



ALAMO
COLLEGES

PALO ALTO COLLEGE

Program Student Learning Assessment Plan/Report
Academic Year 2010-11

Program/Award: Associate of Applied Science (AAS) in CIS Computer Support Specialist

Program Lead Faculty:

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
Targets	70% of students will achieve a passing score on all the lab assignments and exams for the 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.
Assessment of Previous Cycle's Action Plan	<ul style="list-style-type: none">• Developed a rubric for assessing the lab assignments.• Continuing to develop test blueprints for the exams.• Early Alert and Gateway to College Alerts were strictly followed starting Spring 2009.• Offered an on-campus class to accommodate the students whose learning styles do not respond well to on-line classes.
New Action Plans	<ul style="list-style-type: none">• Discontinue use of "exams" in Measures (use only lab assignments).• Target: Students will achieve 70% or better average of all lab assignments for ITSC1309.• Complete test blueprints for the exams.• Extend office hours for accessibility.• Gain input from students for involvement.
Outcome #2	Demonstrate medium 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 and exams for the ITSC 2321.
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.
Assessment of Previous Cycle's Action Plan	<ul style="list-style-type: none">• Developed a rubric for assessing the lab assignments• Continuing to develop test blueprint for the final• Early Alert and Gateway to College Alerts were strictly followed starting Spring 2009• Offered an on-campus class to accommodate the students whose learning styles do not respond well to on-line classes.
New Action Plans	<ul style="list-style-type: none">• Discontinue use of "exams" in Measures (use only lab assignments).• Target: Students will achieve 70% or better average of all lab assignments for ITSC2321.• Complete test blueprint for the final.



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	<ul style="list-style-type: none">Promote interaction with fellow classmates.
Outcome #3	Demonstrate technical job-performance and workplace skills.
Measures	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	70% of students will achieve a passing score on final exam for ITSC 2364 - Practicum - Computer and Information Sciences, General of a C or better including satisfactory evaluation by employer at the end of the grading period.
Findings	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.
Assessment of Previous Cycle's Action Plan	<ul style="list-style-type: none">Developed a rubric to assess the practicum.Developed a rubric to assist employers with evaluation of the students.It was found that Early Alert was not needed and Gateway to College students are not qualified.Developed additional job sites for students to expand their potential for employment.Prerequisites were strictly enforced.
New Action Plans	<ul style="list-style-type: none">Enforce importance of final exam submission.
Outcome #4	
Measures	
Targets	
Findings	
Assessment of Previous Cycle's Action Plan	
New Action Plans	
Outcome #5	
Measures	
Targets	



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Findings	
Assessment of Previous Cycle's Action Plan	
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