

Report: Operational Plan Details for : Information Technology

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Workspace: Program Assessment Plans

Operational Plan: 2018-2020 Assessment Cycle: Use of Results and Status Report

Operational Plan Template: Academic Program Operational Plan Template

Report Generated: Friday, September 04, 2020

Actions and Status Report

Information Technology Outcome Set (2018-2020)

Outcome

SLO 1

Demonstrate a general knowledge of all areas of the information technology field.

Action Plan for SLO 1

Action Plan Details:

Faculty will work with business and industry partners to obtain additional equipment related to Measure 1 so students have more individual time to work on projects and assignments. Faculty will also collaborate with the college's Information Technology department to explore opportunities to use surplus or discarded computers within the program. Faculty will work over the next year to revise the exam used for Measure 2 and to also rewrite the measurement. Faculty will revise the exam on identification of major components of a printer system to provide clarity and better focus. The revision will take place over the Fall 2020 semester and will be administered again in Spring 2021.

Measures:

Updated measure will be finalized in Fall 2020 and implemented in Spring 2021.

Measure: TBD

SLO 2

Perform effective basic PC troubleshooting techniques and procedures.

Action Plan for SLO 2

Action Plan Details:

Though most students excelled with both of the measure related to this outcome, faculty noted that some students struggling with making connections and following multi-step processes. To help address this,

faculty will implement alternative assignments, such as writing out the steps of a process, prior to the assessment. Also, the measure will be revised to include a focus on Windows 10. The revised measure will be completed during the Fall 2020 term and implemented for the Spring 2021 semester.

Measures:

Course Alignment: INTE 1150
Acceptable Target: At least 80% of students will be able to install Windows 10 operating system. Create administrator account and password.
Measure Description: Performance Evaluation - Installation of Windows 10 operating system

SLO 3

Install, configure, and maintain an operating system.

Action Plan for SLO 3

Action Plan Details:

One of the areas faculty identified for improvement based on the previous assessment cycle was the need to provide additional instruction related to service packs and drivers. During the action plan year, faculty will create an additional lesson to help students become aware of how to install the latest OS software and updates and also identify the drivers needed for the specific model.

Measures:

Course Alignment: INTE 2015
Acceptable Target: At least 80% of students will be able to understand how to use a bootable USB flashdrive to install Windows 8.1 Pro and upgrade to Windows 10 Pro.
Measure Description: Hands-On Test - Installation of Windows 8.1 Pro from bootable USB flashdrive and upgrade to Windows 10 Pro

SLO 4

Successfully design and troubleshoot local area and wide area networks.

Action Plan for SLO 4

Action Plan Details:

As noted in the analysis of results for Measure 2 of this outcome, faculty expressed a need to re-evaluate the exam and seek to increase rigor while also further expanding concepts included within

the exam. This will help to increase assessment of student competency and the associated student learning outcome in the future. Faculty will revise Measure 2 from the 2018-2020 cycle and continue into the action plan year (2020-2021). Results will be compared to assess gains in student outcomes related to the action plan. The revised measure will be completed during the Fall 2020 term and implemented for the Spring 2021 semester.

Measures:

Course Alignment: INTE 2545
Acceptable Target: At least 75% of students will be able to demonstrate a general knowledge of security in a network environment.
Measure Description: Exam - Security Assessment

SLO 5

Attain certifications in specialized training areas of computer networking leading to job opportunities in the information technology field.

Action Plan for SLO 5

Action Plan Details:

Faculty will research the future implementation of an enhanced curriculum during the Fall 2020 related to CompTIA A+ certification and teaching towards passage of the certification exam (test prep). Additionally, faculty will consider opportunities to incentivize attempting the certification exam within the curriculum (test prep in INTE 2995). Faculty will also reach-out to CompTIA to determine whether or not certification data can be sent to NTCC.

Faculty will also engage with their Occupational Advisory Committee to assess whether the CompTIA Network+ Certification should continue to be included in the curriculum, since it was noted that this certification is especially challenging for students after revisions to the curriculum. Faculty will continue Measure 1 from the 2018-2020 cycle into the action plan year. Also, faculty will provide meeting minutes from the Occupational Advisory Committee documenting a discussion related to CompTIA Network+ Certification.

Measures:

Course Alignment: Tied to Multiple Courses within Program

Acceptable Target: At least 60% of students will be able to attain the CompTIA A+ Certification.
Measure Description: A+ Certification Examination