



ALAMO
COLLEGES

PALO ALTO COLLEGE

Program Assessment Report

Program/Award: CIS Helpdesk Support Specialist Level 1 Certificate
Program/Award: Computer Support Specialist Level 1 Certificate – beginning Fall 2012
Academic Year Assessed: 2012-2013
Program Lead Faculty: Joe Corrales
Department Chair: Brian Sanders

Program Learning Outcome #1	Students will assist end-users in troubleshooting software, hardware, operating system, and network problems in typical business settings.
Courses in the degree plan that address this outcome	ITSC 1305
Assessment Method	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 for Achievement	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.
Results	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. 2011-2012: 67% of students achieved a passing score on the final exam. 70% of students achieved a passing score on all the lab assignments. 2011-2012: 67% of students achieved a passing score on the final exam. 70% of students achieved a passing score on all the lab assignments. 2012-2013: 64% of students achieved a passing score on the final exam. 70% of students achieved a passing score on all the lab assignments.
Target Met or Not Met	Met for the assignments, not met for the final exam.
New action plan for improvement of student learning	<ul style="list-style-type: none">• Develop a “key assignment” which can be used to assess students’ critical thinking and communication knowledge and skills.• Acquire videos both for campus and online students to be used in labs to provide real world scenarios.



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Evaluation of previous cycle's action plans	Previous action plan was met. Outcome #1 was changed to "Students will assist end-users in troubleshooting software, hardware, operating system, and network problems in typical business settings." - done A "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills was not done – in progress.
Program Learning Outcome #2	Demonstrate technical job-performance and workplace skills.
Courses in the degree plan that address this outcome	ITSC 1325 (Number has changed to 1425)
Assessment Method	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 for Achievement	70% of assessed students will achieve a passing score on final exam and all lab assignments for the ITSC1325 - Personal Computer Hardware course.
Results	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. 2011-2012: 85% of students achieved a passing score on the final exam. 72% of students achieved a passing score on all the lab assignments. 2012-13: 83% of students achieved a passing score on the final exam. 70% of students achieved a passing score on all the lab assignments.
Target Met or Not Met	Met
New action plan for improvement of student learning	<ul style="list-style-type: none">• Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills.• Explore acquisition of hardware kits that can show students how to build a computer and tear it down.



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Evaluation of previous cycle's action plans	<p>Change Outcome #1 to "Students will assist end-users in troubleshooting software, hardware, operating system, and network problems in typical business settings."</p> <p>Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills. – in progress</p> <p>Revised certificate plan from Alamo Colleges' CIS Coordination has been implemented 2012-13. Change ITSC1325 to ITSC1425. - done</p>
Program Learning Outcome #1	Students will demonstrate rapport with users in problem-solving situations.
Courses in the degree plan that address this outcome	ITSC 2339 (Number has changed to 2439)
Assessment Method	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 for Achievement	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.
Results	<p>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.</p> <p>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.</p> <p>2011-2012: 79% of students achieved a passing score on the final exam. 66% of students achieved a passing score on all the lab assignments.</p> <p>2012-2013: 79% of students achieved a passing score on the final exam. 62% of students achieved a passing score on all the lab assignments.</p>
Target Met or Not Met	Met for the final exam, not met for the lab assignments
New action plan for improvement of student learning	<ul style="list-style-type: none">• Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills.• Explore acquiring help desk software to help students respond to stressful situations and learn to escalate problems



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Evaluation of previous cycle's action plans	Change Outcome #3 to "Students will demonstrate rapport with users in problem-solving situations." -done Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills. – in progress Revised certificate plan from Alamo Colleges' CIS Coordination has been implemented 2012-13. Change ITSC2339 to ITSC2439. - done
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