

Associate in Applied Science in Information Technology

Program Level Assessment Plan

Mission Statement

The goal of the Certificate of Applied Science in Information Technology (IT) is to meet the needs of the business, industry and other organizations located in Eastern's service area and to give students the skills to work in Information Technology positions in the areas of network, hardware/software interface and troubleshooting.

This certificate program provides a pool of professionally trained, skilled workers to serve the needs of small and mid-size for profit and non-profit organizations throughout the region.

Successful completion of the IT certificate allows graduates to enter the workforce at the entry level as technicians. They will be prepared to troubleshoot, service and repair computers in industry and business.

Program Outcomes:

- Design an interactive website
- Perform routine maintenance and repairs on PC's hardware
- Demonstrate effective communication and computation skills
- Demonstrate a basic knowledge of business organization and procedures
- Demonstrate a basic knowledge regarding information systems
- Design and manage a database

Program Level Assessment (Certificate in Applied Science in Information Technology)

The assessment of the Certificate in Applied Science in Information Technology will follow assessment instruments and standards to discern student academic achievement and course effectiveness in meeting the certificate goals and course outcomes.

- Completion Rate/Course Level: At least 75% of students enrolling in the certificate program will successfully complete the course(s). This will be determined after registration each semester based on enrollment numbers. At least 75% of the students will demonstrate mastery of the course outcomes by earning at least a 70% average in each course through a variety of classroom assessments.
- Drop Rate: The drop rate for the CAS in Information Technology will be tracked. The drop rate will not exceed 40%.
- Course-level effectiveness: Course outcomes for all of Information Technology courses will be assessed. At least half of the outcomes from each course will be

assessed. Assessment questions linked to course learning outcomes will be included in the test, quizzes, assignments and exams.

- Persistence Rate: Students in the certificate in Information Technology will be tracked throughout their respective program to determine persistence through program completion.
- Graduation Rate: At least 70% of students enrolling in the certificate in Information Technology will successfully complete the respective program within a reasonable time based on full-time enrollment.
- Implementation. This will be measured by the number of students obtaining the certificate.
- Syllabus Analysis: Syllabus analysis will be conducted on an annual basis to assure consistency of outcomes with Master Course Record Forms and among sections of specific courses.
- Transcript Analysis: Transcript analysis will be conducted as triggered by deficiencies in course level assessment activities.
- Advisory Committee Review: Annual advisory committee review will provide qualitative evaluation of program effectiveness in meeting regional business and industry needs.
- Student Course Evaluation: Course evaluation surveys will be used as indirect assessment measures of student success and satisfaction.
- Graduate Placement Rate: Tracking of students completing the certificate will be done by a survey to determine the number of graduates obtaining employment in their field of study. The survey will include questions to collect data on location, salary, job preparedness, and reasons why graduates are not working in their field if applicable.

Data Collection

Multiple methods will be used to collect appropriate data to assess student learning and success. Primary data will be analyzed to determine course level effectiveness. A secondary analysis of student records will be conducted to track student success, engagement and goal attainment. Student records selected for the secondary analysis include enrollment patterns in the program, course grades, drop rates, and certificate, or job attainment.

Target outcomes will be identified for evaluation over a three-year cycle. Standard exam questions will be administered across multiple sections of target courses.

A secondary analysis of course evaluation will be conducted to address students' perceptions of success and satisfaction. Self-reports will provide a qualitative perspective of the students' "lived experience" in targeted program courses.

Data Analysis and Recommendations

The Division Chair for Business Management, Computer and Information Technology and the IT instructors will prepare an annual assessment report and recommendations. These reports will be provided to the Dean for Teaching and Learning, Assessment Committee and the Learner Outcomes Team (LOT). Reports will address the student outcomes, methods of assessment, results of assessment activities and recommendations.

Assessment reports will be shared with instructors for the Information Technology Courses. The instructors and the advisory committee will be convened to determine need for programmatic change or course revision.

Effectiveness of Assessment Plan

Additional methods of assessment will be added to determine student success and effectiveness of the curriculum. The Six Fundamental Question for Conversations on Student Learning will serve as prompts for dialog in utilization of assessment data for improvement of student learning. As trends in student academic achievement are monitored, need for additional assessment activities or change in focus will become evident by applicability of results in curriculum revision.

The Higher Learning Commission (HLC) identifies six fundamental questions to guide discussions for the review of assessment in support of student learning:

1. How are your stated student learning outcomes appropriate to your mission, programs, degrees, and students?
2. What evidence do you have that students achieve your stated learning outcomes?
3. In what ways do you analyze and use evidence of student learning?
4. How do you ensure shared responsibility for student learning and for assessment of student learning?
5. How do you evaluate and improve the effectiveness of your efforts to assess and improve student learning?
6. In what ways do you inform the public and other stakeholders about what students are learning---and how well?

PROGRAM OUTCOMES MATRIX												
Program Outcomes	Courses in Program											
		CIS 122	IT 180	IT 181	IT 134	IT 192 194 198	IT 233	IT 269	IT 278 228	CIS 119	CIS 121	CIS 133
Perform routine maintenance and repairs on the PC			X	X								
Design an interactive website							X			X	X	X
Demonstrate knowledge regarding information systems		X			X	X		X	X			
Design and manage a database										X	X	

PROGRAM OUTCOMES MATRIX										
Program Outcomes	Courses in Program									
	BUS 101	MTH 121 or higher	ENL 101	CIS 114						
Demonstrate Basic knowledge of business organizations and procedure	x									

Demonstrate effective communication and computation skills		X Compu.	X Comm.	X Compu.						
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