



ALAMO  
COLLEGES

PALO ALTO COLLEGE

### Program Assessment Report

**Program/Award:** CIS Personal Computer Skills Level 1 Certificate  
**Academic Year Assessed:** 2012-2013  
**Program Lead Faculty:** Steve Hicks  
**Department Chair:** Brian Sanders

Program Learning Outcome #1	Students will demonstrate specific skills in operating systems and business productivity software suites.
Courses in the degree plan that address this outcome	ITSC 1309
Assessment Method	All lab assignments and exams for the ITSC 1309 course
Targets for Achievement	70% of students will achieve a passing score on all the lab assignments for ITSC 1309.
Results	<p>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.</p> <p>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.</p> <p>2011-2012: 57% of students achieved a passing score on all the lab assignments. 60% of students achieved a passing score on all the exams.</p> <p>2012-2013: 68% of students achieved a passing score on all the lab assignments. 63% of students achieved a passing score on all the exams.</p>
Target Met or Not Met	Not met
New action plan for improvement of student learning	<ul style="list-style-type: none"><li>• Late assignments will be accepted with penalty</li><li>• Continue with actions below.</li></ul>
Evaluation of previous cycle's action plans	<ul style="list-style-type: none"><li>• Drop student who do not complete course orientation after the first week</li><li>• Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills. Gain input from students for involvement: students requested late submission of assignments and was granted through last week of semester.</li></ul>
Program Learning Outcome #2	Demonstrate advanced level of skills of computer applications from business productivity software suites.



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Courses in the degree plan that address this outcome	ITSC 2321
Assessment Method	All lab assignments and exams for the ITSC 2321 course
Targets for Achievement	70% of students will achieve a passing score on all the lab assignments for ITSC2321.
Results	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. 63% of students achieved a passing score on all the exams. 2012-2013: 79% of students achieved a passing score on all the lab assignments. 64% of students achieved a passing score on all the exams.
Target Met or Not Met	Target met for lab assignments.
New action plan for improvement of student learning	<ul style="list-style-type: none"><li>• All assignments will be reviewed.</li></ul>
Evaluation of previous cycle's action plans	<ul style="list-style-type: none"><li>• Drop student who do not complete course orientation after the first week.</li><li>• Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills.</li><li>• Move this entire Outcome #2 to become Outcome #3.</li></ul>
Program Learning Outcome #3	Demonstrate advanced database skills.
Courses in the degree plan that address this outcome	ITSW 2337
Assessment Method	Database assignments and the final for the ITSW 2337
Targets for Achievement	70% of assessed students will pass on all database assignments and the final in ITSW 2337.



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Results	<p>2009-2010: 85% of students achieved a passing score on all the lab assignments. 54% of students achieved a passing score on the final.</p> <p>2010-2011: 80% of students achieved a passing score on all the lab assignments. 20% of students achieved a passing score on the final.</p> <p>2011-2012: 87% of students achieved a passing score on all the lab assignments. 78% of students achieved a passing score on the final.</p> <p>2012-2013: <b>Class has been removed from the certificate.</b></p>
Target Met or Not Met	<ul style="list-style-type: none"><li>• N/A</li></ul>
New action plan for improvement of student learning	N/A
Evaluation of previous cycle's action plans	<ul style="list-style-type: none"><li>• Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills.</li><li>• Revised certificate plan from Alamo Colleges' CIS Coordination has been implemented 2012-13. Change <b>Measures</b> from ITSW2337 to <u>ITCC1401</u> (Cisco Exploration 1 – Network Fundamentals).</li><li>• Move this entire Outcome #3 to become Outcome #2.</li></ul>