



ALAMO
COLLEGES

PALO ALTO COLLEGE

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

Program/Award: CIS Helpdesk Support Specialist Level 1 Certificate

Program Lead Faculty:

Department Chair: Brian Sanders

Outcome #1	Demonstrate technical job-performance and workplace skills.
Measures	Concept- and hands-on skill performance on final exam and all the lab assignments will be used to appropriately assess the total set of knowledge, skills, and abilities of the student for ITSC 1305
Targets	70% of assessed students will achieve a passing score on final exam and all lab assignments for the ITSC 1305 - Introduction to PC Operating Systems.
Findings	2009-2010: 73% of students achieved a passing score on the final exam. 70% of students achieved a passing score on all the lab assignments. 2010-2011: 70% of students achieved a passing score on the final exam. 55% of students achieved a passing score on all the lab assignments.
Assessment of Previous Cycle's Action Plan	<ul style="list-style-type: none">• Developed rubrics to assess the lab assignments.• Continue to develop test blueprint for the final.• Early Alert and Gateway to College Alerts were strictly followed starting Spring 2009.
New Action Plans	<ul style="list-style-type: none">• Discontinue use of "final exam" in Measures (use only lab assignments).• Target: Students will achieve 70% or better average of all lab assignments for ITSC1305.• Add an on-campus class to accommodate the students whose learning styles do not respond well to on-line classes.• Obtain PCs to use in a newly-created on-campus lab.• Complete test blueprint for the final.
Outcome #2	Demonstrate technical job-performance and workplace skills.
Measures	Concept and hands-on skill performance on final exam and all the lab assignments will be used to appropriately assess the total set of knowledge, skills, and abilities of the students for ITSC 1325.
Targets	70% of assessed students will achieve a passing score on final exam and all lab assignments for the ITSC1325 - Personal Computer Hardware course.
Findings	2009-2010: 67% of students achieved a passing score on the final exam. 58% of students achieved a passing score on all the lab assignments. 2010-2011: 89% of students achieved a passing score on the final exam. 80% of students achieved a passing score on all the lab assignments.
Assessment of Previous Cycle's Action Plan	<ul style="list-style-type: none">• Developed rubrics to assess the lab assignments.• Continue to develop test blueprint for the final.• Early Alert and Gateway to College Alerts were strictly followed starting Spring 2009.
New Action Plans	<ul style="list-style-type: none">• Discontinue use of "final exam" in Measures (use only lab assignments).• Target: Students will achieve 70% or better average of all lab assignments for ITSC1325.



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	<ul style="list-style-type: none">• Add an on-campus class to accommodate the students whose learning styles do not respond well to on-line classes.• Obtain PCs to use in a newly-created on-campus lab.• Complete test blueprint for the final.
Outcome #3	Demonstrate technical job-performance and workplace skills.
Measures	Concept- and hands-on skill performance on final exam and all the lab assignments will be used to appropriately assess the total set of knowledge, skills, and abilities of the students for ITSC 2339.
Targets	70% of assessed students will achieve a passing score on final exam and all lab assignments for the ITSC - 2339 Personal Computer Help Desk course.
Findings	2009-2010: 64% of students achieved a passing score on all the lab assignments. 75% of students achieved a passing score on the final exam. 2010-2011: 55% of students achieved a passing score on all the lab assignments. 72% of students achieved a passing score on the final exam.
Assessment of Previous Cycle's Action Plan	<ul style="list-style-type: none">• Developed rubrics to assess the lab assignments.• Continue to develop test blue print for the final.• Early Alert and Gateway to College Alerts were strictly followed starting Spring 2009.
New Action Plans	<ul style="list-style-type: none">• Discontinue use of "final exam" in Measures (use only lab assignments).• Target: Students will achieve 70% or better average of all lab assignments for ITSC2339.• Add an on-campus class to accommodate the students whose learning styles do not respond well to on-line classes.• Obtain PCs to use in a newly-created on-campus lab.• Complete test blueprint for the final.
Outcome #4	
Measures	
Targets	
Findings	
Assessment of Previous Cycle's Action Plan	
New Action Plans	
Outcome #5	
Measures	



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Targets	
Findings	
Assessment of Previous Cycle's Action Plan	
New Action Plans	