2016-2017 Assessment Cycle
Assessment Plan

Mission Statement

Mission Statement

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.

Outcomes and Measures

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:** 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

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

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 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.

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.

▼ **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 by receiving an average rating of 2 on a rubric scale of 0-3 (with no zero scores) 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

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

---

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

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, 85% 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 on a rubric scale of 0-3 (with no zero scores) 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

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, 85% of the students will be able to install, configure, administer, and troubleshoot the network by receiving an average rating of 2 on a rubric scale of 0-3 (with no zero scores) 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

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, 85% of the students will be able to demonstrate they can troubleshoot and secure the network by receiving an average rating of 2 on a rubric scale of 0-3 (with no zero scores) 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, 85% of the students will be able to demonstrate they can troubleshoot and secure a network by receiving an average rating of 2 on a rubric scale of 0-3 (with no zero scores) 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

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

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

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

---

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

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

---

Last Modified: 07/07/2016 03:18:10 PM EDT