Eastern West Virginia Community and Technical College

COURSE ASSESSMENT REPORT

Course Title and Number:	Academic Term and Year of Assessment Activity	
PC Repair and Troubleshooting (IT 180)	(Ex: Fall, 2010)	
	Spring 2011	
Report Submitted By: Seyed Mirkhani	Number of Students Assessed: 17 students	
	completed assessment	
Date Reported Submitted: September 8, 2011	Number of Sections Included: 1	
Course Delivery Format (list all modalities used in sections assessed. Ex: web based, VDL, traditional section,		
hybrid course, etc.): Traditional lecture format with Blackboard Component		

Course Role in the Curriculum

Provide a description of the role the course serves in the curriculum (i.e. general education requirement, program technical core, restricted elective, etc.). Note all as appropriate.

Course Description: Catalog Description: This course is designed to prepare students to perform routine maintenance and repairs on the PC. Emphasis will be on installation, maintenance, troubleshooting, upgrading, and repairing of PC's. Includes coverage of networking and client/server issues. Prepares student for the A+ Certification.

This is a required course for Information Technology majors. This course serves as an elective for Computer Applications Specialist Certificate.

Assessment Methods

Provide a description of the assessment process used. Include description of instrument and performance standards in description. Note all methods.

Final exam questions including multiple choice questions are used for this assessment. The questions are selected from the list of questions that are recommended by the author.

Outcome: Define power supply types and functions and Identify power protection devices

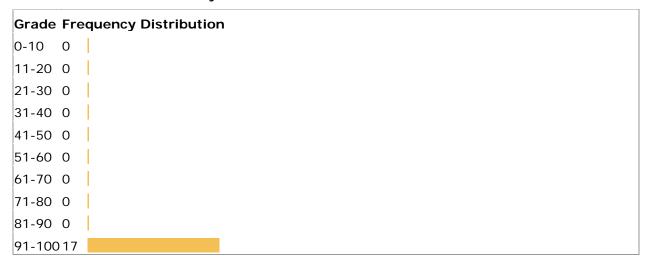
Question title: Chapter 2— Form Factors, Power Supplies, and Working Inside a Computer Question MC #11

The _____ provides backup power in the event that the AC fails completely.

- 1. uninterruptible power supply
 2. line conditioner
 3. uniform power supply
- 4. line manager

Answer Value		Frequency Distribut
1.	100.00%	17 (100%)
2.	0.00%	0 (0%)
3.	0.00%	0 (0%)
4.	0.00%	0 (0%)

Grade Distribution Summary



Outcome: Identify motherboard configuration requirements

Question title: Chapter 3—All About Motherboards Question MC #16

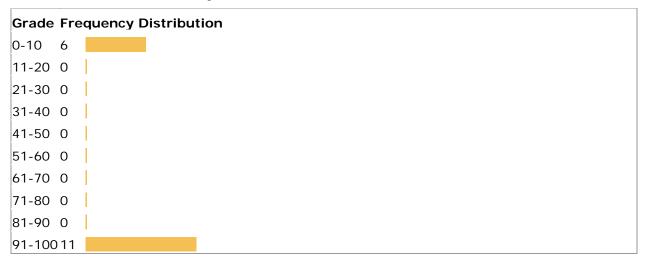
On the motherboard, the ____ controls power to the motherboard and must be connected for the PC to power up.

1. Reset

- 2. Power SW
- C 3. Speaker
- 4. Power P1

Ansv	wer Value	Frequency Dis
1.	0.00%	0 (0%)
2.	100.00%	11 (64.7%)
3.	0.00%	0 (0%)
4.	0.00%	6 (35.3%)

Grade Distribution Summary



Outcome: Describe BIOS access

Question title: Chapter 3—All About Motherboards Question MC #18

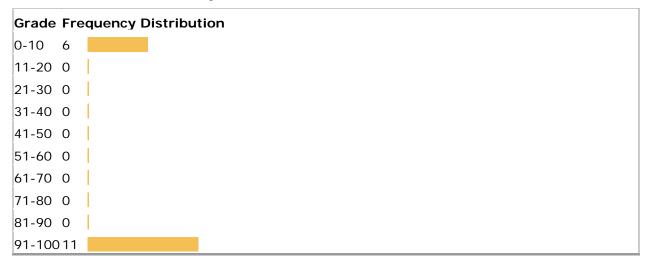
The ____ menu in BIOS setup allows you to configure automatic power-saving features for your system, such as suspend mode or a sleep state.

1. power

- 2. peripheral
- C 3. boot
- 4. general

Answer Value		Frequency Distributi
1.	100.00%	11 (64.7%)
2.	0.00%	0 (0%)
3.	0.00%	6 (35.3%)
4.	0.00%	0 (0%)

Grade Distribution Summary



Outcome: Identify RAM features and types

Question title: Chapter 5—Upgrading Memory Question MC #4

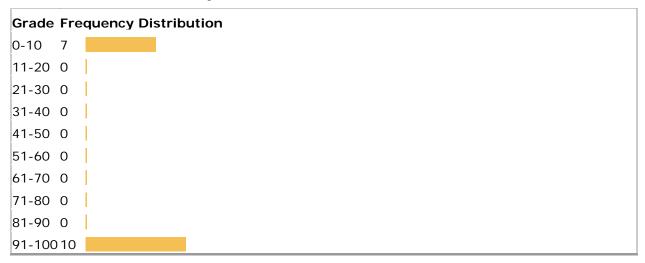
____ loses its data rapidly, and the memory controller must refresh it several thousand times a second.

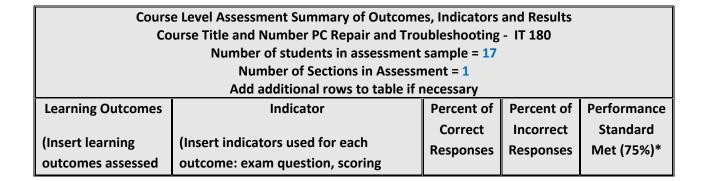
1. Static RAM

- 2. Read-only memory
- 3. Dynamic RAM
- 4. Flash RAM

Ans	wer Value	Frequency Distrik
1.	0.00%	4 (23.5%)
2.	0.00%	2 (11.8%)
3.	100.00%	10 (58.8%)
4.	0.00%	1 (5.9%)

Grade Distribution Summary





during this cycle)	rubric, etc. Be specific)			(yes or no)
Outcome 1: Create Queries	See above	100%	0%	Yes
Outcome 2: Create Reports Outcome 3: Create Forms		65% 65%	35% 35%	No No
Outcome 4: Create Tables		69%	31%	No

^{*} Please note if using a different minimum performance standard.

Conclusions and Action Plan

Provide a brief summary of conclusions derived based on analysis of data. Identify action plan for improvement or maintaining current performance levels. Append additional pages if necessary. If appending, include notation in box to "See attached".

Different course outcomes will be assessed in the future. The results of this report will be shared with the instructor who taught the course. These results will also be shared with other instructors who teach this course in the future. The unmet outcomes will be assessed when this course is offered again.

Effective Date for Changes or Curriculum Proposal Submission to LOT (if recommended)	Proposed Date for Reassessment
N/A	Spring 2012

Assessment Committee Approval	LOT Review
(To be posted by Assessment Committee Chair)	(To be posted by Assessment Committee Chair)
Date: 9-12-11 (SB-G)	Date: 9-19-11 (SB-G)