



ALAMO  
COLLEGES

PALO ALTO COLLEGE

**Program Student Learning Assessment Plan/Report**  
**Academic Year 2010-11**

**Program/Award: CIS Personal Computer Skills Level 1 Certificate**

**Program Lead Faculty:**

**Department Chair: Brian Sanders**

Outcome #1	Students will demonstrate specific skills in operating systems and business productivity software suites.
Measures	All lab assignments and exams for the ITSC 1309 course
Targets	70% of students will achieve a passing score on all the lab assignments and exams for the ITSC 1309.
Findings	2009-2010: 64% of students achieved a passing score on all the lab assignments. 53% of students achieved a passing score on all the exams. 2010-2011: 71% of students achieved a passing score on all the lab assignments. 72% of students achieved a passing score on all the exams.
Assessment of Previous Cycle's Action Plan	<ul style="list-style-type: none"><li>• Developed a rubric for assessing the lab assignments.</li><li>• Continuing to develop test blueprints for the exams.</li><li>• Early Alert and Gateway to College Alerts were strictly followed starting Spring 2009.</li><li>• Offered an on-campus class to accommodate the students whose learning styles do not respond well to on-line classes.</li></ul>
New Action Plans	<ul style="list-style-type: none"><li>• Discontinue use of "exams" in Measures (use only lab assignments).</li><li>• Target: Students will achieve 70% or better average of all lab assignments for ITSC1309.</li><li>• Extend office hours for accessibility.</li><li>• Gain input from students for involvement.</li><li>• Complete test blueprints for the exams.</li></ul>
Outcome #2	Demonstrate advanced level of skills of computer applications from business productivity software suites.
Measures	All lab assignments and exams for the ITSC 2321 course
Targets	70% of students will achieve a passing score on all the lab assignments and exams for the ITSC 2321.
Findings	2009-2010: 89% of students achieved a passing score on all the lab assignments. 57% of students achieved a passing score on all the exams. 2010-2011: 83% of students achieved a passing score on all the lab assignments. 51% of students achieved a passing score on all the exams.
Assessment of Previous Cycle's Action Plan	<ul style="list-style-type: none"><li>• Develop a rubric for assessing the lab assignments</li><li>• Continuing to develop test blueprint for the final</li><li>• Early Alert and Gateway to College Alerts are strictly followed starting Spring 2009</li><li>• Offer an on-campus class to accommodate the students whose learning styles do not respond well to on-line classes.</li></ul>
New Action Plans	<ul style="list-style-type: none"><li>• Discontinue use of "exams" in Measures (use only lab assignments).</li><li>• Target: Students will achieve 70% or better average of all lab assignments for ITSC2321.</li><li>• Promote interaction with fellow classmates.</li></ul>



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	<ul style="list-style-type: none"><li>• Complete test blueprint for the final.</li></ul>
Outcome #3	Demonstrate advanced database skills.
Measures	Database assignments and the final for the ITSW 2337
Targets	70% of assessed students will pass on all database assignments and the final in ITSW 2337.
Findings	2009-2010: 85% of students achieved a passing score on all the lab assignments. 54% of students achieved a passing score on the final. 2010-2011: 80% of students achieved a passing score on all the lab assignments. 20% of students achieved a passing score on the final.
Assessment of Previous Cycle's Action Plan	<ul style="list-style-type: none"><li>• Develop a rubric to assess the data base assignment</li><li>• Continuing to develop test blueprint for the final</li><li>• Early Alert and Gateway to College Alerts are strictly followed starting Spring 2009</li><li>• Strict enforcement of prerequisites</li></ul>
New Action Plans	<ul style="list-style-type: none"><li>• Discontinue use of "exams" in Measures (use only lab assignments).</li><li>• Target: Students will achieve 70% or better average of all lab assignments for ITSW2337.</li><li>• Promote interaction with fellow classmates.</li><li>• Complete test blueprint for the final.</li></ul>
Outcome #4	
Measures	
Targets	
Findings	
Assessment of Previous Cycle's Action Plan	
New Action Plans	
Outcome #5	
Measures	
Targets	
Findings	



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Assessment of Previous Cycle's Action Plan	
New Action Plans	