

UNIVERSITY OF ALASKA FAIRBANKS
2022-2023 Student Learning Outcomes Assessment Plan
Information Technology Specialist, A.A.S.
Community and Technical College

Expanded Statement of Institutional Purpose	Intended Outcome / Objectives	Assessment Criteria and Procedures	Implementation (Who What When)
MISSION STATEMENT: Prepare individuals to implement, support, and troubleshoot computer and information technology systems and obtain employment as an IT professional. GOAL STATEMENT: Students earning the IT Specialist A.A.S. will develop technical and professional skills in the following areas related to computers and information technology systems: • Computer Technology Support and Troubleshooting • Network and Systems Administration • Cybersecurity • Cloud Computing • Independent Thinking and Research • Human Relations and Technical Support • Professional Practices • Communications, Computation, and Human Relations	1 ITS A.A.S. graduates will have the technical skills required to implement, support, and troubleshoot computer and information technology systems in the following areas: • Client and Server Operating Systems • Computer and Network Security • Network Infrastructure • Cloud Computing • Troubleshooting	Students must successfully complete the following associate-level ITS Certification Review requirements: • Perform a hands-on scenario task to demonstrate proficiency in the technical skills required to implement, support, and troubleshoot computer and information technology systems. Performance on the hands-on scenario will be evaluated using a completion checklist of configurations required within the hands-on scenario task.	What: Completed score sheets for portfolio tasks and hands-on scenario task completion checklists for each student being evaluated. When: Every fall and spring semester. Who: ITS Faculty
	2 ITS A.A.S. graduates will have the professional skills required to implement, support, and troubleshoot computer and information technology systems in the following areas: • Independent Thinking and Research • Human Relations and Support Skills • Professional Practices	Students must successfully complete the following associate-level ITS Certification Review requirements: • Develop a portfolio demonstrating the professional skills required to implement, support, and troubleshoot computer and information technology systems • Present their portfolio to ITS faculty. • Create documentation templates and document work accomplished in a hands-on scenario	What: Completed score sheets for each student being evaluated. When: Every fall and spring semester. Who: ITS Faculty
	3. Students will have the communication, computation, and human relations skills required of an IT support professional.	Professional skills will be evaluated using a rubric that defines four different levels of performance and a score sheet. Communication skills will be assessed by evaluating written communication related to portfolio tasks and the student's portfolio presentation. Computation skills will be assessed by evaluating computation related to portfolio tasks. Human relation skills will be assessed by evaluating student responses to questions asked during the student's portfolio presentation	