

UNIVERSITY OF ALASKA FAIRBANKS
Student Learning Outcomes Assessment Plan
Computer Support Specialist, OEC
Community and Technical College

Intended Outcomes	Assessment Criteria and Procedures	Implementation
The graduates of the UAF CTC Computer Support Specialist OEC program will be able to: • Demonstrate foundational technical skills to securely configure, maintain and support PC, mobile, and IoT device operating systems and hardware. • Demonstrate essential networking skills to securely install, manage and support devices, protocols, and services within a network infrastructure • Demonstrate basic-level system administration skills related to securely deploying, administering and troubleshooting server operating systems and infrastructure services. • Demonstrate an ability to analyze, troubleshoot and solve technical problems related to computer and networking technology. • Demonstrate professional skills essential in meeting the diverse technical support needs of non-IT computer users.	Specific test results from CITS F203, F204, F212, F261, and F281 are compiled and evaluated by subject area. In addition to these scores, key skill evaluations will be compiled from each course to determine an overall rating for student-demonstrated performance.	CITS Program Coordinator- Review results bi-annually with the CITS faculty group to determine results and recommendations. Document and share overall results and continuous improvement recommendations.