2016-2017 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

Student Learning Outcome: 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

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

Summary of Findings:	For an N=27, 26/27 or 93% had an average score of 2 or higher. This exceeded the goal of 80%.
Results:	Acceptable Benchmark Achievement: Exceeded
Recommendations :	Because the goal was exceeded, we will continue to monitor the assessment results.
Reflections/Notes :	There were 5 students that failed to show up for the hands-on assessment. Those students were not counted in the results.

These Findings are associated with the following Actions:

Action for Outcome/Objective 1 (Use of Results/Action Items; 2016-2017 Assessment Cycle)

Student Learning Outcome: 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.

Findings for Help Desk Support [NACT-200]

Summary of Findings:	For N=12, 9/12 or 75% achieved an average score of 2 or higher on all tasks. This did not meet the goal of 80%.
Results:	Acceptable Benchmark Achievement: Not Met
Recommendations :	Since the goal was not met, we will assess the tasks and try to determine if they are appropriate and either change the assessment or change how it is taught.
Reflections/Notes :	Students were assessed with two tasks: 1) Installing Windows OS, doing updates, create answer files, run Sysprep, configure boot order in a BIOS and enable PXE protocol to do backup to an external USB drive using Clonzilla. 2) Students were assigned a lab to install Microsoft Outlook, add email addresses, emails, create spam filters, automated responses, signatures, backup of files and installation of the backup file to another computer.

These Findings are associated with the following Actions:

Action for Outcome/Objective 2 (Use of Results/Action Items; 2016-2017 Assessment Cycle)

Develop the basic skills to support LANs within an organization

Student Learning Outcome: 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 an average score of 2 or higher on the rubric scale 0-3 for all tasks.
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:	For N=15, 8/15 or 54% achieved an average score of 2 or higher on all tasks.
Results:	Acceptable Benchmark Achievement: Not Met
Recommendations :	The networking group will review the hands-on tasks to make sure they and the allotted time are appropriate for this course.
Reflections/Notes :	Task III seems to be giving students the most difficulty, so that task should be reviewed.

These Findings are associated with the following Actions:

Action for Outcome/Objective 3 (Use of Results/Action Items; 2016-2017 Assessment Cycle)

Understand the role of an IT support technician in an organization

Student Learning Outcome: 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: 80% 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: For an N=15, 14/15 or 93% scored a 2 or higher in all parts of troubleshooting and customer support (tech roles). This exceeded the goal of 80%.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Because the goal was exceeded, we will continue to monitor the assessment results.

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 by receiving an average rating of 2 or higher on a rubric scale of 0-3 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.

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

Summary of Findings: For N=12, 11/12 or 92% achieved a average score of 2 or higher on a all tasks using a rubric from 0-3. The goal of 80% was exceeded.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Since the goal was exceeded, this assessment will continue to be monitored.

Reflections/Notes : Three tasks:
1) Students assigned a mock ticket to resolve a problem for a user.
2) Students were required to write a tutorial on installing an open

source program that repaired Windows computers.
3) Students installed a Help Desk ticket database and entered tickets and inventory.

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

Student Learning Outcome: 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:	80% 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:	For an N=15, 14/15 or 93% scored a 2 or higher in all parts of using appropriate applications to address client needs. This exceeded the goal of 80%.
Results:	Acceptable Benchmark Achievement: Exceeded
Recommendations :	Because the goal was exceeded, we will continue to monitor the assessment results.
Reflections/Notes :	

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

Student Learning Outcome: 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, 80% 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 or higher on a rubric scale of 0-3 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

Findings for Help Desk Support [NACT-200]

Summary of Findings: For N=12, 12/12 or 100% achieved an average score of 2 or higher on all tasks using a rubric of 0-3. The goal of 80% or higher was exceeded.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations :   Since the goal was exceeded, the assessment results will continue to be monitored.

Reflections/Notes :   The assessment tasks were:
1) Students downloaded a bootable Linux application, created a bootable USB, and backed up a Windows computer to an external drive.
2) Students downloaded a Linux application .ios file, created a bootable USB using Untebootin and Rufus, and ran the repair application on the Windows computer.
3) Students installed Windows Server in a virtual machine, created a shared folder with correct permissions, did the network configuration, connected an Apple laptop, configured the network, connected to a shared folder, and demonstrated the file share.

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

Student Learning Outcome: 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, 80% of the students will be able to install, configure, administer, and troubleshoot the network by receiving an average rating of 2 or higher on a rubric scale of 0-3 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

Findings for LAN WAN Design [NACT-260]

Summary of Findings:	For N=3, 3/3 or 100% scored an average rating of 2 or higher for all tasks.
Results:	Acceptable Benchmark Achievement: Exceeded
Recommendations :	The networking group will continue to review the hands-on exam equestions for appropriateness.
Reflections/Notes :	The assessment results can be significantly impacted due to the low number of students taking this assessment.

Student Learning Outcome: 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, 80% of the students will be able to demonstrate they can troubleshoot and secure the network by receiving an average rating of 2 or higher on a rubric scale of 0-3 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

Findings for Network Security [NACT-261] - Exam

Summary of Findings:	For an N=6, 5/6 or 83.333 achieved the goal. Therefore, the goal of 80% was exceeded. For the 1/6 that did not achieve the goal, that person received a zero on all tasks.
Results:	Acceptable Benchmark Achievement: Exceeded

Recommendations :	Because the N is very small, one student can skew the data significantly. Because 5/6 achieved the goal, we will just continue to monitor results of the assessment and make adjustments as needed.
Reflections/Notes :	The one student that achieved all zero's missed many of the classes and hence did poorly on the assessment exam.

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, 80% of the students will be able to demonstrate they can troubleshoot and secure a network by receiving an average rating of 2 or higher on a rubric scale of 0-3 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

Findings for Server Management and Security [NACT-252]

Summary of Findings:	For N=7, 6/7 or 86% of students had an average score of 2 or higher on all tasks.
Results:	Acceptable Benchmark Achievement: Exceeded
Recommendations :	Even though the benchmark was exceeded, the networking group will review the tasks (especially task IV) to make sure they are appropriate.
Reflections/Notes :	The task with the lowest scores was Task IV with 5 of 7 students scoring a 0.

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

Student Learning Outcome: 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: For an N=15, 14/15 or 93% achieved a score of 2 or higher for the tasks associated with Team Work. This exceeded the goal of 85%.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations :   Because the goal was exceeded, we will continue to monitor the assessment results.

Reflections/Notes :

Student Learning Outcome: 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: For an N=15, 15/15 or 100% achieved a score of 2 or higher on all tasks associated with Presentations. This exceeded the goal of 85%.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations :   Because the goal was exceeded, we will continue to monitor assessment results.

Reflections/Notes :

Acquire entry into the workforce

Student Learning Outcome: 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:	N = 10. 9 out of 10 students excited overall satisfactory score on their co-op evaluation.
Results:	Acceptable Benchmark Achievement: Exceeded
Recommendations :	
Reflections/Notes :	

Student Learning Outcome: 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:	4 out of 5 graduates (80%) gained entry level employment in computer support.
Results:	Acceptable Benchmark Achievement: Not Met
Recommendations :	
Reflections/Notes :	

Satisfaction with the ACT program

Student Learning Outcome: 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:	We surveyed more than just graduating students to verify overall satisfaction with the program and courses. For an N=15, 14/15 (or 93%) indicated they were satisfied or very satisfied with every statement measured.
Results:	Acceptable Benchmark Achievement: Exceeded
Recommendations :	Since we exceeded the goal, we will continue to monitor student satisfaction and take action before a survey is needed to keep students satisfied.
Reflections/Notes :	

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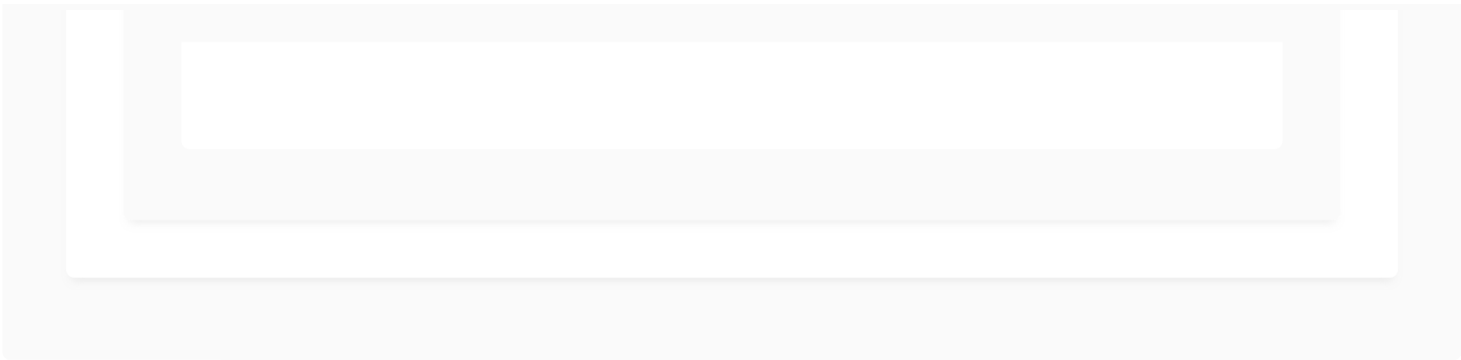
Overall Recommendations

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Overall Reflection

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