

## Eastern West Virginia Community and Technical College

### COURSE ASSESSMENT REPORT

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





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**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

#### Response Summary

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

#### Grade Distribution Summary

Grade	Frequency Distribution
0-10	0 
11-20	0 
21-30	0 
31-40	0 
41-50	0 
51-60	0 
61-70	0 
71-80	0 
81-90	0 
91-100	17 


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

 3. Speaker

 4. Power P1











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### Response Summary

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

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### Grade Distribution Summary

Grade Frequency Distribution		
0-10	6	
11-20	0	
21-30	0	
31-40	0	
41-50	0	
51-60	0	
61-70	0	
71-80	0	
81-90	0	
91-100	11	


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Outcome: Describe BIOS access

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### 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

☐ 3. boot

☐ 4. general











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### Response Summary

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

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### Grade Distribution Summary


Grade Frequency Distribution		
0-10	6	
11-20	0	
21-30	0	
31-40	0	
41-50	0	
51-60	0	
61-70	0	
71-80	0	
81-90	0	
91-100	11	

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









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### Response Summary

Answer Value		Frequency Distribution	
1.	0.00%	4 (23.5%)	
2.	0.00%	2 (11.8%)	
3.	100.00%	10 (58.8%)	
4.	0.00%	1 (5.9%)	

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### Grade Distribution Summary

Grade Frequency Distribution		
0-10	7	
11-20	0	
21-30	0	
31-40	0	
41-50	0	
51-60	0	
61-70	0	
71-80	0	
81-90	0	
91-100	10	

Course Level Assessment Summary of Outcomes, Indicators and Results				
Course Title and Number PC Repair and Troubleshooting - IT 180				
Number of students in assessment sample = 17				
Number of Sections in Assessment = 1				
Add additional rows to table if necessary				
Learning Outcomes	Indicator	Percent of Correct Responses	Percent of Incorrect Responses	Performance Standard Met (75%)*
(Insert learning outcomes assessed)	(Insert indicators used for each outcome: exam question, scoring			

during this cycle)	rubric, etc. Be specific)			(yes or no)
Outcome 1: Create Queries	See above	100%	0%	Yes
Outcome 2: Create Reports		65%	35%	No
Outcome 3: Create Forms		65%	35%	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 (To be posted by Assessment Committee Chair)	LOT Review (To be posted by Assessment Committee Chair)
Date: 9-12-11 (SB-G)	Date: 9-19-11 (SB-G)