

Program Assessment Report

Information Technology - Networking 14/15 Program Assessment Report						BASELINE YEAR
	1. Students earning an IT Networking Degree from NCSC are prepared to: Design, implement, and administer small and midsize business (SMB) networks	2. Install and administer SMB server and workstation operating systems (NOS/OS)	3. Implement and administer SMB network security: identify and remediate threats and secure data and network communication confidentiality, integrity, and availability	4. Troubleshoot and remediate SMB computer and network hardware, software, and communications issues	5. Attain Cisco®, CompTIA®, Microsoft®, or VMware® certifications	Comments
Course: ITEC 2690 Wide Area Networks (CCNA II) Assessment: Final Exam Benchmark: earn at least 70% or higher Faculty: Jesse Payne Date: End of Spring term	Collect Spring 2016 - Payne This is a new course not taught SP15					Cannot collect until 2016 (new program)
Course: ITEC 2670 Administering Windows Server 2012 Assessment: Final Exam Benchmark: earn at least 70% or higher Faculty: Jesse Payne Date: End of Fall term		Collect Spring 2016 - Payne This is a new course not taught SP15				Cannot collect until 2016 (new program)
Course: ITEC 1690-30 Network Security (Security+) Assessment: Final Exam Benchmark: earn at least 70% or higher Faculty: Jesse Payne Date: End of Spring term			40% met benchmark 10 students			ITEC1690 Security+: 40% of students met the required benchmark of 70% or higher on the final exam. The final exam simulated an actual certification exam. Note: This is the first time this course has been offered since the certification exam requirements were upgraded. Research indicates that the six students who did not meet the benchmark simply did not grasp the depth of knowledge required to pass a certification exam and were unprepared. To address this shortcoming, we plan on introducing additional certification exam questions and simulated environments in the final weeks of the course to better prepare the student for the final exam (simulated certification exam).

<p>Course: ITEC 1690-01 Network Security (Security+)</p> <p>Assessment: Final Exam</p> <p>Benchmark: earn at least 70% or higher</p> <p>Faculty: James Draper</p> <p>Date: End of Spring term</p>			<p>100% of students met benchmark</p> <p>10 students</p>		<p>ITEC1690 Security+: 100% of students met the required benchmark of 70% or higher on the final exam. This course was taught by an adjunct instructor who developed his own final exam and allowed the students to take the exam at home. This instructor is no longer associated with the program. To address this weakness in the course's rigor, we intend to require all faculty to adhere to curriculum and associated assignments and assessments as defined by the course coordinator.</p>
<p>Course: ITEC 1610-01 IT Essentials (A+)</p> <p>Assessment: Final Exam</p> <p>Benchmark: earn at least 70% or higher</p> <p>Faculty: Jesse Payne</p> <p>Date: End of Fall term</p>				<p>87% met benchmark</p> <p>15 students</p>	<p>ITEC1610 A+: 87% of students met the required benchmark of 70% or higher on the final exam. This is an introductory course into the program, and this is the first year to teach the course in the new ITNT program. So for 87% of the students to achieve this score is a good indication that the course is well designed and delivered. Continuous improvement will be made as we enter the second year of the new program. More data collected over time will indicate how we can improve.</p>
<p>Course: ITEC 1610-02 IT Essentials (A+)</p> <p>Assessment: Final Exam</p> <p>Benchmark: earn at least 70% or higher</p> <p>Faculty: James Draper</p> <p>Date: End of Fall term</p>				<p>62.5% of students met benchmark</p> <p>8 students</p>	<p>ITEC1610 A+: 62.5% of students met the required benchmark of 70% or higher on the final exam. This course was taught by an adjunct instructor who developed his own final exam consisting of two parts: a take home exam and in class, custom online exam. Many students were unable to complete the online portion in the time allotted. This instructor is no longer associated with the program. To address this weakness in the course's delivery, we intend to require all faculty to adhere to curriculum and associated assignments and assessments as defined by the course coordinator.</p>
<p>Course: ITEC 1610-30 IT Essentials (A+)</p> <p>Assessment: Final Exam</p> <p>Benchmark: earn at least 70% or higher</p> <p>Faculty: Chris Garverick</p> <p>Date: End of Fall term</p>				<p>87% of students met benchmark</p> <p>15 students</p>	<p>ITEC1610 A+: 87% of students met the required benchmark of 70% or higher on the final exam. This adjunct taught the course as it was designed and made a conscious effort to stay aligned with the course coordinator's section. As noted above, this is an introductory course into the program, and this is the first year to teach the course in the new ITNT program. So for 87% of the students to achieve this score is a good indication that the course is well designed and delivered. Continuous improvement will be made as we enter the second year of the new program. More data collected over time will indicate how we can improve.</p>

<p>Course: ITEC 270X Certification Preparation Assessment: Final Exam Benchmark: earn one industry certification Faculty: Jesse Payne Date: End of Fall term</p>					<p>33% of 3 students passed 2901 A+ Cert 100% of 3 students passed 1610 A+ Final Exam</p>	<p>For Certification Exams, we discovered a problem with the current process: For the ITEC270X classes, students received a paid exam voucher, but they were never required to actually take the exam. The instructor gave them the option to take a final exam to pass the class, and therefore, never required the students to attempt the certification exam. Also, some students would request an Incomplete and then take the exam after the term was over. It was not possible to find out if the student(s) passed the exam or not, so the data was not available. ACTION: As a department, we recognize the importance of requiring the students to at least attempt the certification, however, we still want them to graduate, so we've provided an alternative method for them to pass the class (final exam). We will change the process to require all students to attempt the certification exam and if they fail, they can take the final exam in order to pass the course and still qualify to graduate. PAR IMPACT: We will change our assessment from final exam to certification exam, and change the benchmark from 100% of students will earn one industry certification to 70% of students will earn an industry certification.</p>
<p>Course: ITEC 270X Certification Preparation Assessment: Final Exam Benchmark: earn one industry certification Faculty: Jesse Payne Date: End of Spring term</p>					<p>100% of 6 students passed VMWare for J Payne* * 3 students did not attempt exam 100% of 9 students passed VMWare for C Garverick 1 of 1 passed 2701 A+ Final 8 of 8 passed 2702 Security+ Final 1 of 1 passed CISS 2902 Network+ Final</p>	<p>See above note regarding the Certification process change. Regarding the VMware certification, we intend to add another cert to the course in as much as we discovered that the industry certification was only minimally challenging to our students and, thus, easily obtained. Note: This is an introductory course into the program, and this is the first year to teach the course in the new ITNT program. In this case, for 100% of the students who attempted the exam to achieve this certification, with only minimal preparation, is an indication that additional content can be brought into the course. Therefore, we intend to introduce and teach to a second, companion, VMware certification. We will be presenting this change to the curriculum committee this fall. Continuous improvement will be made as we enter the second year of the new program. More data collected over time will indicate how we can continue to improve.</p>

Note:

The CISS program was converted to Information Technology Software Development and Networking, and both were launched last year (Fall 2014).