**Program/Track Name: \_\_\_\_\_Computer Systems - Computer Support Track\_\_\_\_\_\_\_**

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| Program-Level Learning Outcomes |
| Program Learning Outcome 1: | Students will develop problem solving skills related to computer hardware, and system software, and application programs. |
| Program Learning Outcome 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 threats.  |
| Program Learning Outcome 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). |
| Program Learning Outcome 4: | Students will identify and apply appropriate customer service skills, delivered in a variety of ways-phone, chat, email, etc. |
| Program Learning Outcome 5: | Students will develop problem solving skills related to application software and project management. |

**Program Map ▼**I=Introduced P=Practiced E=Emphasized A=Assessed

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| Program Courses | Program Learning Outcome 1 | Program Learning Outcome 2 | Program Learning Outcome 3 | Program Learning Outcome 4 | Program Learning Outcome 5 |
| CPMT 1305 | I, P, E, A |  |  |  |  |
|  ITSC 1305 | I, P |  |  |  |  |
| ITNW 1358 |  | P, E, A |  |  |  |
|  ITSY 1300 |  | P, E |  |  |  |
|  ITSC 2339 | P, E | P, E | I, P, E, A | I, P, E, A | P, E |
| BCIS 1305 | I |  |  |  | I |
| ITSW 1304 |  |  |  |  | I |
| ITSW 1307 |  |  |  |  | I |
| ITSW 1310 |  |  |  |  | I |
| MRKG 1301 |  |  |  | I, P, E |  |
| ITSC 1315 | I, P |  | I, P |  | I, P, E, A |
| ITMT 1371 | I, P, E | I, P, E |  |  |  |

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| 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 #1Students 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 #2Students 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 #3Students 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 #4Students 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 #5Students 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. |