

PROGRAM ASSESSMENT PLAN CHANGE FORM

Program Code: CTCSTC	Program Title: Computer Systems Technology	Effective Term: Fall 2023
--------------------------------	--	-------------------------------------

List the outcome(s) to be revised, and identify changes (add rows as needed):

Learning outcomes to be assessed	Assessment tool	When assessment will take place	Course/other populations	Number of students to be assessed
1. Install, configure, optimize and upgrade personal computer hardware components.	Outcome-related task list	Every three years	CST 160 Computer Systems Technology I	All students
2. Identify the names, purposes and operational characteristics of computer hardware subsystems.	Outcome-related departmental test questions	Every three years	CST 160 Computer Systems Technology I	All students
3. Configure servers to utilize virtualization technology to run multiple operating systems simultaneously.	Outcome-related skills-based lab activity	Every three years	CST 165 Computer Systems Technology II	All students
4. Create a functional batch file using the command line for a given operating system.	Outcome-related batch file	Every three years	CST 120 Command Line Fundamentals	All students

Scoring and analysis of assessment:

1. Indicate how the above assessment(s) will be scored and evaluated (e.g. departmentally-developed rubric, answer key, checklist, other). Please attach rubric if available.
 1. Checklist
 2. Answer key
 3. Checklist
 4. Departmentally-developed rubric

2. Indicate the standard of success to be used for this assessment:
 1. At least 70% of the students will successfully install and configure the required hardware.
 2. 70% of students will score 70% or higher.
 3. 70% of students will score 70% or higher.
 4. 70% of students will score 70% or higher.

3. Indicate who will score and analyze the data:
 - a. Departmental faculty

PROGRAM ASSESSMENT PLAN CHANGE FORM

Signatures:

Reviewer	Print Name	Signature	Date
Initiator	James Lewis	<i>James Lewis</i>	4/7/2023
Department Chair	Scott Shaper	<i>Scott Shaper</i>	4/7/2023
Division Dean/Administrator	Eva Samulski	<i>Eva Samulski</i>	04/09/23
Please return completed form to the Office of Curriculum & Assessment, SC 257 or by e-mail to curriculum.assessment@wccnet.edu			
Curriculum Committee Chair	Randy Van Wagnen	<i>Randy Van Wagnen</i>	8-23-23
Assessment Committee Chair	Jessica Hale	<i>Jessica Hale</i>	08/28/23

Do not write in shaded area. Entered in: Banner _____ C&A Database _____ Log File _____

Reviewed by C&A Committees 8/3/23

PROGRAM ASSESSMENT PLANNING FORM

Program to be assessed:

Title: Computer Systems Technology

Division: BCT

Department: ELED

Code: CTCSTC

Type of Award:

A.A.

A.S

A.A.S.

Cert.

Adv. Cert.

Post-Assoc. Cert.

Cert. of Completion

Assessment plan:

Learning outcomes to be assessed	Assessment tool	When assessment will take place	Describe population to be assessed	Number of students to be assessed
1. Install, configure, optimize and upgrade personal computer hardware components.	Graduate self assessment survey and optional (if graduate allows) employer assessment of graduate performance.	Every three years	All students who completed the program within the past three years	Approx. 120 – 150 program graduates
2. Identify tools, diagnostic procedures and troubleshooting techniques used to resolve personal computer hardware problems.	Graduate self assessment survey and optional (if graduate allows) employer assessment of graduate performance.	Every three years	All students who completed the program within the past three years	Approx. 120 – 150 program graduates
3. Install, configure, optimize and upgrade operating systems.	Graduate self assessment survey and optional (if graduate allows) employer assessment of graduate performance.	Every three years	All students who completed the program within the past three years	Approx. 120 – 150 program graduates
4. Identify tools, diagnostic procedures and troubleshooting techniques used to resolve operating system problems.	Graduate self assessment survey and optional (if graduate allows) employer assessment of graduate performance.	Every three years	All students who completed the program within the past three years	Approx. 120 – 150 program graduates
5. Install, configure, optimize and troubleshoot workstation connectivity to a network.	Graduate self assessment survey and optional (if graduate allows) employer assessment of graduate performance.	Every three years	All students who completed the program within the past three years	Approx. 120 – 150 program graduates
6. Use good communication skills including listening and tact/discretion, when communicating with customers and colleagues.	Graduate self assessment survey and optional (if graduate allows) employer assessment of graduate performance.	Every three years	All students who completed the program within the past three years	Approx. 120 – 150 program graduates

PROGRAM ASSESSMENT PLANNING FORM

Scoring and analysis of assessment:

- 1. Indicate how the above assessment(s) will be scored and evaluated (e.g. departmentally developed rubric, external evaluation, other). Attach the rubric/scoring guide.

The graduate self assessment survey and employer assessment of graduate performance survey will be developed by the CST faculty with the help of the Office of Institutional Research. The completed assessment surveys will be processed by the Office of Institutional Research. The assessment results will be evaluated by the program faculty.

- 2. Indicate the standard of success to be used for this assessment.

Each of the six program outcomes will be evaluated seperately with an expectation that 90% of the graduates will have successfully achived the given outcome with a score of 75% or better.

- 3. Indicate who will score and analyze the data (data must be blind-scored).

The completed assessment surveys will be processed by the Office of Institutional Research. The assessment results will be evaluated by the CST faculty.

- 4. Explain the process for using assessment data to improve the program.

The CST faculty will analyze the results of the assessment data for areas of strengths and weaknesses. Ideas will be generated to addresses the areas of weaknesses.

Submitted by:

Name: Gary Downen *Gary Downen* Date: 12/18/06
 Print/Signature
 Dept. Chair: Gary Downen *Gary Downen* Date: 12/18/06
 Print/Signature
 Dean: Rosemary Wilson *Rosemary Wilson* Date: 1/5/07
 Print/Signature

Please return completed form to the Office of Curriculum & Assessment, SC 247.