

Information Technology Network Administration Year 1 (ITNA1)/Technical Support Specialist (TSS)/A+ Computer Technician Assessment Results

ITNA1 Program Objective

The Information Technology - Network Administration program is designed to prepare graduates for a career in system administration. Successful graduates will be able to design, administer, and troubleshoot networks utilizing Microsoft Windows Server 2008 operating systems, the Microsoft Exchange email messaging system, Cisco technologies, Linux networking technologies and automation tools such as Windows PowerShell.

Year One is designed to prepare students for employment in end-user application work, computer operations, technical support, or a related computer field. Through hands-on instruction, students will become proficient utilizing desktop operating systems and various office applications commonly used in today's market. Students will also focus on fundamental networking concepts as well as developing skills necessary for troubleshooting and supporting hardware and software related issues. This program will help students prepare for CompTIA A+ Certification. Exam vouchers are provided for students who meet the requirements of the Test Pass Assurance (TPA) program.

TSS Program Objective

To prepare the student for employment in end-user application work, computer operations, technical support, or a related computer field. This program is designed to help students prepare for the CompTIA A+ Certification exams for computer technicians. Exam vouchers are provided to students who meet requirements of the Test Pass Assurance (TPA) program.

Students who successfully complete this program are eligible to be considered for advancement to Year Two of the Information Technology—Network Administration degree program with the addition of M131A and M131B Mathematics Concepts, E110 Developmental Writing, and GE200 English Composition. Please contact the dean for further information.

A+ Computer Technician Program Objective

To qualify the student for employment in a computer operations or technical support related position.

To fulfill the basic goals and objectives the following ITNA1/TSS/A+ Computer Technician Program Learning Outcomes have been adopted for the program.

Upon successful completion of this program, students will be able to do the following:

- Compose clear, organized business documents, including professional letters and memos tailored to a specific audience.
- Perform fundamental accounting procedures including journalizing transactions, preparing financial statements, and completing bank reconciliations.
- Create and present professional presentations with appropriate visual aids.
- Use Microsoft Office Applications to execute, maintain, and improve office operations.
- Apply customer service, problem solving, and interpersonal skills to business situations.
- Act independently and as a team member to work effectively in a confident, competent and professional manner.

Program Learning Outcomes (PLOs) Assessment Report Summary

Findings:

This assessment was completed in 2012. The course student learning outcomes assessments from all of the course assessments in the ITNA1/TSS/A+ Technician programs map to the program learning outcomes. The department set target achievement goals and compared the results of the actual achievement goals to the target. The results of the course and program assessment showed the following:

- Overall the program is working. Changes made to increase the number of labs have led to greater student satisfaction and better retention. Specifically, the mix of lecture and lab was modified to reduce blocks of lecture into smaller modules. The additional hands on labs were added to reinforce what the students learned. This resulted in greater retention of concepts and students exhibiting more confidence with the material.
- Much of the progress made will need to be moved forward with brand new curriculum. CompTIA has changed the exams and the last time a student will be able to take a 700 series exam is in August of 2013.

Action Items:

We will redo curriculum to support the new testing standards for the CompTIA exams.