

NTID
Applied Computer Technology Outcomes Assessment
Plan and Report for AY 2009-2010

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, (80% of) 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, (80% of) 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</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>a. For N=37, 100% (35/37) performed at a level of 2 or higher.</p> <p>b. For N=35, 94% (33/35) performed at a level of 2 or higher. (Note N=3 all received 0% because they did not take the assessment. They are not included in this statistic.)</p>	<p>a. This result shows that students are performing as well or better than expected in Building, Configuring and Maintaining a PC. We will continue to monitor this and make adjustments if needed after our next assessment.</p> <p>b. This result shows that students are performing better than minimally expected in Managing and Maintaining an Operating System. We will continue to monitor this and make adjustments if needed after our next assessment.</p>

			preparation of 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, (80% of) 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, or a C or above on the hands-on exam.	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.	For N=21, 95% (20/21) performed at an average level of 2 or above (equating to a "C" or above on the hands-on final	a. This result shows that studentns are performing better than minimally expected in Network Security, Networking Essentials and Client/Server Networks. We will continue to monitor this and make adjustments if needed after our next assessment.
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, (80% of) all students will be able to create a Web site with given criteria using X(HTML). This will be measured by attaining a 2 or 3 in each measurable task, or a C or above on the hands-on final.	a. Fall 20051	a. Each quarter the 0805-252 course is offered starting in 20051	a. For N=23, 87% (20/23) performed at a level 2 or higher (C or above) in the identified task on the hands-on final.	a. This result shows that studentns are performing better than minimally expected in Web Page Development. We will continue to monitor this and make adjustments if needed after our next assessment.
Program							

Concentrations: Additional Technical Outcomes							
PC Tech Support (Technical Concentration)	a. <i>Tech Support</i> : Students will be able to support a multi-platform PC business environment including peripherals.	a. To occur through a hands-on final project at the end of 0805-337 Server Management and Security or 0805-350 Computer Interfacing	a. Given a multiplatform simulated business environment, 85% of the students will be able to demonstrate that they can support the repair and maintenance of all computers and computer related peripherals.	a. Winter 20052 & Spring 20053	a. Each quarter the 0805-337 and 0805-350 courses are offered after Spring 20053	For N=23, 70% (16/23) performed at level of "C" or higher on the hands-on exam given at the end of Server Management and Security.	a. Results showed that students performed worse than minimally expected so the specific results of the hands-on exam were analyzed and it showed that students have a general weakness in applying Unix commands and relating them to their work in Networking. It is planned that Unix will be taught in a more applied way this coming year, so we hope to see different (improved) results this next year.
Networking and Cyber Security (Technical Concentration)	a. <i>Networking</i> : Students will be able to install, configure, administer and troubleshoot a small LAN/WAN environment including servers. b. <i>CyberSecurity</i> : Students will be able to secure a LAN/WAN environment.	a. To occur through a hands-on final project at the end of the 0805-337 Server Management and Security course. b. To occur through a hands-on final project at the end of the 0805-338 Firewall and IDS course.	a-b. Given a LAN/WAN environment, 85% of 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	For N=23, 70% (16/23) performed at level of "C" or higher on the hands-on exam given at the end of Server Management and Security.	a. Results showed that students performed worse than minimally expected so the specific results of the hands-on exam were analyzed and it showed that students have a general weakness in applying Unix commands and relating them to their work in Networking. It is planned that Unix will be taught in a more applied way this coming year,

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Web Development and Database (Technical Concentration)	a. <i>Web Development:</i> Students will be able to develop a professional-level web site that incorporates the skills developed in all of the Web Development concentration courses.	To occur through the assessment of a portfolio developed during the course Advanced Web Development, the “capstone” course in the Web Development concentration. The portfolio will be assessed for students who have taken all four courses in the Web Concentration sequence.	Student work will be reviewed by the course instructor(s) using an assessment rubric which measures performance criteria.	AY 2007-08	At the end of each Spring quarter that Advanced Web Development is offered.	a. N=3 students were in the web concentration and 67% (2 of 3) successfully completed their project on time. The third student is completing his project this summer.	a. The instructor will monitor the progress of the students on their project more carefully.
Other:	The department will get a clearer understanding of student’s perceptions of the Web Development concentration.	A student survey was developed to assess students’ perceptions of the Web Development concentration to help determine why so few students were choosing that concentration.				The result of the student survey of student’s perception of the Web Development Concentration showed that students did not (in general) want to select this concentration because they did not like programming. (Programming is required in Web Development). Consequently each year, only 2-4 students out of approximately 25 choose web development as their concentration of choice.	a. Coupled by the lack of student interest in the web development concentration and the research we (faculty) have done regarding employment opportunities for associate degree graduates in the Web development field, we have decided to discontinue offering this concentration and have submitted documentation to the state to approve

							curriculum changes eliminating this concentration from our offerings effective 2011.
Student Satisfaction	Graduating students will indicate overall satisfaction with program and courses.	Student Satisfaction Survey	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.	2005-2006	Annually	The survey was actually more comprehensive and assessed student satisfaction with the program, the courses, the faculty and the facilities. Results of the survey showed % of the students 89% (34/38) are satisfied with the program, 84% (32/38) are satisfied with the courses, 92% (35/38) are satisfied with the faculty, and 89% (34/38) are satisfied with the facilities.	While these results are better than minimally acceptable, we will continue to strive for better, by continuing to bring in better equipment, improve faculty communication skills, and revising the curriculum and program as needed.
Job Placement	Graduates will be employed in the field.	NCE Placement Data	90% graduates will be employed in the field.		Annually	For AY 2007-2008 N=5; 100% of students who were seeking employed were working.	No action needed at this time.
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 4.47 (N=19) during the four quarters 20084-20093.	No action needed at this time.
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	N/A	N/A
Comments:							

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