|  |  |  |
| --- | --- | --- |
| Program-Level Learning Outcome (e.g. Students will describe the impact of various cultures on American cuisine.) | Assessment Measure(s) and Where Implemented in Curriculum – Description of Instrument(s)/ process(es) used to measure results and indication of where the assessment will be collected in curriculum. (e.g. Essay on Cultural influences on American cuisine in CUIS 1300.) | Targets- Level of Success Expected  (e.g. 80% of students score 2.5 or better on rubric for essay on cultures and cuisine.) |
| PLO #1  Students will develop problem solving skills related to computer hardware and system software. | Skills assessment 220-1001 in **CPMT 1305: IT Essentials** that requires students to disassemble a personal computer, reassemble the machine to working order, install an OS, and add the computer to a network. | 75% of students score 80% or above based on skills assessment. |
| PLO #2  Students will develop problem solving skills for diagnosing network issues, identify best practices when moving to the cloud, and utilize established safety procedures when mitigating treats. | **ITNW 1358**: Final Exam. This assessment measures the level of knowledge attained in maintenance of computer networks. | 75% of students score 80% or above based on exam. |
| PLO #3  Students will identify how a support center is organized and evaluate how a technical support function or call center position satisfies the needs of end users (customers). | Help desk project assignment #5 in **ITSC 2339-Personal Computer Help Desk Support**. This assessment requires students to research the organizational structures of a technical support function or a call center and evaluate its effectiveness. | 75% of students score 80% or above based on project points. |
| PLO #4  Students will identify and apply appropriate customer service skills, delivered in a variety of ways-phone, chat, email, etc. | Help Desk project assignment #3 in **ITSC 2339-Personal Computer Help Desk Support**. This assessment requires students to conduct research on customer service skills (i. e. communication skills, listening skills, etc.) that a Computer Support Agent needs to know. | 75% of students score 80% or above based on project points. |
| PLO #5  Students will develop problem solving skills related to application software and project management. | Case Assignment in **ITSC 1315 – IT Project Management (Project Scope with Gantt Chart)**: Students will generate a work breakdown structure (WBS) for the project in list form and then based on this generate a Gantt chart using choice of Project Management software. | 75% of students score 80% or above based on skills assessment. |

|  |  |
| --- | --- |
| Assessment Data  Year 2021 | Assessment Data  Year 2023 |
| 76% of students (19 out of 25) earned a grade of 80% or higher. | 64% of students (7 out of 11) earned a grade of 80% or higher |
| 56% of students (10 out of 18) earned a grade of 80% or higher. | 33% of students (9 out of 27) earned a grade of 80% or higher. |
| 90% of students (9 out of 10) earned a grade of 80% or higher. | 63% of students (5 out of 8) earned a grade of 80% or higher. |
| 100% of students (10 out of 10) earned a grade of 80% or higher. | 75% of students (6 out of 8) earned a grade of 80% or higher |
| Class was taught for the first time in 2023. | 50% of students (14 out of 28) earned a grade of 80% or higher. |