

CIS Occupational Program Assessment Plan

<p>Department</p>	<p>Computer and Information Systems</p>
<p>Program Outcomes (List the student learning outcomes of each degree and certificate your program offers. Attach another sheet if necessary)</p>	<p>A.S. Degree in Computer Networking and System Administration</p> <ol style="list-style-type: none"> 1. Demonstrate mastery of a computing knowledge base equivalent to passing an industry-level certification such as CompTIA, Cisco, Microsoft, Linux, etc. (<i>Global Awareness, Critical Thinking</i>) 2. Analyze existing network and/or system configurations, and identify weaknesses in their security (<i>Global Awareness, Critical Thinking</i>) 3. Demonstrate written and verbal communication skills through technical documentation and oral presentations (<i>Communication, Professional Development, Critical Thinking</i>) <p>Certificate of Achievement in Computer Networking and System Administration</p> <ol style="list-style-type: none"> 1. Demonstrate mastery of a computing knowledge base equivalent to passing an industry-level certification such as CompTIA, Cisco, Microsoft, Linux, etc. (<i>Global Awareness, Critical Thinking</i>) 2. Analyze existing network and/or system configurations, and identify weaknesses in their security (<i>Global Awareness, Critical Thinking</i>) <p>Cisco Certified Network Associate (CCNA) Skills Certificate</p> <ol style="list-style-type: none"> 1. Demonstrate mastery of a networking knowledge base equivalent to obtaining CCNA certification from Cisco Systems (<i>Global Awareness</i>) 2. Design and implement a converged network (<i>Global Awareness, Professional Development</i>) 3. Troubleshoot and solve configuration errors on routers and switches (<i>Critical Thinking</i>) <p>Cisco Certified Network Professional (CCNP) Skills Certificate</p> <ol style="list-style-type: none"> 1. Demonstrate mastery of a networking knowledge base equivalent to obtaining CCNP certifications from Cisco Systems (<i>Global Awareness Critical Thinking</i>)

	<ol style="list-style-type: none"> 2. Analyze requirements for enterprise networks and demonstrate proper network design (<i>Critical Thinking</i>) 3. Implement network security (<i>Global Awareness, Critical Thinking</i>) <p>Microsoft System Administration Skills Certificate</p> <ol style="list-style-type: none"> 1. Demonstrate mastery of a computing knowledge base equivalent to obtaining Microsoft Certified Technology Specialist (MCTS) certifications from Microsoft (<i>Global Awareness, Critical Thinking</i>) 2. Administer a network of Microsoft computers by performing installations and regular backups, creating user accounts, configuring and troubleshooting software packages, and updating systems with security patches. (<i>Critical Thinking, Communication</i>) 3. Configure a local area network of Microsoft client and server computers that allows for the sharing of resources in a secure manner. (<i>Critical Thinking, Professional Development</i>) <p>UNIX/Linux System Administration Skills Certificate</p> <ol style="list-style-type: none"> 1. Demonstrate mastery of a computing knowledge base equivalent to passing an industry level certification such as CompTIA, Novel, Sair Gnu, Linux Professional Institute, etc. (<i>Global Awareness, Critical Thinking</i>) 2. Administer a network of Linux computers by performing installations and regular backups, creating user accounts, configuring and troubleshooting software packages, and updating systems with security patches. (<i>Critical Thinking, Communication</i>) 3. Build a simple Linux Operating System distribution on removable media to support multiple users and resource sharing in a local area network. (<i>Critical Thinking, Professional Development</i>) <p>A.S. Degree in Computer Support Specialist</p> <ol style="list-style-type: none"> 1. Explain Information Technology (IT) concepts as they relate to the preparation and presentation of technical information. (<i>Critical Thinking,</i>
--	---

	<p><i>Communication, Professional Development</i>)</p> <ol style="list-style-type: none"> 2. Document and communicate problem, analysis and resolution process. (<i>Communication, Critical Thinking, Professional Development</i>) 3. Implement solutions to customer problems that minimize risk and disruption to productivity. (<i>Critical Thinking, Professional Development</i>) <p>Certificate of Achievement in Computer Support Specialist Fundamentals</p> <ol style="list-style-type: none"> 1. Explain Information Technology (IT) concepts as they relate to the preparation and presentation of technical information. (<i>Communication, Professional Development, Critical Thinking</i>) 2. Analyze help desk tracking software reports. (<i>Critical Thinking, Professional Development</i>) 3. Gather valid data to identify project requirements. (<i>Critical Thinking</i>) <p>A+ Preparation Skills Certificate</p> <ol style="list-style-type: none"> 1. Analyze symptoms of host software, hardware or networking configuration errors. (<i>Critical Thinking</i>) 2. Classify a variety of hardware, software and firmware on a PC. (<i>Critical Thinking, Professional Development</i>) 3. Perform basic network hardware installations. (<i>Professional Development</i>) <p>Computer Support Technician 1 Skills Certificate</p> <ol style="list-style-type: none"> 1. Develop technical documentation for computer user training. (<i>Critical Thinking, Professional Development, Communication</i>) 2. Justify the purpose of logs, reports, training manuals and other forms of technical documentation. (<i>Critical Thinking, Communication, Professional Development</i>) 3. Describe and analyze problems that may arise from cultural and language differences between customer and service technician. (<i>Global Awareness, Communication, Professional Development</i>)
Assessment of Program	The CIS program SLOs will be assessed through an

<p>SLOs</p> <p>Describe the Assessment Process your program will use to evaluate the outcomes. Include the assessment tool used and the rubric or criteria used to evaluate success</p>	<p>assessment process that is embedded in the different courses. We will select certain assignments as assessment tools for a specific program SLOs.</p> <p>EXAMPLE 1: SLO #3 from A.S. Degree in Computer Networking and System Administration Demonstrate written and verbal communication skills through technical documentation and oral presentations (<i>Communication, Professional Development, Critical Thinking</i>)</p> <p>CIS 83 Final Project Students implement a Wide Area Networking (WAN) Scenario including cabling and configuration according to specifications. Students document the process and the configurations of the networking equipments. Students produce a lab portfolio that includes the WAN project, the midterm LAN project, and one lab of their choice. Students write a one-page summary of their project work in MLA format. Students prepare a professional presentation that they present to the entire class during finals week.</p> <p>EXAMPLE 2: SLO #1 from A.S. Degree in Computer Networking and System Administration Demonstrate mastery of a computing knowledge base equivalent to passing an industry-level certification such as CompTIA, Cisco, Microsoft, Linux, etc. (<i>Global Awareness, Critical Thinking</i>)</p> <p>CIS83 Midterm The CIS 83 midterm is composed of a variety of questions and scenarios that test similar subject matter knowledge in the areas of switching and wireless as the CCNA industry certification exam.</p>
<p>Assessment Evaluation</p> <p>Describe the process the department uses to evaluate assessment results. Include:</p> <p>What meetings will be</p>	<p>The assessments of student learner outcomes for the degrees and certificates will be evaluated in regular department meetings during flex week and throughout the semester. Specific courses and assignments will be selected each semester to assess the SLOs. Meetings will be held during flex week before the beginning of the semester. During the flex week meetings, we will form assessment teams that consist of one full-time faculty member lead and several part-time and full-</p>

<p>held?</p> <p>When?</p> <p>Who will be involved?</p> <p>What will be discussed?</p> <p>How will you record the results?</p>	<p>time faculty members. Each team will be responsible for assessing SLOs, creating, sharing and evaluating rubrics, and discussing assessment results for specific courses. We will use the occupational program assessment analysis forms and keep detailed meeting minutes to record the results.</p> <p>Since not all of our courses are taught every semester, we will need to spread the SLO assessments out over several semesters depending on when our courses are being taught.</p> <p>Proposed program SLO assessment schedule:</p> <p>Fall 2010</p> <p>Certificate of Achievement in Computer Networking and System Administration: SLOs 1 - 2</p> <p>UNIX/Linux System Administration Skills Certificate SLOs 1 – 3</p> <p>Spring 2011</p> <p>Fall 2011</p> <p>CCNA Skills Certificate: SLOs 1 - 3</p> <p>Microsoft System Administration Skills Certificate SLOs 1 – 3</p> <p>Spring 2012</p> <p>A.S. Degree Computer User Support: SLOs 1 - 3</p> <p>Certificate of Achievement in Computer Support Specialist Fundamentals: SLOs 1 – 3</p> <p>Fall 2012</p> <p>Cisco Certified Network Professional (CCNP) Certificate</p>
--	--

	<p>of Achievement SLO 1 - 3</p> <p>Spring 2013</p> <p>A+ Preparation Skills Certificate: SLOs 1 – 3</p> <p>Computer Support Technician 1 Skills Certificate: SLOs 1 - 3</p> <p>Fall 2013</p> <p>A.S. Degree in Computer Networking and System Administration: SLO 1 – 3</p> <p>Proposed course SLO assessment schedule:</p> <p>Spring 2010</p> <p>CIS 192</p> <p>CIS 103</p> <p>CIS 90</p> <p>Fall 2010</p> <p>CIS 191</p> <p>CIS 196</p> <p>CIS 185</p> <p>Spring 2011</p> <p>CIS 98</p> <p>CIS 146</p> <p>CIS 160 CN</p> <p>Fall 2011</p> <p>CIS 170</p> <p>CIS 83</p> <p>CIS172</p> <p>Summer 2011</p> <p>CIS 131</p> <p>Spring 2012</p> <p>CIS 140 W</p> <p>CIS 81</p> <p>CIS 82</p> <p>Fall 2012</p> <p>CIS 175</p>
--	--

	Spring 2013 CIS 187 CIS 194 Fall 2013 CIS 188 Spring 2014 CIS 195
--	--