

NTID
Applied Computer Technology Outcomes Assessment
Plan and Report for AY 2010-2011

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 at a level of 2 or 3 in every measureable category of a variety of functions including OS installation and configuration, application program installation 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=43, 42/43 or 98% performed at a level 2 or 3 in every measureable category.</p> <p>b. For N=32, 8/32 or 25% performed at a level 2 or 3 in every measureable category.</p>	<p>a. We will continue instruction and assessment as we are doing it and continue to monitor our results.</p> <p>b. We failed to meet our goal. The assessment showed that the two most common categories where students failed to achieve the desired level of performance were in "Repair" and "Verify". Faculty will review instruction in those two categories of performance and take</p>

			management, creation and management of directories and file structures, partitioning and preparation of storage media.				corrective action, either modifying instruction or modifying the way the assessment is done.
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 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.	a. For N=24 20/24 or 83% attained a 2 or 3 in each measurable task.	The hands-on exam showed that one measureable task "Set up new folder for file sharing; Create a file inside the folder; Access the file from another computer." resulted in three of the 4 students not attaining a 2 or 3 in each measureable task. Therefore more time will be spent preparing students to preform this task.
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	a. Fall 20051	a. Each quarter the 0805-252 course is offered starting in 20051	For N=14 12/14 or 86% attained a 2 or 3 in each measurable category.	a. The two students that failed to achieve the 2 or 3 level in each measureable category failed to perform it in different categories, so we will continue instruction and assessment as we are doing

			measured by attaining a 2 or 3 in each measurable category on the hands-on final.				it and continue to monitor our results.
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. This will be done by showing that students will attain a level of 2 or 3 on every measureable task.	a. Winter 20052 & Spring 20053	a. Each quarter the 0805-337 and 0805-350 courses are offered after Spring 20053	a. For N=12 0/12 or 0% demonstrated they can support the repair and maintenance of all computers and computer peripherals.	a. a.The goal was not achieved. Although the way our Unix course was taught was revised (see assessment results from 2009-2010), the assessment was not part of the course grade so the instructor noted that students did not seems to try. The method of assessment will be evaluated to assure the assessment tasks align with the assessment objectives and the assessment will likely be part of the course grade in 2011-2012.
Networking and Cyber Security (Technical Concentration)	a. <i>Networking</i> : Students will be able to install, configure, administer and troubleshoot a small LAN/WAN	a. To occur through a hands-on final project at the end of the 0805-337 Server Management and Security	a-b. Given a LAN/WAN environment, 85% of the students will be able to demonstrate they can install,	a-b. Winter 20052 & Spring 20053	a-b. Each quarter the 0805-337 and 0805-338 courses are offered after Spring 20053	a. For N=5 2/5 or 40% demonstrated they could install, configure, administer, secure and troubleshoot the	a.The goal was not achieved. Although the way our Unix course was taught was revised (see assessment

<p>environment including servers.</p> <p>b. <i>CyberSecurity</i>: Students will be able to secure a LAN/WAN environment.</p>	<p>course. b. To occur through a hands-on final project at the end of the 0805-338 Firewall and IDS course.</p>	<p>configure, administer, secure and troubleshoot the network.</p> <p>This will be done by showing that students will attain a level of 2 or 3 on every measureable task</p>	<p>network.</p> <p>b. For N=6 0/6 or 0% demonstrated they could achieve a level 2 or 3 in every measureable task; i.e.,install, configure, administer, secure and troubleshoot the network.</p>	<p>results from 2009-2010), the assessment was not part of the course grade so the instructor noted that students did not seem to try. The method of assessment will be evaluated to assure the assessment tasks align with the assessment objectives and the assessment will likely be part of the course grade in 2011-2012.</p>
				<p>b. The goal was not achieved. The results showed that all students failed to correctly do the task "Deployment of the Firebox into the network". Failing to correctly do this task, affected two other tasks which they were not able to perform. Instruction</p>

						related to this task will be evaluated as well as those tasks “tied to it”. Additionally the method of assessment will be evaluated to assure the assessment tasks align with the assessment objectives. It is important to note that this assessment was part of the student grade for the course.	
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.	Advanced Web Development is no longer offered	N/A
Other:	The department will get a clearer understanding	A student survey was developed to assess students’				N/A – See assessment from 2008-2009 and 2009/2010	N/A

	of student's perceptions of the Web Development concentration.	perceptions of the Web Development concentration to help determine why so few students were choosing that concentration.					
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 program related questions in a ICS program student satisfaction survey instrument.	2005-2006	Annually	N=24 20/24 or 83% of respondents were satisfied or very satisfied with the ICS program and courses. The target was met.	The four students that scored less than satisfied were not from any single specific question, but rather from different questions. Therefore, the results will shared with the faculty and we will continue to monitor student feedback.
Job Placement	Graduates will be employed in the field.	NCE Placement Data	90% graduates will be employed in the field.		Annually	For AY 2008-2009 N=5; 80% of students in the Applied Computer Technology program who were seeking employment were working. An additional 11 students were continuing in school and 3 students were not looking for employment.	We will continue to work closely with NCE to identify opportunities for our graduates and will encourage those not seeking employment to do so. We recently implemented a policy such that if a student does not try to get employment during the quarter they are eligible for co-op, he/she cannot register for classes the

							next quarter without meeting with the department Chairperson.
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 4.57 (N=21) during the four quarters 20094-20103.	The goal was achieved. We will continue to monitor on-the-job performance.
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 & AS alumni who graduated from 2005-2009 and responded to the 2010 alumni survey, N=18; 77.8% indicated satisfaction.	Although we were slightly below the target, nothing will be done at this time and we will continue to monitor it.
Comments:							
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