

**NTID**  
**Applied Computer Technology Outcomes Assessment**  
**Plan and Report for AY 2007-2008**

*Program Goal: Provide students with job entry skills to acquire a variety of positions in the computer field as PC Support technicians, Network/Network Security technicians or Web Development technicians.*

Critical Outcomes for all Students		Assessment of Outcomes		Timeline		Results	
Domain/Task/Capability	Performance Criteria/Benchmarks	Instrument/Opportunity	Assessment of Performance	Develop	Collect	Summarization of Results	Use of Results
1. PC Tech Support (General Technical)	<p>a. <i>Building, Configuring and Maintaining a PC</i>: students will be able to correctly diagnose faults, remove faulty items, install items, and restore to working condition a personal computer.</p> <p>b. <i>Managing and Maintaining an Operating System</i>: students will be able to install, configure, diagnose and maintain operating systems, drivers and application software.</p>	<p>a. To be assessed through hands-on exam at the end of the 0805-217 PC Hardware II course.</p> <p>b. To be assessed through hands-on exam at the end of the 0805-215 PC Operating Systems course.</p>	<p>a. Given a PC with at least 3 random faults, <b>(80% of)</b> all students will be able to perform at a level of 2 or 3 in every measureable category.</p> <p>b. Given the written description of the required configuration of an operating system with its directories and file structures, <b>(80% of)</b> all students will be able to correctly perform a variety of functions including OS installation and configuration, application program installation and management, creation and management of directories and file structures, partitioning and preparation of</p>	<p>a. 20051 and 20052</p> <p>b. 20052 and 20053</p>	<p>a. At the end of each quarter the 0805-217 course is offered starting in 20052.</p> <p>b. At the end of each quarter the 0805-215 course is offered starting in 20053.</p>	<p>Overall Results for a. N = 34 27/34 (80%) performed at level 2 or 3 in every measurable task.</p> <p>Overall Results for b. N = 27 18/27 (67%) performed at level 2 or 3 in every measurable task.</p>	<p>The 80% benchmark was achieved for part a, but not achieved for part b.</p> <p>There are several adjustments being considered. We may combine parts a and b since the new A+ certification now combines skills attained in both a. and b. In addition, we may "group" tasks into categories and measure the "success" rate in that overall category rather than measure each task. It is believed that it is unreasonable for students to know how to do EVERY task, but rather should be able to attain a level 2 or 3 in each category of tasks. A working group is being established in 20081-20082 to address this. The Performance Criteria/Benchmarks, Instrument/Opportunity and Assessment Performance and the Summarization of Results in the 2008-09 reporting year will reflect the changes.</p>

			storage media.				
2. Networking (General Technical)	a. <i>Network Security, Networking Essentials and Client/Server Networks:</i> Students will be able to connect, configure, administer, secure and troubleshoot a multi-platform peer-to-peer or client/server network that supports file and print sharing.	a. To occur through a hands-on exam at the end of 0805-226 Client/Server Networks.  This will be used to assess all Networking related courses in the first year of the program	a. Given the resources and functional/performance specifications, <b>(80% of)</b> all students will be able to connect, configure, manage, secure and troubleshoot a small intranet peer to peer or client/server network.  This will be measured by attaining a 2 or 3 in each measurable task.	a. Fall 20051	a. Each quarter the 0805-226 course is offered starting in 20053. Data will be reported as an annual summation, rather than by the quarter in which it is offered.	Overall Results for a. No data collected  Overall Results for b. N = 19 8/19 (42%) performed at level 2 or 3 in every measurable task.	The 80% benchmark was not achieved.  A working group will be convened during the 2008-09 academic year to review the data and the reasons why we did not achieve the 80% benchmark. It has been discussed that we may "group" tasks into categories and measure the "success" rate in that overall category rather than measure each task. It is believed that it is unreasonable for students to know how to do EVERY task, but rather should be able to attain a level 2 or 3 in each category of tasks. A working group is being established in 20081-20082 to address this. The Performance Criteria/Benchmarks, Instrument/Opportunity and Assessment Performance and the Summarization of Results in the 2008-09 reporting year will reflect the changes.
3. Web Development (General Technical)	a. <i>Web page Development:</i> Students will be able to create a multi-page Website using X(HTML) that contains text formatting, graphics, links, forms, tables and style sheets.	a. To occur through a hands-on exam at the end of the 0805-252 Web Development course.	a. Given a written specifications of what students are to develop, <b>(80% of)</b> all students will be able to create a Web site with given criteria using X(HTML).	a. Fall 20051	a. Each quarter the 0805-252 course is offered starting in 20051	Overall Results for a. N = 11 10/11 (91%) performed at level 2 or 3 in every measurable grouped category.	The 80% Benchmark was achieved.  Individual task data was measured but tasks were grouped by category and reported a such. It is felt that this is a more accurate way of reporting results. A working group will be meeting in 2008-09 to continue discussions of the best way to assess and report those assessment results.
<b>Program Concentrations: Additional Technical Outcomes</b>							
PC Tech Support (Technical)	a. <i>Tech Support :</i>	a. To occur through a	a. Given a multiplatform	a. Winter	a. Each quarter the	Overall Results for a.	The 85% benchmark was not achieved.

Concentration)	Students will be able to support a multi-platform PC business environment including peripherals.	hands-on final project at the end of 0805-337 Server Management and Security or 0805-350 Computer Interfacing	simulated business environment, <b>85% of</b> the students will be able to demonstrate that they can support the repair and maintenance of all computers and computer related peripherals.	20052 & Spring 20053	0805-337 and 0805-350 courses are offered after Spring 20053	Assessment in Server Management and Security N = 11 0/11 (0%) were able to perform at a level 2 or 3 for every measurable task.	<p>A working group will be convened during the 2008-09 academic year to review the data and the reasons why we achieved such a low assessment (0/11) result.</p> <p>It has been discussed that we may "group" tasks into categories and measure the "success" rate in that overall category rather than measure each task. It is believed that it is unreasonable for students to know how to do EVERY task, but rather should be able to attain a level 2 or 3 in each category of tasks. A working group is being established in 20081-20082 to address this. The Performance Criteria/Benchmarks, Instrument/Opportunity and Assessment Performance and the Summarization of Results in the 2008-09 reporting year will reflect the changes.</p>
Networking and Cyber Security (Technical Concentration)	<p>a. <i>Networking</i>: Students will be able to install, configure, administer and troubleshoot a small LAN/WAN environment including servers.</p> <p>b. <i>CyberSecurity</i>: Students will be able to secure a LAN/WAN environment.</p>	<p>a. To occur through a hands-on final project at the end of the 0805-337 Server Management and Security course.</p> <p>b. To occur through a hands-on final project at the end of the 0805-338 Firewall and IDS course.</p>	a-b. Given a LAN/WAN environment, <b>85% of</b> the students will be able to demonstrate they can install, configure, administer, secure and troubleshoot the network.	a-b. Winter 20052 & Spring 20053	a-b. Each quarter the 0805-337 and 0805-338 courses are offered after Spring 20053	<p>Overall Results for a. Assessment in Server Management and Security N = 6 0/6 (0%) were able to perform at a level 2 or 3 in every measurable task.</p> <p>Overall Results for b. Assessment in Firewall and IDS N = 7 1/7 (14%) were able to perform at a level 2 or 3 in every measurable task.</p>	<p>a. The 85% benchmark was not achieved.</p> <p>A working group will be convened during the 2008-09 academic year to review the data and the reasons why we achieved such a low assessment (0/11) result.</p> <p>It has been discussed that we may "group" tasks into categories and measure the "success" rate in that overall category rather than measure each task. It is believed that it is unreasonable for students to know how to do EVERY task, but rather should be able to attain a level 2 or 3 in</p>

						<p>each category of tasks. A working group is being established in 20081-20082 to address this. The Performance Criteria/Benchmarks, Instrument/Opportunity and Assessment Performance and the Summarization of Results in the 2008-09 reporting year will reflect the changes.</p> <p>b. The 85% benchmark was not achieved.</p> <p>A working group will be convened during the 2008-09 academic year to review the data and the reasons why we achieved such a low assessment (0/11) result.</p> <p>It has been discussed that we may "group" tasks into categories and measure the "success" rate in that overall category rather than measure each task. It is believed that it is unreasonable for students to know how to do EVERY task, but rather should be able to attain a level 2 or 3 in each category of tasks. A working group is being established in 20081-20082 to address this. The Performance Criteria/Benchmarks, Instrument/Opportunity and Assessment Performance and the Summarization of Results in the 2008-09 reporting year will reflect the changes.</p>	
Web Development and Database (Technical Concentration)	a. <i>Web Development:</i> Students will be able to develop a web page and load it from a client	a. To occur through a hands-on final at the end of the 0805-323 Advanced	a. Given specifications for a webpage <b>85% of</b> the students will be able to develop the	a-b. Winter 20052 & Spring 20053	a-b. a. Each quarter the 0805-323 and 0805-321 courses are offered after Spring	Overall Results for a. N = 2 1/2 (50%) were able to perform at a level 2 or 3 in every	a & b. The 85% benchmark was not achieved.  Section a and b will be combined for the 2008-09 reporting year since

	<p>onto a server.</p> <p>b. <i>Database:</i> Students will be able to develop a simple database and link it to a web page.</p>	<p>Web Development course.</p> <p>b. To occur through a hands-on final at the end of the 0805-321 Database Integration course.</p>	<p>webpage to correct specifications and load it to a server.</p> <p>b. Given the specifications for the database to be linked to the webpage, <b>85% of</b> the students will be able to create the database and link it correctly.</p>		20053	<p>measurable grouped category.</p> <p>Overall Results for b. N = 2 1/2 (50%) were able to perform at a level 2 or 3 in every measurable grouped category.</p>	<p>the actual assessment covers both areas.</p> <p>A working group will be convened during the 2008-09 academic year to review the data and the reasons why we achieved such a low assessment (1/2) result.</p> <p>It has been discussed that we may "group" tasks into categories and measure the "success" rate in that overall category rather than measure each task. It is believed that it is unreasonable for students to know how to do EVERY task, but rather should be able to attain a level 2 or 3 in each category of tasks. A working group is being established in 20081-20082 to address this. The Performance Criteria/Benchmarks, Instrument/Opportunity and Assessment Performance and the Summarization of Results in the 2008-09 reporting year will reflect the changes.</p>
<b>Other:</b>							
Student Satisfaction	<p>Graduating students will indicate overall satisfaction with program and courses.</p>	<p>Student Satisfaction Survey</p>	<p>80% of students will indicate they are "very satisfied" or "satisfied" on 2 survey questions: one related to overall program satisfaction and one related to satisfaction with courses.</p>	2005-2006	2006-2007	<p>In a 2007 student satisfaction survey students were queried about a variety of topics with choices of strongly agree, agree, disagree, strongly disagree or N/A. The statements and the results of four representative statements are:</p> <p>50 Students responded (N = 50)</p> <p>"I am satisfied with my major" -</p>	<p>Since this was the first survey conducted, the form will be modified to more directly reflect the questions we want answered. The next survey will be conducted during 20083. NOTE: We purchased new, more comfortable chairs for all the labs in 20071 as a result of the feedback in this survey (a significant number of students the uncomfortable chairs in our labs).</p>

						<p>78% agree or strongly agree</p> <p>"I Feel I am succeeding in my major" - 86% agree or strongly agree</p> <p>"I am satisfied with equipment in the classrooms and labs" - 86% agree or strongly agree</p> <p>"I am satisfied with the facilities (rooms, lighting, desks, etc.)" - 80% agree or strongly agree</p>	
Job Placement	Graduates will be employed in the field.	NCE Placement Data	90% graduates will be employed in the field.		Annually	For AY 2005-2006 N=20; 100% of students seeking employment were working	<p>Desired job placement results were achieved.</p> <p>We will continue to emphasize to students the importance of working closely with NCE and the ICS co-op coordinator to secure employment (co-op or permanent).</p>
Co-op Work Experience	Students will demonstrate technical competency on co-op job.	Co-operative Supervisor Evaluation	80% students will achieve a score of 3 or above (5-point scale) on overall student job performance statement on Co-op Supervisor Evaluation.		Annually, beginning AY 2006-07	For students in the Information and Computing Studies Department the mean rating by co-op supervisors who completed the evaluation online was 3.92 (N=13) during the four quarters 20064-20073.	<p>Desired demonstration of competency on-the-job was achieved.</p> <p>We will continue to carefully monitor employer feedback and emphasize skills improvements where students are getting lower ratings.</p>
Alumni Satisfaction	Alumni will indicate satisfaction with the instruction they received at NTID/RIT	Alumni Survey	80% of Alumni will rate their NTID/RIT experience as Good or Excellent (5-point scale) for the instruction they received.	AY 2007-2008	AY 2007-2008	For Applied Computer Technology AOS & AAS alumni who graduated from 2001-2006 and responded to the 2007 alumni survey, N=19; 83.3% indicated	<p>Desired satisfaction results were achieved.</p> <p>We will continue to monitor alumni surveys and make adjustments as needed where satisfaction ratings are low.</p>

						satisfaction.	
<b>Comments:</b>							
/ssl Rev: 06/27/2008							

[TOP](#)