### Expanded Statement of Institutional Purpose

**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 Infrastructure Support and Troubleshooting
- Systems Administration
- Web Development
- Independent Thinking and Research
- Human Relations and Technical Support
- Professional Practices
- Communications, Computation and Human Relations

### Intended Outcome / Objectives

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| 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
- Troubleshooting | Students must successfully complete the following associate-level ITS Certification Review requirements:
- Perform a hands-on scenario task to demonstrate proficiency of 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 check-list of configurations required within the hands-on scenario task. | What: Completed score sheets for portfolio tasks and hands-on scenario task completion check-lists 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 on a hands-on scenario |
| 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 portfolio tasks and the student's presentation of their portfolio. Computation skills will be assessed by evaluating computation related portfolio tasks. Human relation skills will be assessed by evaluating student responses to questions asked during the student's portfolio presentation | What: Completed score sheets for each student being evaluated. When: Every fall and spring semester. Who: ITS Faculty |