Program Student Learning Assessment Plan/Report
Academic Year __2011-12__

Program/Award: CIS Personal Computer Skills Level 1 Certificate
Program Lead Faculty: Steve Hicks
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
Target	70% of students will achieve a passing score on all the lab assignments for 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. 2011-2012: 57% of students achieved a passing score on all the lab assignments.
Assessment of Previous Cycle's Action Plan	• Discontinue use of "exams" in Measures (use only lab assignments): Done. • Target: Students will achieve 70% or better average of all lab assignments for ITSC1309: Done • Complete test blueprints for the exams: N/A, using labs as criteria • Extend office hours for accessibility: Instructor availability exceeds min. require when virtual hours are included.
New Action Plans	• Drop student who do not complete course orientation after the first week • Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills.
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 for ITSC2321.
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. 2011-2012: 83% of students achieved a passing score on all the lab assignments.
Assessment of Previous Cycle's Action Plan	• Discontinue use of "exams" in Measures (use only lab assignments): Done. • Target: Students will achieve 70% or better average of all lab assignments for ITSC2321: Done • Complete test blueprint for the final: N/A, assignments are new criteria • Promote interaction with fellow classmates: Students are encouraged to use their peers for help on assignments.
New Action Plans	• Drop student who do not complete course orientation after the first week. • Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills. • Move this entire Outcome #2 to become Outcome #3.

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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. 2011-2012: 87% of students achieved a passing score on all the lab assignments.
Assessment of Previous Cycle's Action Plan	• Discontinue use of "exams" in Measures (use only lab assignments): Done. • Target: Students will achieve 70% or better average of all lab assignments for ITSW2337: Done • Complete test blueprint for the final: N/A, assignments are new criteria • Promote interaction with fellow classmates: Students are encouraged to use their peers for help on assignments.
New Action Plans	• Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills. • Revised certificate plan from Alamo Colleges' CIS Coordination has been implemented 2012-13. Change **Measures** from ITSW2337 to ITCC1401 (Cisco Exploration 1 – Network Fundamentals). • Move this entire Outcome #3 to become Outcome #2.
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	