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

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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___   Date: __12/18/06__
   Print/Signature

Dept. Chair: ___Gary Downen___   Date: __12/18/06__
   Print/Signature

Dean: ___Rosemary Wilson___   Date: __1/5/07__
   Print/Signature

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