on any single task.

Benchmark was not met. Average was 73.68%

Results: Acceptable Benchmark Achievement: Not Met

Recommendations : Change the benchmark sentence for next year's assessment plan.

Also recommend the NW faculty review their students' weak areas and strengthen those areas.

Reflections/Notes :

Understand the role of an IT support technician in an organization

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: 85% 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 (timeline): Each semester NACT-295 is offered starting Fall semester 2015/16.

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

Findings for ACT Technical Capstone [NACT-295] - Project

Summary of Findings: Benchmark exceeded with 92% results

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Faculty will continue to monitor this benchmark.

Reflections/Notes :

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

Details/Description: A hands-on exam at the end of NACT-200 Help Desk Support.

Acceptable Benchmark: Given a help desk case study 80% of students will be able to provide solutions to the problem using appropriate customer service approaches.

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

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

Findings for Help Desk Support [NACT-200] - Exam

Summary of Findings: Benchmark was exceeded with 85% average.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Faculty will continue to monitor this benchmark.

Reflections/Notes :

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

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: 85% 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

Findings for ACT Technical Capstone [NACT-295] - Project

Summary of Findings: Benchmark was exceeded with 96% average.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Faculty will continue to monitor this benchmark.

Reflections/Notes :

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

6. Troubleshoot, repair and maintain multiplatform computers and related peripherals

▼ **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 supporting a multiplatform computer environment.

Implementation Plan (timeline): Each semester NACT-295 is offered starting Fall semester 2015/16

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

Findings for ACT Technical Capstone [NACT-295] - Project

Summary of Findings: Not applicable, assessment plan was changed.

Recommendations : Remove this benchmark for next year's assessment plan.

Reflections/Notes :

▼ **Measure:** Digital Systems Integration [NACT-251] - Exam
Course level; Direct - Exam

Details/Description: A hands-on exam at the end of [NACT-251] Digital Systems Integration.

Acceptable Benchmark: Given a simulated multiplatform environment, 85% of the students will be able to demonstrate that they can repair and maintain all computers and peripherals.

Implementation Plan (timeline): Each semester NACT-251 is offered starting Spring semester 2014/15
Key/Responsible Personnel: Collected by ICS Dept. Assessment Coordinator

Findings for Digital Systems Integration [NACT-251] - Exam

Summary of Findings: Assessment plan was changed. Data was collected from NACT-200 Help Desk course instead.

Benchmark was exceeded with 92% average.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Change next year's assessment plan to use the NACT-200 Help Desk course instead.

Reflections/Notes :

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

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

▼ **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 supporting LAN/WAN environments.

Implementation Plan (timeline): Each semester NACT-295 is offered starting Fall semester 2015/16

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

Findings for ACT Technical Capstone [NACT-295] - Project

Summary of Findings: Not applicable, assessment plan was changed.

Recommendations : Remove this benchmark from next year's assessment plan.

Reflections/Notes :

▼ **Measure:** Fund of Systems Administration [NACT-262] - Exam
Course level; Direct - Exam

Details/Description: A hands-on exam at the end of the [NACT-262] Fund of Systems Administration.

Acceptable Benchmark: Given a LAN/WAN environment, 85% of the students will be able to install, configure, administer, and troubleshoot the network.

Implementation Plan (timeline): Each semester NACT-262 is offered starting Spring semester 2014/15

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

Findings for Fund of Systems Administration [NACT-262] - Exam

Summary of Findings: Assessment plan was changed. Data was collected from NACT-260 LAN-WAN.

Benchmark was met/exceeded with the average of 87.96%.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Change the benchmark to use the NACT-260 LAN-WAN course.

Faculty will continue to monitor this benchmark.

Reflections/Notes :

8. Secure a LAN/WAN environment

▼ **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 securing LAN/WAN environments.

Implementation Plan (timeline): Each semester NACT-295 is offered starting Fall semester 2015/16

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

Findings for ACT Technical Capstone [NACT-295] - Project

Summary of Findings: Not applicable, assessment plan was changed.

Recommendations : Remove this benchmark from next year's assessment plan.

Reflections/Notes :

▼ **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, 85% of the students will be able to demonstrate they can troubleshoot and secure the network.

Implementation Plan (timeline): Each semester NACT-261 is offered starting Spring semester 2014/15

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

Findings for Network Security [NACT-261] - Exam

Summary of Findings: Data was collected from NACT-261 and benchmark was exceeded with 100%.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Faculty will continue to monitor this benchmark.

Faculty will discuss whether data from NACT-252 SMS should also be included for this benchmark.

Reflections/Notes :

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

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

Findings for ACT Technical Capstone [NACT-295] - Project

Summary of Findings: Benchmark was met with 85% average.

Results: Acceptable Benchmark Achievement: Met

Recommendations : Faculty will continue to monitor this benchmark.

Reflections/Notes :

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.

Findings for ACT Technical Capstone [NACT-295]

Summary of Findings: Benchmark was exceeded with 100%.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Faculty will continue to monitor this benchmark.

Reflections/Notes :

Acquire entry into the workforce

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 Personnel: Collected by NTID Center on Employment and ICS Dept. Co-op Coordinator

Findings for Co-op: Applied Computer Tech [NACT-299] - RIT Supervisor Online

Summary of Findings: Benchmark was exceeded with 100%.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : ICS Coop Coordinator will continue to monitor this benchmark.

Reflections/Notes :

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

Findings for Alumni Job placement Survey

Summary of Findings: Benchmark was not met with 80% of our alumni finding entry-level employment. The 'n' is quite small so meeting this benchmark consistently will vary significantly year to year.

Results: Acceptable Benchmark Achievement: Not Met

Recommendations : ICS Faculty and NCE staff will continue to work with our students to improve this benchmark.

Reflections/Notes :

Satisfaction with the ACT program

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

Findings for Student Satisfaction Survey

Summary of Findings: Benchmark was exceeded with 92.14%.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Faculty will continue to monitor this benchmark.

Reflections/Notes :

Overall Recommendations

No text specified

Overall Reflection

No text specified

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