**Date** 2012-13 **Name of Administrative or Educational t Unit:** \_\_Convergence Technology \_\_\_\_ \_\_\_\_\_\_\_\_\_\_

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**Mission:**

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| Collin's Convergence Technology program introduces the "triple play" combining voice, video and integrated data over an IP network. The program focuses on key content in all three areas and gives students experience in solving real-world problems through case study courses.  Convergence is:  -The blending or integration of voice, video, and data into a single but flexible global communications network.  -The merging together of products and capabilities of multiple vendors to create an integrated solution for the customer. |

**PART I: Might not change from year to year**

| A. Outcomes(s)  Results expected in this department/program | B. Measure(s)  The instrument or process used to measure results | C. Target(s) The level of success expected |
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| 1. Demonstrate proficiency in Wide Area Networks (ITCC 2310 -CCNA 4). | Final Written and Skills Exam in ITCC 2310. | Wide Area Networks Rubric  (Min. 70% on  Assessment) |
| 2. Demonstrate business and  technical skills learned throughout the Convergence Technology Program through a Case Study Analysis Capstone). The analysis will include a  demonstration of project management, design, development, documentation, and a live professionally delivered presentation and demonstration of the results achieved. The presentation will  be delivered to an audience of peers, college faculty and business partners. | Final Demonstration and Presentation in ITNW 2371. | Case Study Rubric  (Min. 70% on  Assessment) |
| 3. Develop and install a working VOIP telephony network. | 1/ Final Written Exam emphasizing telephone services router configurations in EECT 1371.  2/ Final Lab Exam that is professionally documented demonstrating a workable VOIP network in EECT 1371 | VOIP Lecture Exam Key  ( Min. 70% on Assessment)  VOIP Lab Exam Key  Min. 70% on Assessment) |

**PART II: For academic year 2012-13**

**From Part I**

| A. Outcomes(s)  Results expected in this department/program | D. Action Plan Years 5 & 2  Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses. | E. Implement Action Plan  Years 1 & 3  Implement the action plan and collect data | F. Data Results Summary  Years 2 & 4  Summarize the data collected | G. Findings  Years 2 & 4  What does data say about outcome? |
| --- | --- | --- | --- | --- |
| 1. Demonstrate proficiency in Wide Area Networks (ITCC 2310 -CCNA 4). | 1 Per meeting minutes, in order to improve student understanding for the Skills Test and the Final Exam, implemented Comprehensive Skills Challenge Lab to review concepts in the course. Students saw critical material multiple times prior to taking the Skills Test and Final Exam with improved understanding for both assessments. | Implement the action plan and collect data | 1 Results: Met  Findings: Fall 2012, Spring 2012, and Summer 2012:  Skills Test- 106 out of 106 met std. Average= 94.9, High= 100, Low= 70  Final- 96 out of 106 met std. Average= 80.7, High= 100, Low= 59 | Met standard |
| 2. Demonstrate business and  technical skills learned throughout the Convergence Technology Program through a Case Study Analysis Capstone). The analysis will include a  demonstration of project management, design, development, documentation, and a live professionally delivered presentation and demonstration of the results achieved. The presentation will  be delivered to an audience of peers, college faculty and business partners. | See action #1. | Implement the action plan and collect data | 2 Results:  Findings: Spring 2012: Project- 12 out of 12 met std. Average= 100, High= 100, Low= 100; Final- 12 out of 12 met std. Average= 90.8,  High= 100, Low= 75 | Met standard |
| 3. Develop and install a working VOIP telephony network. | See action #1. | Implement the action plan and collect data | 3 - EECT 1371 not taught AY11-12 | N/A |