



ALAMO
COLLEGES

PALO ALTO COLLEGE

Program Assessment Report

Program/Award: AAS in CIS Network Administration (Cisco Network Associate)

Program/Award: AAS in CIS Network Administrator – beginning Fall 2012

Academic Year Assessed: 2012-2013

Program Lead Faculty: Brian Sanders

Department Chair: Brian Sanders

Program Learning Outcome #1	Install, configure, operate and troubleshoot routers, switches, LANs, WANs, and dial-access and wireless services for small networks.
Courses in the degree plan that address this outcome	ITCC 2408
Assessment Method	Concept and hands-on skill performance assessments will be used to appropriately assess the total set of knowledge, skills, and abilities of the students for ITCC2408.
Targets for Achievement	70% of students will achieve a passing score on the concept and hands-on skill performance final project for ITCC 2408 - Cisco Exploration 3 - LAN Switching and Wireless.
Results	2009-2010: 100% of students achieved a passing score on the final project. 2010-2011: 100% of students achieved a passing score on the final project. 2011-2012: 100% of students achieved a passing score on the final project. 2012-2013: 91% of students achieved a passing score on the final project.
Target Met or Not Met	• Met
New action plan for improvement of student learning	<ul style="list-style-type: none">• A new Key Assignment will be created, for fall 2014 implementation, due to a major change to the Cisco (ITCC) curriculum.• A new revised curriculum, for fall 2014 implementation, to meet new Cisco Certification/NetAcad (Cisco Network Academy) specifications will be developed.



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Evaluation of previous cycle's action plans	<ul style="list-style-type: none">• Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills. - done• Revised degree plan from Alamo Colleges' CIS Coordination has been implemented 2012-13. Change Measures from ITCC2408 to <u>ITNW2450</u> (Enterprise Network). - done• Change Outcome #1 to "Install, configure, operate and troubleshoot routers, switches, LANs, WANs, and dial-access and wireless services for small networks." - done
Program Learning Outcome #2	Prepared for the globally-recognized Cisco CCNA® certification exam, continued education, and for entry-level career opportunities.
Courses in the degree plan that address this outcome	ITCC 2410
Assessment Method	Concept and hands-on skill performance assessments will be used to appropriately assess the total set of knowledge, skills, and abilities of the students for ITCC2410.
Targets for Achievement	70 % of students will achieve a passing score on the concept and hands-on skill performance final project for ITCC 2410 - Cisco Exploration 4 - Accessing the WAN course.
Results	2009-2010: 100% of students achieved a passing score on the final project. 2010-2011: 72% of students achieved a passing score on the final project. 2011-2012: 90% of students achieved a passing score on the final project. 2012-13: 95% of students achieved a passing score on the final project.
Target Met or Not Met	Met
New action plan for improvement of student learning	<ul style="list-style-type: none">• A new Key Assignment will be created, for fall 2014 implementation, due to a major change to the Cisco (ITCC) curriculum.• A new revised curriculum, for fall 2014 implementation, to meet new Cisco Certification/NetAcad (Cisco Network Academy) specifications will be developed.
Evaluation of previous cycle's action plans	Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills. - done Change Outcome #2 to "prepared for the globally-recognized Cisco CCNA® certification exam, continued education, and for entry-level career opportunities." - done



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Program Learning Outcome #3	Complete an external learning experience to enhance the student's application of skills in the ultimate hands-on training.
Courses in the degree plan that address this outcome	ITSC 2364
Assessment Method	Concept- and hands-on skill performance on final exam 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.
Targets for Achievement	70% of students will achieve a passing score of "C" or better on the final exam for ITSY 2386 – Internship – Computer and Information Systems Security (or ITSC 2364 – Practicum – Computer and Information Sciences, General), and 70% of students will achieve a satisfactory evaluation by employer at the end of the grading period.
Results	2009-2010: 86% of students achieved a passing score on employee's evaluation. 71% of students achieved a passing score on the final exam. 2010-2011: 100% of students achieved a passing score on employee's evaluation. 79% of students achieved a passing score on the final exam. 2011-2012: 73% of students achieved a passing score on employee's evaluation. 73% of students achieved a passing score on the final exam. 2012-2013: 95% of students achieved a passing score on employee's evaluation. 95% of students achieved a passing score on the final exam.
Target Met or Not Met	Met



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New action plan for improvement of student learning	New resources and Internship locations will be evaluated for their relevancy to our degree programs. Regular updates to the key assignment (semester project) will be required to ensure the student stays engaged.
Evaluation of previous cycle's action plans	Weekly follow-up to students through email and course contact has been done. - completed A "key assignment" has been added to assess students' critical thinking and communication knowledge and skills. - completed Outcome #3 was changed to "Complete an external learning experience to enhance the student's application of skills in the ultimate hands-on training." - completed Target was changed to "70% of students will achieve a passing score of "C" or better on the final exam for ITSY 2386 – Internship – Computer and Information Systems Security (or ITSC 2364 – Practicum – Computer and Information Sciences, General), and greater than 70% of students did achieve a satisfactory evaluation by employer at the end of the grading period." - Completed