<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assessment information collected</strong></td>
<td>1) Evaluation forms from student presentation of ITS Certification Review portfolio to program faculty. &lt;br&gt; 2) Evaluation Check List from student performance of ITS Certification Review Hands-on Scenario.</td>
<td>1) Evaluation forms from student presentation of ITS Certification Review portfolio to program faculty. &lt;br&gt; 2) Evaluation Check List from student performance of ITS Certification Review Hands-on Scenario.</td>
<td>1) Evaluation forms from student presentation of ITS Certification Review portfolio to program faculty. &lt;br&gt; 2) Evaluation Check List from student performance of ITS Certification Review Hands-on Scenario.</td>
<td>1) Evaluation forms from student presentation of ITS Certification Review portfolio to program faculty. &lt;br&gt; 2) Evaluation Check List from student performance of ITS Certification Review Hands-on Scenario.</td>
</tr>
<tr>
<td><strong>Conclusions drawn from the information collected above.</strong></td>
<td>1) We believe that program changes implemented over past several years are yielding positive results. &lt;br&gt; 2) Areas to strengthen include: network diagramming, and using best practices to secure shared resources.</td>
<td>1) We believe that program changes implemented over past several years are yielding positive results. &lt;br&gt; 2) Areas to strengthen include: Understanding and management of user profiles. Implementation of A-G-DL-P to manage user accounts and control access to resources.</td>
<td>1) Past program changes continue to yield positive results. &lt;br&gt; 2) Areas to strengthen include: Understanding and management of user profiles. Implementation of A-G-DL-P to manage user accounts and control access to resources.</td>
<td>1) Past program changes continue to yield positive results. &lt;br&gt; 2) Areas to strengthen include: IIS Web server setup.</td>
</tr>
<tr>
<td><strong>Curricular changes resulting from conclusions drawn above.</strong></td>
<td>1) None.</td>
<td>1) Add network diagramming assignments into CITS F204 and CITS F241. &lt;br&gt; 2) Develop a &quot;Best Practices&quot; guide from all areas of our curriculum.</td>
<td>1) Add lecture content into CITS F204 and CITS F212 related to understanding user profiles. Add assignment to CITS F240 related to managing user profiles. &lt;br&gt; 2) Add assignments to CITS F240 and CITS F265 related to implementing A-G-DL-P.</td>
<td>1) Add lecture content into CITS F204 and CITS F212 related to setting up and configuring an IIS web server.</td>
</tr>
</tbody>
</table>
2015 & 2016
IT Specialist Annual Outcomes Assessment Summary, A.A.S.

The purpose of this document is to:

- Summarize the assessment information collected within the ITS program during the 2015 & 2016 academic years.
- Present conclusions that have been drawn from this information, and
- Indicate changes resulting from conclusions.

1. Assessment information collected:
The outcomes assessment information we collected and analyzed for our assessment processes was obtained by evaluating student performance on the ITS Certification Review. All students completing the ITS A.A.S. degree are required to complete the review.

ITS Certification Review Summary
Nineteen students completed the associate-level ITS Certification review during 2014-2016. Associate-level students complete the hands-on scenario in the 11th week of the semester. All associate degree-seeking students were able to demonstrated proficiency in operating systems, hardware, networking, and troubleshooting.

The students presented their portfolio of tasks to the review committee in the 13th week of the semester. All students demonstrated proficiency in every portfolio presentation task and earned an evaluation rating of good or better. (Ratings of Outstanding, Good, Marginal and Poor are defined in the Rubric for Evaluation of ITS Certification Review Tasks). For a few tasks there were some marginal and poor ratings that were redone by the student until they were deemed good or better.

Summary Tables
The following table provides a historical information summary related to the number of students completing the ITS Certification Review over the past seven years.

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Number of Candidates</th>
<th>Number Demonstrating Proficiency in all areas</th>
<th>Number of students required to re-do tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>15-16</td>
<td>9</td>
<td>9</td>
<td>1</td>
</tr>
<tr>
<td>14-15</td>
<td>10</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>13-14</td>
<td>10</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>12-13</td>
<td>9</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>11-12</td>
<td>9</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>10-11</td>
<td>11</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>09-10</td>
<td>10</td>
<td>10</td>
<td>0</td>
</tr>
</tbody>
</table>
Certification Review Tasks
The following list provides a brief description of each portfolio task completed by ITS Certification Review candidates. The list is divided into defined program competency areas and is provided here to help with the interpretation of the tables that follow.

Associate-level Tasks
Application Skills (embedded)
- **Task 2**: Technical Support Resources Webpage.
- **Task 3**: End-User Support Documentation.

IT Professional Skills
- **Task 4**: System Recommendations and Support Plans
- **Task 5**: Current Information Technology trends

Human Relations & Support Skills
- **Task 8**: Presentation of portfolio project

Professional Practices
- **Task 1**: Cover Letter and Resume
- **Task 6**: Quality Control Check List
- **Task 7**: Troubleshooting and Maintenance Report

Project Management
- There is no specific task assigned to this competency area. Successful completion of the ITS Certification Review portfolio demonstrates competency in this area.

Explanation of Ratings
Student performance on these tasks is evaluated through the use of a rubric and score sheet.

A brief definition of each of rating is provided below.

- 4 & 3.5 – Exceeds expectations of review committee
- 3 & 2.5 – Meets expectations of review committee
- 2 & 1.5 – Technically correct and fulfills task requirement; however lower than expectations of review committee
- 1 – Does not meet expectations of review committee. Any areas receiving a rating of Poor will require the task to be redone by the student until it meets minimum expectations.
2. Conclusions drawn from this information summarized above:
Student performance evaluated in this year's review was at a level similar to student performance last year. We have seven consecutive years of strong performance on all certification review tasks.

We did observe through our review process an area that needs improvement. It is understanding how to set up a Microsoft IIS windows web server.

3. Curricular changes resulting from conclusions drawn above:
Curriculum
Add lecture content related to understanding MS web servers to CITS F204 and CITS F212 and CITS F240.

Ideas for next year’s Certification Review
This year we planned to implement the following, however, it fell through the cracks. Replace Quality Control Checklist task with a task requiring students to describe and apply their Troubleshooting methodology. Use Virtual Machine technology to create mini-hands-on-scenarios that target specific program learning objectives.

Information to Report Back to Faculty
Discuss and brainstorm with CITS F204, CITS F212, and CITS F240 faculty about how to develop and implement assignments to strengthen student understanding of the IIS web server.
4. Identify the faculty members involved in reaching the conclusions drawn above and agreeing on the curricular changes resulting:

Bill Barnes
Rick McDonald
Mel Denning
Ken Moneymaker