Associate of Applied Science in CIS Computer Support Specialist

Career and Technical Education Degrees and Certificates

#1	AAS in CIS Computer Support Specialist Student Learning Outcomes Students will demonstrate specific skills in operating systems and business productivity software suites
	Courses in the degree plan that address this outcome ITSC 1309 - Integrated Software Applications Integration of applications from popular business productivity software suites. Instruction in embedding data, linking and combining documents using word processing, spreadsheets, databases, and/or presentation media software. Basic computer skills are required.
	Assessment Measure for this Outcome All lab assignments and exams for the ITSC 1309 course
	Achievement Target for this Measure 70% of students will achieve a passing score on all the lab assignments and exams for the ITSC 1309.
	Findings Fall 2010 71% of students achieved a passing score on all the lab assignments. 72% of students achieved a passing score on all the exams.
	Related Action Plans • Develop a rubric for assessing the lab assignments. • Develop a test blue print for the exams. • 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	AAS in CIS Computer Support Specialist Student Learning Outcome Demonstrate medium level of skills of computer applications from business productivity software suites
	Courses in the degree plan that address this outcome

	ITSC 2321 - Integrated Software Applications II Continued study of computer applications from business productivity software suites. Instruction in embedding data and linking and combining documents using word processing, spreadsheets, databases, and/or presentation media software.
	Assessment Measure for this Outcome All lab assignments and exams for the ITSC 2321 course
	Achievement Target for this Measure 70% of students will achieve a passing score on all the lab assignments and exams for the ITSC 2321.
	Findings Fall 2010 87% of students achieved a passing score on all the lab assignments. 87% of students achieved a passing score on all the exams.
	Related Action Plans • Develop a rubric for assessing the lab assignments. • Develop a test blue print for the exams. • 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	AAS in CIS Computer Support Specialist Student Learning Outcomes for Capstone course ITSC 2364 Demonstrate technical job-performance and workplace skills.
	Courses in the degree plan that address this outcome ITSC 2364 - Practicum - Computer and Information Sciences, General Practical, general workplace training supported by an individualized learning plan developed by the employer, college, and student.
	Assessment Measure for this Outcome 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.
	Achievement Target for this Measure 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 Fall 2010 86% of students achieved a passing score on employee's evaluation. 71% of students achieved a passing score on the final exam.
	Related Action Plans • Develop a rubric to assess the practicum. • Develop a rubric to assist employers with evaluation of the students. • 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.