ALAMO
COLLEGES

PALO ALTO COLLEGE

CIS Helpdesk Support Specialist level 1 Certificate (3503)

Career and Technical Education Degrees and Certificates

#1	CIS Helpdesk Support Specialist level 1 Certificate Student Learning Outcome Demonstrate technical job-performance and workplace skills.
	Courses in the degree plan that address this outcome ITSC 1305 - Introduction to PC Operating Systems Introduction to personal computer operating systems including installation, configuration, file management, memory and storage management, control of peripheral devices, and use of utilities. Basic computer skills are required.
	Assessment Measure for this Outcome Concept- and hands-on skill performance on final exam and all the lab assignments will be used to appropriately assess the total set of knowledge, skills, and abilities of the student for ITSC 1305.
	Achievement Target for this Measure 70% of assessed students will achieve a passing score on final exam and all lab assignments for the ITSC 1305 - Introduction to PC Operating Systems.
	Findings Fall 2010 84% of students achieved a passing score on the final exam. 72% of students achieved a passing score on all the lab assignments.
	Related Action Plans • Develop rubrics to assess the lab assignments. • Develop a test blue print for the final. • Early Alert and Gateway to College Alerts are strictly followed starting Spring 2009. • Offer an on-campus class to accommodate the students whose learning styles do not respond well to on-line classes.
#2	CIS Helpdesk Support Specialist level 1 Certificate Student Learning Outcome Demonstrate technical job-performance and workplace skills.

	Courses in the degree plan that address this outcome ITSC 1325 - Personal Computer Hardware A study of current personal computer hardware including personal computer assembly and upgrading, setup and configuration, and troubleshooting.
	Assessment Measure for this Outcome Concept and hands-on skill performance on final exam and all the lab assignments will be used to appropriately assess the total set of knowledge, skills, and abilities of the students for ITSC 1325.
	Achievement Target for this Measure 70% of assessed students will achieve a passing score on final exam and all lab assignments for the ITSC1325 - Personal Computer Hardware course.
	Findings Fall 2010 80% of students achieved a passing score on the final exam. 80% of students achieved a passing score on all the lab assignments.
	Related Action Plans - Develop rubrics to assess the lab assignments. - Develop a test blue print for the final. - Early Alert and Gateway to College Alerts are strictly followed starting Spring 2009. - Offer an on-campus class to accommodate the students whose learning styles do not respond well to on-line classes.
#3	CIS Helpdesk Support Specialist level 1 Certificate Student Learning Outcome Demonstrate technical job-performance and workplace skills.
	Courses in the degree plan that address this outcome 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.
	Assessment Measure for this Outcome

	Concept- and hands-on skill performance on final exam and all the lab assignments will be used to appropriately assess the total set of knowledge, skills, and abilities of the students for ITSC 2339.
	Achievement Target for this Measure 70% of assessed students will achieve a passing score on final exam and all lab assignments for the ITSC - 2339 Personal Computer Help Desk course.
	Findings Fall 2010 68% of students achieved a passing score on all the lab assignments. 65% of students achieved a passing score on the final exam.
	Related Action Plans • Develop rubrics to assess the lab assignments. • Develop a test blue print for the final. • Early Alert and Gateway to College Alerts are strictly followed starting Spring 2009. • Offer an on-campus class to accommodate the students whose learning styles do not respond well to on-line classes.