

UNIVERSITY OF ALASKA FAIRBANKS
2022-23 Student Learning Outcomes Assessment Plan
Information Technology Specialist, Certificate
 Community and Technical College

Expanded Statement of Institutional Purpose	Intended Outcome / Objectives	Assessment Criteria and Procedures	Implementation (Who What When)
MISSION STATEMENT: Teach students the essential skills required to effectively use and troubleshoot computers and computer applications. GOAL STATEMENT: Students earning the IT Specialist Certificate will develop foundation-level support skills that will prepare them for entry-level IT positions and to continue their education in the IT Specialist A.A.S. degree program.	1. ITS Certificate graduates will have foundation-level technical skills to provide entry-level support and troubleshooting in the following areas: • Operating Systems • Hardware • Networking • Troubleshooting	Students must successfully complete the following certificate-level ITS Certification Review requirements: • Perform a hands-on scenario task to demonstrate proficiency in the foundation-level technical skills required to effectively support and troubleshoot computers and information technology systems.	What: Completed score sheets for portfolio tasks and hands-on scenario task completion checklists for each student being evaluated. When: Every spring semester. Who: ITS Faculty
	2. Students will have the communication, computation, and human relations skills required of an entry-level IT support professional.	Performance on the hands-on scenario will be evaluated using a completion checklist of configurations required within the hands-on scenario task. Communication skills will be assessed by evaluating documentation developed during the completion of the student's hands-on scenario. Computation skills will be assessed by evaluating computation-related tasks required for the hands-on scenario. Human relation skills will be assessed by evaluating student responses to questions asked during the student's completion of the hands-on scenario.	