ALAMO
COLLEGES

PALO ALTO COLLEGE

Associate of Applied Science in Network Administration (Cisco Network Associate) (3588)

Career and Technical Education Degrees and Certificates

#1	Associate of Applied Science in Network Administration (Cisco Network Associate) degree Student Learning Outcome Demonstrate technical job-performance and workplace skills. ITCC 2410 - Cisco Exploration 4 - Accessing the WAN 　　　Configure and implement networks, to include basic WAN serial connection, PPP and Frame Relay, NAT, DHCP, DNS, VLANs, and router and switch security.
	Courses in the degree plan that address this outcome ITCC 2410
	Assessment Measure for this Outcome Concept- and hands-on skill performance assessments will be used to appropriately assess the total set of knowledge, skills, and abilities of the students.
	Achievement Target for this Measure 70 % of students will achieve a passing grade on the assessments in ITCC 2410 - Cisco Exploration 4 - Accessing the WAN course of a C or better.
	<mark>Findings</mark>
	Related Action Plans 　• Develop rubrics and test item blue prints as scoring guides for the concept- and hands-on skill performance assessments 　• Offer an on-campus class to accommodate students unable to travel to remote site (Kelly ATC)

#2	Associate of Applied Science in Network Administration (Cisco Network Associate) degree Student Learning Outcome Demonstrate technical job-performance and workplace skills. ITSC 2339 Personal Computer Help Desk 　　　Develop a fundamental working knowledge of the skills required to work in a help desk environment, including: problem-solving, proper communication skills when guiding others and developing proper documentation.
	Courses in the degree plan that address this outcome

	ITSC 2339
	Assessment Measure for this Outcome Concept- and hands-on skill performance assessments will be used to appropriately assess the total set of knowledge, skills, and abilities of the students.
	Achievement Target for this Measure 70% of students will achieve a passing grade on the assessments in ITSC 2339 Personal Computer Help Desk of a C or better.
	<mark>Findings</mark>
	Related Action Plans • Develop rubrics and test item blue prints as scoring guides for the concept- and hands-on skill performance assessments • Begin to offer course

#3	Associate of Applied Science in Network Administration (Cisco Network Associate) degree Student Learning Outcome Demonstrate technical job-performance and workplace skills. ITSC 2586 - Practicum - Computer and Information Sciences, General* Evaluation of the goals set by agreement for the co-operative learning class used as the capstone for the Associate of Applied Science Award.
	Courses in the degree plan that address this outcome ITSC 2586
	Assessment Measure for this Outcome Concept- and hands-on skill performance assessments will be used to appropriately assess the total set of knowledge, skills, and abilities of the students. Also considered is the evaluation of the goals set by agreement for the co-operative learning class used as the capstone for the Associate of Applied Science Award.
	Achievement Target for this Measure 70% of students will achieve a passing grade on the assessments in the ITSC 2586 - Practicum - Computer and Information Sciences, General* course of a C or better including satisfactory evaluation by employer at the end of the grading period.
	<mark>Findings</mark>

Related Action Plans

- Develop rubrics and test item blue prints as scoring guides for the concept- and hands-on skill performance assessments
- Develop a rubric to guide the evaluation by employer
- Early Alert and Gateway to College Alerts are strictly followed starting Spring 2009
- Develop additional job sites for students to expand their potential for employment.
- Strict enforcement of prerequisites