AAS 6405

Option 1

Program Level Outcomes Assessment Plan

Program Name/College: Associate of Applied Science in Applied Computer Technology, National Technical Institute for the Deaf

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Program Goals	Student Learning Outcomes	Academic Program Profile	Data Source/Measure Curriculum Mapping	Benchmark	Timeline	Data Analysis Key Findings	Use of Results Action Items and Dissemination
Technical Core							
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.	☒ Critical Thinking ☐ Ethical Reasoning ☒ Integrative Literacies ☐ Global Interconnectedness ☐ Creative/Innovative Thinking	A hands-on exam at the end of NACT-150 Intro to PC Hardware course. A comprehensive project during NACT-295 ACT Technical Capstone.	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. 85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to troubleshooting and supporting PCs.	Each semester NACT-150 is offered starting Fall semester 2013/14. Each semester NACT-295 is offered starting Fall semester 2015/16.	Collected by ICS Dept. Assessment Coordinator.	Shared with program faculty, annual college summary report, NTID Annual Report, and the greater Institute as requested.
	2. Install, configure, troubleshoot, and maintain Windows operating systems, drivers, and application software.	☒ Critical Thinking ☐ Ethical Reasoning ☒ Integrative Literacies ☐ Global Interconnectedness ☐ Creative/Innovative Thinking	A hands-on exam at the end of NACT-151 Windows Operating Systems. A comprehensive project during NACT-295 ACT Technical Capstone.	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. 85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to troubleshooting and supporting Windows OS.	Each semester NACT-151 is offered starting Spring semester 2013/14. Each semester NACT-295 is offered starting Fall semester 2015/16.	Collected by ICS Dept. Assessment Coordinator.	Shared with program faculty, annual college summary report, NTID Annual Report, and the greater Institute as requested.

Develop the basic skills to support LANs within an organization.	3. Connect, configure, maintain, administer, secure and troubleshoot a multi-platform peer-to-peer or client/server network that supports file and print sharing.	☒ Critical Thinking ☒ Ethical Reasoning ☒ Integrative Literacies ☐ Global Interconnectedness ☐ Creative/Innovative Thinking	A hands-on exam at the end of NACT-161 Client-Server Networks A comprehensive project during NACT-295 ACT Technical Capstone.	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. 85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to troubleshooting and supporting LANs.	Each semester NACT-161 is offered starting Spring semester 2013/14. Each semester NACT-295 is offered starting Fall semester 2015/16.	Collected by ICS Dept. Assessment Coordinator.	Shared with program faculty, annual college summary report, NTID Annual Report, and the greater Institute as requested.
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.	☒ Critical Thinking ☒ Ethical Reasoning ☐ Integrative Literacies ☐ Global Interconnectedness ☐ Creative/Innovative Thinking	A hands-on exam at the end of NACT-200 Help Desk Support. A comprehensive project during NACT-295 ACT Technical Capstone.	Given a help desk case study 80% of students will be able to provide solutions to the problem using appropriate customer service approaches. 85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to troubleshooting and customer support.	Each semester NACT-200 is offered starting Fall semester 2014/15. Each semester NACT-295 is offered starting Fall semester 2015/16.	Collected by ICS Dept. Assessment Coordinator.	Shared with program faculty, annual college summary report, NTID Annual Report, and the greater Institute as requested.
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.	☒ Critical Thinking ☒ Ethical Reasoning ☒ Integrative Literacies ☐ Global Interconnectedness ☒ Creative/Innovative Thinking	A comprehensive project during NACT-295 ACT Technical Capstone.	85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to applications.	Each semester NACT-295 is offered starting Fall semester 2015/16.	Collected by ICS Dept. Assessment Coordinator.	Shared with program faculty, annual college summary report, NTID Annual Report, and the greater Institute as requested.

Computer Technical Support Concentration							
Develop the skills to support multi-platform computers and peripherals within an organization.	6. Troubleshoot, repair and maintain multiplatform computers and related peripherals.	☒ Critical Thinking ☒ Ethical Reasoning ☒ Integrative Literacies ☐ Global Interconnectedness ☐ Creative/Innovative Thinking	A hands-on exam at the end of NACT-251 Digital Systems Integration. A comprehensive project during NACT-295 ACT Technical Capstone.	Given a simulated multiplatform environment, 85% of the students will be able to demonstrate that they can repair and maintain all computers and peripherals. 85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to supporting a multiplatform computer environment.	Each semester NACT-251 is offered starting Spring semester 2014/15. Each semester NACT-295 is offered starting Fall semester 2015/16.	Collected by ICS Dept. Assessment Coordinator.	Shared with program faculty, annual college summary report, NTID Annual Report, and the greater Institute as requested.
Networking and Cyber Security Concentration							
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	☒ Critical Thinking ☒ Ethical Reasoning ☒ Integrative Literacies ☐ Global Interconnectedness ☐ Creative/Innovative Thinking	A hands-on exam at the end of the NACT-262 Fund of Systems Administration. A comprehensive project during NACT-295 ACT Technical Capstone.	Given a LAN/WAN environment, 85% of the students will be able to install, configure, administer, and troubleshoot the network. 85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to supporting LAN/WAN environments.	Each semester NACT-262 is offered starting Spring semester 2014/15. Each semester NACT-295 is offered starting Fall semester 2015/16.	Collected by ICS Dept. Assessment Coordinator.	Shared with program faculty, annual college summary report, NTID Annual Report, and the greater Institute as requested.
	8. Secure a LAN/WAN environment	☒ Critical Thinking ☒ Ethical Reasoning ☒ Integrative Literacies ☒ Global Interconnectedness ☐ Creative/Innovative Thinking	A hands-on exam at the end of the NACT-261 Network Security. A comprehensive project during NACT-295 ACT Technical Capstone.	Given a LAN/WAN environment, 85% of the students will be able to demonstrate they can troubleshoot and secure the network. 85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to securing LAN/WAN environments.	Each semester NACT-261 is offered starting Spring semester 2014/15. Each semester NACT-295 is offered starting Fall semester 2015/16.	Collected by ICS Dept. Assessment Coordinator.	Shared with program faculty, annual college summary report, NTID Annual Report, and the greater Institute as requested.

Interpersonal and Communication Skills							
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	☒ Critical Thinking ☒ Ethical Reasoning ☐ Integrative Literacies ☒ Global Interconnectedness ☐ Creative/Innovative Thinking	A comprehensive project during NACT-295 ACT Technical Capstone.	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.	Each semester NACT-295 is offered starting Fall semester 2015/16.	Collected by ICS Dept. Assessment Coordinator.	Shared with program faculty, annual college summary report, NTID Annual Report, and the greater Institute as requested.
	10. Accurately and clearly present technical information to an audience of peers	☒ Critical Thinking ☐ Ethical Reasoning ☐ Integrative Literacies ☐ Global Interconnectedness ☒ Creative/Innovative Thinking	A comprehensive project during NACT-295 ACT Technical Capstone.	85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to presentation skills.	Each semester NACT-295 is offered starting Fall semester 2015/16.	Collected by ICS Dept. Assessment Coordinator.	Shared with program faculty, annual college summary report, NTID Annual Report, and the greater Institute as requested.
Employment							
Acquire entry into the workforce.	11. Apply technical knowledge and skills during a co-op work experience	☐ Critical Thinking ☐ Ethical Reasoning ☐ Integrative Literacies ☐ Global Interconnectedness ☐ Creative/Innovative Thinking	NACT-299 Co-op: Applied Computer Tech RIT Supervisor Online Co-op Evaluation System	80% of students will meet or exceed overall satisfactory score on evaluation	Annually at end of Summer semester starting 2014/15.	Collected by NTID Center on Employment and ICS Dept. Co-op Coordinator.	Shared with program faculty, annual college summary report, NTID Annual Report, and the greater Institute as requested.
	12. Gain entry level employment in computer support	☐ Critical Thinking ☐ Ethical Reasoning ☐ Integrative Literacies ☐ Global Interconnectedness ☐ Creative/Innovative Thinking	Alumni Job placement Survey NCE	90% of graduates who are seeking employment in computer support will be employed	Annually during Spring semester starting 2016/2017.	Collected by NTID Center on Employment	Shared with program faculty, annual college summary report, NTID Annual Report, and RIT requested reports

Student Satisfaction							
Satisfaction with the ACT program.	13. Graduating students will indicate overall satisfaction with program and courses.	☐ Critical Thinking ☐ Ethical Reasoning ☐ Integrative Literacies ☐ Global Interconnectedness ☐ Creative/Innovative Thinking	Student Satisfaction Survey	80% of students will rate all aspects of the program and courses as satisfactory or above	Annually during Fall semester starting 2016/2017.	Data collected by Assessment Coordinator	Shared with program faculty, annual college summary report, NTID Annual Report, and the greater Institute as requested.