ALAMO
COLLEGES

PALO ALTO COLLEGE

Program Student Learning Assessment Plan/Report
Academic Year _2011-12_

Program/Award: Associate of Applied Science (AAS) in CIS Computer Support Specialist
Program Lead Faculty: Steve Hicks
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
Target	70% of students will achieve a passing score on all the lab assignments for 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.
	2011-2012: 57% of students achieved a passing score on all the lab assignments.

Assessment of Previous Cycle's Action Plan	• Discontinue use of "exams" in Measures (use only lab assignments): Done. • Target: Students will achieve 70% or better average of all lab assignments for ITSC1309: Done • Complete test blueprints for the exams: N/A, using labs as criteria • Extend office hours for accessibility: Instructor availability exceeds min. require when virtual hours are included. • Gain input from students for involvement: students requested late submission of assignments and was granted through last week of semester.
New Action Plans	• Drop student who do not complete course orientation after the first week • Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills.
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 for ITSC2321.

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.
	2011-2012: 83% of students achieved a passing score on all the lab assignments.

Assessment of Previous Cycle's Action Plan	• Discontinue use of "exams" in Measures (use only lab assignments): Done. • Target: Students will achieve 70% or better average of all lab assignments for ITSC2321: Done • Complete test blueprint for the final: N/A, assignments are new criteria • Promote interaction with fellow classmates: Students are encouraged to use their peers for help on assignments.

Program Student Learning Assessment Plan/Report

New Action Plans	• Drop student who do not complete course orientation after the first week • Revised degree plan from Alamo Colleges' CIS Coordination has been implemented 2012-13. Change **Measures** from ITSC2321 to <u>ITSC2439</u> (Personal Computer Help Desk Support).
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. 2011-2012: 73% of students achieved a passing score on employee's evaluation. 　　　　　　　73% of students achieved a passing score on the final exam.
Assessment of Previous Cycle's Action Plan	• Enforce importance of final exam submission: Enforced with reminder email a week before the final exam is due.
New Action Plans	• Provide weekly follow-up to students through email and course contact. Emails will target those having problems. • Add a "key assignment" which can be used to assess students' critical thinking and communication knowledge and skills. • Change **Outcome** #3 to "Complete an external learning experience to enhance the student's application of skills in the ultimate hands-on training." • Change **Targets** to "70% of students will achieve a passing score of "C" or better on the final exam for 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."
Outcome #4	
Measures	
Targets	
Findings	
Assessment of Previous Cycle's Action Plan	

Program Student Learning Assessment Plan/Report

New Action Plans	
Outcome #5	
Measures	
Targets	

ALAMO COLLEGES

PALO ALTO COLLEGE

Program Student Learning Assessment Plan/Report

Findings	
Assessment of Previous Cycle's Action Plan	
New Action Plans	