

# OSU-Okmulgee

## Academic Programs Form C

### ASSESSMENT REPORT

### FOR

Information Technologies  
(Unit)

(A.A.S.) Telecommunications  
(Program Emphasis or Specialization)

Academic Year – 2003 / 2004 Beginning Fall '03  
(Assessment Period Covered)

August 14, 2003  
(Date Submitted)

#### Intended Unit Objective #1

- Technical Program  
 Core

**Effectively communicate electronically, verbally and in writing**

#### A. First Means of Assessment for the Objective Identified Above:

##### 1 a. Means of Program Assessment & Criteria for Success:

80% of all IT graduates specializing in Telecommunications will demonstrate their ability to analyze, evaluate, design, integrate and support telecommunication systems, security, media and policies by completing the required course project(s) from the Voice, Data, & Wireless Management course, evaluated on standard criteria, using a predetermined evaluation instrument, with an accuracy of 74% (or above)

**Assessment Type:**  Formative  Summative

##### 1 a. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

79% of the students that completed Freshman Composition I scored 74% or higher on their in-class essay and portfolio. This data was collected and entered by the Arts & Sciences English Faculty and collected via SCT.

##### 1 a. Use of Results to Improve Instructional Program: (complete in spring based on findings)

We will continue to collecting and reviewing data, however no program changes are indicated at this time.

#### B. Second Means of Assessment for the Objective Identified Above:

##### 1 b. Means of Program Assessment & Criteria for Success:

80% of all IT graduates specializing in Telecommunications will demonstrate their ability to analyze, evaluate, design, integrate and support telecommunication systems, security, media and policies by completing the Capstone project(s) from the Applied Research and Development course, evaluated on a standard criteria pertaining to the ability to analyze, evaluate, design, integrate and support telecommunication systems, security, media and policies, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative  Summative

##### 1 b. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

Students entering fall 2003 have not progressed to their final semester.

##### 1 b. Use of Results to Improve Instructional Program: (complete in spring based on findings)

Improvements to be determined upon fall 2003 freshman students' completion of their final semester (to include IT Project



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#### Intended Unit Objective #2

- Technical Program  
 Core

**Demonstrate logical, systematic problem-solving techniques**

#### A. First Means of Assessment for the Objective Identified Above:

##### 2 a. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate their ability to demonstrate logical, systematic problem-solving techniques with an accuracy of 74% (or above) by providing printed and electronically stored copies of “required” samples of solutions to projects and or case studies in their IT Student Portfolio to be evaluated by a review committee, selected from the IT faculty, using standard criteria and predetermined evaluation instruments at an assigned time during the student’s fourth semester, or prior to entering an internship experience.

**Assessment Type:**  Formative  Summative

##### 2 a. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

The portfolios for students starting in the Fall semester will be collected upon the completion of this semester to be reviewed by a committee of IT faculty. The assessment scores from the portfolios will be entered into the data analysis spreadsheet to obtain such information as the number of students successfully completing the requirements of this competency (as well as the number that did not), standard deviation and variance may also be collected with this data.

##### 2 a. Use of Results to Improve Instructional Program: (complete in spring based on findings)

We will continue collecting and reviewing the data, however no program changes are indicated at this time.

#### B. Second Means of Assessment for the Objective Identified Above:

##### 2 b. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate their ability to demonstrate logical, systematic problem-solving techniques with an accuracy of 74% (or above) by providing printed and electronically stored copies of “required” samples of solutions to projects and or case studies in their IT Student Portfolio to be evaluated by a review committee, selected from the IT faculty, using standard criteria and predetermined evaluation instruments at an assigned time during the student’s final semester.

**Assessment Type:**  Formative  Summative

**2 b. Description of Data Collection & Assessment Results:** (complete this section in spring after assessment results are in)  
Students entering fall 2003 have not progressed to the “Capstone” semester to complete IT Project Management and Applied Research & Development.

**2 b. Use of Results to Improve Instructional Program:** (complete in spring based on findings)  
Improvements to be determined upon fall 2003 freshman students’ completion of “Capstone”, IT project Management and Applied Research & Development.

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#### Intended Unit Objective #3

<input type="radio"/> Technical Program <input checked="" type="radio"/> Core	<b>Develop and display a sense of personal, social and professional work ethics</b>
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#### A. First Means of Assessment for the Objective Identified Above:

##### 3 a. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will develop and display a sense of personal, social and professional work ethics with an accuracy of 74% (or above) by **completing the required Code of Ethics Analysis assignment and reflective essay from the designated ethics course, to be placed in their IT Student Portfolio, and by** providing printed and electronically stored copies of “required” samples of applied personal, social and professional ethics in the documentation of solutions to projects and or case studies in their IT Student Portfolio to be evaluated by a review committee, selected from the IT faculty, using standard criteria and predetermined evaluation instruments at an assigned time during the student’s fourth semester, or prior to entering an internship experience.

**Assessment Type:**  Formative  Summative

##### 3 a. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

70% of IT students who have completed the Ethics course achieved 74% or higher researching strategies that promote ethical behavior in the workplace and submitted in writing a professional code of ethics analysis. This data was collected and entered by Arts & Sciences Ethics faculty and collected via SCT.

##### 3 a. Use of Results to Improve Instructional Program: (complete in spring based on findings)

We will continue collecting and reviewing data, however no program changes are indicated at this time.

#### B. Second Means of Assessment for the Objective Identified Above:

##### 3 b. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will have demonstrated personal, social and professional ethics 80% (or above) of the time on internship as assessed by their Internship Mentor on the standard Internship Evaluation form and by providing printed and electronically stored copies of “required” samples of applied personal, social and professional ethics in the documentation of solutions to Capstone projects and or case studies in their IT Student Portfolio to be evaluated by a review committee, selected from the IT faculty, using standard criteria and predetermined evaluation instruments at an assigned time during the student’s final semester.

**Assessment Type:**  Formative  Summative

**3 b. Description of Data Collection & Assessment Results:** (complete this section in spring after assessment results are in)  
Students entering fall 2003 have not progressed to Internship or their “Capstone” semester to complete IT Project Management and Applied Research & Development.

**3 b. Use of Results to Improve Instructional Program:** (complete in spring based on findings)  
Improvements to be determined upon fall 2003 freshman students’ completion of Internship, IT Project Management and Applied Research & Development.

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#### Intended Unit Objective #4

<input type="radio"/> Technical Program <input checked="" type="radio"/> Core	<p><b>Explain the cultural heritage and primary elements of the history and government of the U.S. and its people, especially as it impacts one's industry or field of study.</b></p>
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#### A. First Means of Assessment for the Objective Identified Above:

##### 4 a. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate an ability to explain the cultural heritage and primary elements of the history and government of the U.S. and its people, especially as it impacts the IT fields or specialties with an accuracy of 74% (or above) by **completing a required "comprehensive" exams from the designated history and government courses taken in the campus assessment center during the last week of the course and by** providing printed and electronically stored copies of "required" samples of the utilization of research into cultural, historical and governmental influences on innovations in IT fields in the documentation of solutions to projects and or case studies in their IT Student Portfolio to be evaluated by a review committee, selected from the IT faculty, using standard criteria and predetermined evaluation instruments at an assigned time during the student's fourth semester, or prior to entering an internship experience.

**Assessment Type:**  Formative  Summative

##### 4 a. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

No assessment was recorded for students who completed HIST 1483, U.S. History to 1865 or HIST 1493, U.S. History since 1865. This data will be collected and entered by Arts & Sciences History or Political Science faculty and collected via SCT.

##### 4 a. Use of Results to Improve Instructional Program: (complete in spring based on findings)

We will continue collecting and reviewing data, however no program changes are indicated at this time.

#### B. Second Means of Assessment for the Objective Identified Above:

##### 4 b. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate an ability to explain the cultural heritage and primary elements of the history and government of the U.S. and its people, especially as it impacts IT with an accuracy of 80% (or above) by providing printed and electronically stored copies of "required" samples of utilization of research into cultural, historical and governmental influences on innovations in IT fields in the documentation of solutions to Capstone projects and or case studies in their IT Student Portfolio to be evaluated by a review committee, selected from the IT faculty, using standard criteria and predetermined evaluation instruments at an assigned time during the student's final semester.

**Assessment Type:**  Formative  Summative

**4 b. Description of Data Collection & Assessment Results:** (complete this section in spring after assessment results are in)  
Students entering fall 2003 have not progressed to Internship or their “Capstone” semester to complete IT Project Management and Applied Research & Development.

**4 b. Use of Results to Improve Instructional Program:** (complete in spring based on findings)  
Improvements to be determined upon fall 2003 freshman students’ completion of Internship, IT Project Management and Applied Research & Development.

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#### Intended Unit Objective #5

- Technical Program  
 Core

**Access and use technology appropriate to one's industry or field of study**

#### A. First Means of Assessment for the Objective Identified Above:

##### 5 a. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will access and use technology appropriate for the various IT functions within an organization with an accuracy of 74% (or above) by providing printed and electronically stored copies of "required" samples of varied technology comparisons and selection criteria utilized in the documentation of solutions to projects and or case studies in their IT Student Portfolio to be evaluated by a review committee, selected from the IT faculty, using standard criteria and predetermined evaluation instruments at an assigned time during the student's fourth semester, or prior to entering an internship experience.

**Assessment Type:**  Formative  Summative

##### 5 a. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

The portfolios for students starting in the Fall semester will be collected upon the completion of this semester to be reviewed by a committee of IT faculty. The assessment scores from the portfolios will be entered into the data analysis spreadsheet to obtain such information as the number of students successfully completing the requirements of this competency (as well as the number that did not), standard deviation and variance may also be collected with this data.

##### 5 a. Use of Results to Improve Instructional Program: (complete in spring based on findings)

We will continue collecting and reviewing data, however no program changes are indicated at this time.

#### B. Second Means of Assessment for the Objective Identified Above:

##### 5 b. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will access and use technology appropriate for the various IT functions within an organization with an accuracy of 74% (or above) of the time on internship as assessed by their Internship Mentor on the standard Internship Evaluation form and by providing printed and electronically stored copies of "required" samples of varied technology comparisons and selection criteria utilized in the documentation of solutions to Capstone projects and or case studies in their IT Student Portfolio to be evaluated by a review committee, selected from the IT faculty, using standard criteria and predetermined evaluation instruments at an assigned time during the student's final semester.

**Assessment Type:**  Formative  Summative

**5 b. Description of Data Collection & Assessment Results:** (complete this section in spring after assessment results are in)  
Students entering fall 2003 have not progressed to Internship or their “Capstone” semester to complete IT Project Management and Applied Research & Development.

**5 b. Use of Results to Improve Instructional Program:** (complete in spring based on findings)  
Improvements to be determined upon fall 2003 freshman students’ completion of Internship, IT Project Management and Applied Research & Development.

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#### Intended Unit Objective #6

- Technical Program
- Core

**Follow safety policies and procedures as defined by industry**

#### A. First Means of Assessment for the Objective Identified Above:

##### 6 a. Means of Program Assessment & Criteria for Success:

100% of all IT graduates, of any specialization, will follow safety policies and procedures as defined by the IT industry with an accuracy of 100% by **completing a required “comprehensive” exam in either the Fundamentals of Information Technologies or Hardware Systems Support and by** providing printed and electronically stored copies of “required” samples of safety policies and procedures being utilized in the documentation of solutions to projects and or case studies in their IT Student Portfolio to be evaluated by a review committee, selected from the IT faculty, using standard criteria and predetermined evaluation instruments at an assigned time during the student’s fourth semester, or prior to entering an internship experience.

**Assessment Type:**  Formative  Summative

##### 6 a. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

The portfolios for students starting in the Fall semester will be collected upon the completion of this semester to be reviewed by a committee of IT faculty. The assessment scores from the portfolios will be entered into the data analysis spreadsheet to obtain such information as the number of students successfully completing the requirements of this competency (as well as the number that did not), standard deviation and variance may also be collected with this data.

##### 6 a. Use of Results to Improve Instructional Program: (complete in spring based on findings)

We will continue collecting and reviewing data, however no program changes are indicated at this time.

#### B. Second Means of Assessment for the Objective Identified Above:

##### 6 b. Means of Program Assessment & Criteria for Success:

100% of all IT graduates, of any specialization, will follow safety policies and procedures as defined by the IT industry 100% of the time on internship as assessed by their Internship Mentor on the standard Internship Evaluation form and by providing printed and electronically stored copies of “required” samples of safety policies and procedures being utilized in the documentation of solutions to Capstone projects and or case studies in their IT Student Portfolio to be evaluated by a review committee, selected from the IT faculty, using standard criteria and predetermined evaluation instruments at an assigned time during the student’s final semester.

**Assessment Type:**  Formative  Summative

**6 b. Description of Data Collection & Assessment Results:** (complete this section in spring after assessment results are in)  
Students entering fall 2003 have not progressed to Internship or their “Capstone” semester to complete IT Project Management and Applied Research & Development.

**6 b. Use of Results to Improve Instructional Program:** (complete in spring based on findings)  
Improvements to be determined upon fall 2003 freshman students’ completion of Internship, IT Project Management and Applied Research & Development.

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**(A.A.S.) Telecommunications**  
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\_\_\_\_\_  
**August 14, 2003**  
(Date Submitted)

**Intended Unit Objective #7**

- Technical Program  
 Core

Analyze, evaluate and implement appropriate IT security measures.

**A. First Means of Assessment for the Objective Identified Above:**

**7a. Means of Program Assessment & Criteria for Success:**

80% of all IT graduates, of any specialization, will demonstrate their ability to analyze, evaluate and implement appropriate IT security measures by completing the security project from the Web Programming and Development course evaluated on standard criteria, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative  Summative

**7 a. Description of Data Collection & Assessment Results:** (complete this section in spring after assessment results are in)

81% of IT students who have completed the Web Programming and Development course achieved 74% or higher by completing the security project. This data was collected and entered by Information Technologies faculty and collected via SCT.

**7 a. Use of Results to Improve Instructional Program:** (complete in spring based on findings)

We will continue collecting and reviewing data, however no program changes are indicated at this time.

**B. Second Means of Assessment for the Objective Identified Above:**

**7 b. Means of Program Assessment & Criteria for Success:**

80% of all IT graduates, of any specialization, will demonstrate their ability to analyze, evaluate and implement appropriate IT security measures by completing the Capstone project(s) from the Applied Research and Development course evaluated on standard criteria pertaining to the inclusion of security measures, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative  Summative

**7 b. Description of Data Collection & Assessment Results:** (complete this section in spring after assessment results are in)  
Students entering fall 2003 have not progressed to Internship or their “Capstone” semester to complete IT Project Management and Applied Research & Development.

**7 b. Use of Results to Improve Instructional Program:** (complete in spring based on findings)  
Improvements to be determined upon fall 2003 freshman students’ completion of Internship, IT Project Management and Applied Research & Development.

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#### Intended Unit Objective #8

- Technical Program
- Core

**Manage and/or support IT projects.**

#### A. First Means of Assessment for the Objective Identified Above:

##### 8 a. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate their ability to manage and/or support IT projects by completing the required course project(s) from the Fundamentals of IT course, evaluated on standard criteria, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative  Summative

##### 8 a. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

No assessment was recorded for students who completed ITD 1013, Fundamentals of Information Technologies. This data will be collected and entered by Information Technologies faculty and collected via SCT.

##### 8 a. Use of Results to Improve Instructional Program: (complete in spring based on findings)

We will continue collecting and reviewing data, however no program changes are indicated at this time.

#### B. Second Means of Assessment for the Objective Identified Above:

##### 8 b. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate their ability to manage and/or support IT projects by completing the Capstone project(s) from the Applied Research and Development course, evaluated on standard criteria pertaining to their ability to manage and/or support IT projects, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative  Summative

##### 8 b. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

Students entering fall 2003 have not progressed to Internship or their "Capstone" semester to complete IT Project Management and Applied Research & Development.

##### 8 b. Use of Results to Improve Instructional Program: (complete in spring based on findings)

Improvements to be determined upon fall 2003 freshman students' completion of Internship, IT Project Management and Applied Research & Development.



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#### Intended Unit Objective #9

- Technical Program
- Core

**Design, create, debug and use database and computer applications**

#### A. First Means of Assessment for the Objective Identified Above:

##### 9 a. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate their ability to design, create, debug and use database and computer applications by completing the required course project(s) from the Database and Program Design course, evaluated on standard criteria, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative  Summative

##### 9 a. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

86% of students who completed the Database & Program Design course achieved 74% or higher in the development of the required course projects. This data was collected and entered by the Information Technologies faculty and collect via SCT.

##### 9 a. Use of Results to Improve Instructional Program: (complete in spring based on findings)

We will continue collecting and reviewing data, however no program changes are indicated at this time.

#### B. Second Means of Assessment for the Objective Identified Above:

##### 9 b. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate their ability to design, create, debug and use database and computer applications by completing the required Capstone project(s) from the Applied Research and Development course, evaluated on standard criteria pertaining to designing, creating, debugging and using databases and computer applications, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative  Summative

##### 9 b. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

Students entering fall 2003 have not progressed to Internship or their "Capstone" semester to complete IT Project Management and Applied Research & Development.

##### 9 b. Use of Results to Improve Instructional Program: (complete in spring based on findings)

Improvements to be determined upon fall 2003 freshman students' completion of Internship, IT Project Management and

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#### Intended Unit Objective #10

<input checked="" type="radio"/> Technical Program  <input type="radio"/> Core	<b>Design, develop and maintain server-based web sites using current e-business strategies and guidelines</b>
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#### A. First Means of Assessment for the Objective Identified Above:

##### 10 a. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate their ability to design, develop, and maintain server-based web sites using current e-business strategies and guidelines by completing the required course project(s) from the Web Programming and Development course, evaluated on standard criteria, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative  Summative

##### 10 a. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

81% of students who completed the Web Programming and Development course achieved 74% or higher in the development of the required course projects. This data was collected and entered by the Information Technologies faculty and collect via SCT.

##### 10 a. Use of Results to Improve Instructional Program: (complete in spring based on findings)

We will continue collecting and reviewing data, however no program changes are indicated at this time.

#### B. Second Means of Assessment for the Objective Identified Above:

##### 10 b. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate their ability to design, develop, and maintain server-based web sites using current e-business strategies and guidelines by completing the required Capstone project(s) from the Applied Research and Development course, evaluated on standard criteria pertaining to web site development, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative  Summative

##### 10 b. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

Students entering fall 2003 have not progressed to Internship or their "Capstone" semester to complete IT Project Management and Applied Research & Development.



**10 b. Use of Results to Improve Instructional Program:** (complete in spring based on findings)

Improvements to be determined upon fall 2003 freshman students' completion of Internship, IT Project Management and Applied Research & Development.

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#### Intended Unit Objective #11

- Technical Program
- Core

**Design, install and maintain network systems and technologies**

#### A. First Means of Assessment for the Objective Identified Above:

##### 11 a. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate their ability to design, install and maintain network systems and technologies by completing the required course project(s) from the Network Systems course, evaluated on standard criteria, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative  Summative

##### 11 a. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

86% of students who completed the Network Systems course achieved 74% or higher in the development of the required course projects. This data was collected and entered by the Information Technologies faculty and collect via SCT.

##### 11 a. Use of Results to Improve Instructional Program: (complete in spring based on findings)

We will continue collecting and reviewing data, however no program changes are indicated at this time.

#### B. Second Means of Assessment for the Objective Identified Above:

##### 11 b. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate their ability to design, install and maintain network systems and technologies by completing the required Capstone project(s) from the Applied Research and Development course, evaluated on standard criteria pertaining to the ability to design, install and maintain network systems and technologies, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative  Summative

##### 11 b. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

Students entering fall 2003 have not progressed to Internship or their "Capstone" semester to complete IT Project Management and Applied Research & Development.

##### 11 b. Use of Results to Improve Instructional Program: (complete in spring based on findings)

Improvements to be determined upon fall 2003 freshman students' completion of Internship, IT Project Management and Applied Research & Development.

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**Intended Unit Objective #12**

- Technical Program
- Core

Analyze, design and evaluate telecommunications systems

**A. First Means of Assessment for the Objective Identified Above:**

**12 a. Means of Program Assessment & Criteria for Success:**

80% of all IT graduates, of any specialization, will demonstrate their ability to analyze, design and evaluate telecommunications systems by completing the required course project(s) from the Voice, Data and Wireless Concepts course, evaluated on standard criteria, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative  Summative

**12 a. Description of Data Collection & Assessment Results:** (complete this section in spring after assessment results are in)

96% of students who completed the Voice, Data and Wireless Concepts course achieved 74% or higher in the development of the required course projects. This data was collected and entered by the Information Technologies faculty and collect via SCT.

**12 a. Use of Results to Improve Instructional Program:** (complete in spring based on findings)

We will continue collecting and reviewing data, however no program changes are indicated at this time.

**B. Second Means of Assessment for the Objective Identified Above:**

**12 b. Means of Program Assessment & Criteria for Success:**

80% of all IT graduates, of any specialization, will demonstrate their ability to analyze, design and evaluate telecommunications systems by completing the Capstone project(s) from the Applied Research and Development course, evaluated on standard criteria pertaining to the ability to analyze, design and evaluate telecommunications systems, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative  Summative

**12 b. Description of Data Collection & Assessment Results:** (complete this section in spring after assessment results are in)  
Students entering fall 2003 have not progressed to Internship or their “Capstone” semester to complete IT Project Management and Applied Research & Development.

**12 b. Use of Results to Improve Instructional Program:** (complete in spring based on findings)  
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#### Intended Unit Objective #13

<input checked="" type="radio"/> Technical Program <input type="radio"/> Core	<b>Install, troubleshoot and manage computer hardware, software and operating systems</b>
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#### A. First Means of Assessment for the Objective Identified Above:

##### 13 a. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate their ability to install, troubleshoot and manage computer hardware, software and operating systems by completing the required course project(s) from the Hardware Systems Support course, evaluated on standard criteria, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative                       Summative

##### 13 a. Description of Data Collection & Assessment Results: (complete this section in spring after assessment results are in)

95% of students who completed the Hardware Systems Support course achieved 74% or higher in the development of the required course projects. This data was collected and entered by the Information Technologies faculty and collect via SCT.

##### 13 a. Use of Results to Improve Instructional Program: (complete in spring based on findings)

We will continue collecting and reviewing data, however no program changes are indicated at this time.

#### B. Second Means of Assessment for the Objective Identified Above:

##### 13 b. Means of Program Assessment & Criteria for Success:

80% of all IT graduates, of any specialization, will demonstrate their ability to install, troubleshoot and manage computer hardware, software and operating systems by completing the Capstone project(s) from the Applied Research and Development course, evaluated on standard criteria pertaining to the ability to install, troubleshoot and manage computer hardware, software and operating systems, using a predetermined evaluation instrument, with an accuracy of 74% (or above).

**Assessment Type:**  Formative                       Summative

**13 b. Description of Data Collection & Assessment Results:** (complete this section in spring after assessment results are in)  
Students entering fall 2003 have not progressed to Internship or their “Capstone” semester to complete IT Project Management and Applied Research & Development.

**13 b. Use of Results to Improve Instructional Program:** (complete in spring based on findings)  
Improvements to be determined upon fall 2003 freshman students’ completion of Internship, IT Project Management and Applied Research & Development.



**14 b. Description of Data Collection & Assessment Results:** (complete this section in spring after assessment results are in)

The student population, starting in the Fall 2003 semester, has yet to complete the Capstone experience and the Applied Research and Development course. Upon completion of these courses the data will be collected through SCT by the IT faculty and entered into the collection spreadsheets for analysis.

**14 b. Use of Results to Improve Instructional Program:** (complete in spring based on findings)

We will continue collecting and reviewing data, however no program changes are indicated at this time.