UNIVERSITY OF ALASKA FAIRBANKS
Outcomes Assessment Implementation Summary
Information Technology Specialist, Certificate
College of Rural and Community Development

<table>
<thead>
<tr>
<th>IT Specialist, Certificate</th>
<th>Outcomes Assessment Implementation Summary</th>
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<tbody>
<tr>
<td></td>
<td>Academic Year</td>
</tr>
<tr>
<td>Conclusions drawn from the information collected above.</td>
<td>1) No certificate student graduates.</td>
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<td>2) Areas to strengthen include: using best practices to secure shared resources.</td>
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<tr>
<td>Curricular changes resulting from conclusions drawn above.</td>
<td>1) No certificate student graduates.</td>
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</tbody>
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2015 & 2016
IT Specialist Annual Outcomes Assessment Summary, Certificate

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 Certificate are required to complete the review.

**ITS Certification Review Summary**
Six students completed the certificate-level review during 201403-201601.

Certificate students completed the hands-on scenario in the 11th week of the semester. The certificate-seeking student must demonstrate adequate proficiency at the Certificate level in operating systems, hardware, networking and troubleshooting.

**Certification Review Tasks**
The following areas include tasks completed by ITS Certification Review candidates:

Technical Skills (Configuration of operating systems, hardware, applications, networks, and then troubleshooting)

Professional Skills (Use of forms and checklists and use of appropriate tools)

Time Management Skills (Completing tasks in the appropriate order and in a reasonable time)

Documentation Skills

2. Conclusions drawn from this information summarized above:

Student performance evaluated in this year's review was at a level similar to student performance in the previous review which was good and outstanding.

3. Curricular changes resulting from conclusions drawn above:

Curriculum

No changes indicated.
Ideas for next year’s Certification Review
Change to using Windows 7 for the workstation. Add some more tasks related to CITS F261.
Add some VM tasks.

Information to Report Back to Faculty
Discuss and brainstorm with CITS F203, CITS F204, CITS F212, CITS F261 faculty about what
tasks might be also evaluated.

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