PROGRAM ASSESSMENT PLAN ~ 2014-15 through 2021-2022
This document only needs to be updated when changes are made.

UNIT	WASHBURN INSTITUTE OF TECHNOLOGY
DIVISION	TECHNOLOGY
Program	Information System Technology
Date Prepared	August 2014
Date Revised	*January 2021*

PROGRAM MISSION
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The Information System Technology Program prepares students to become proficient and certified computer service professionals and network technicians.

PROGRAM STUDENT LEARNING OUTCOMES (PSLO)
If the program has more than 6 PSLO, hit "Tab" in the last cell to add another row. Cells will expand to accommodate text.

Upon completion of the program students will be able to:	
PSLO 1	Identify and describe the components of a personal computer, assemble PC hardware components based on customer requirements.
PSLO 2	Install, configure and maintain hardware and software on a typical PC.
PSLO 3	Properly and safely diagnose, resolve, maintain and document common hardware and software issues by applying troubleshooting skills.
PSLO 4	Ability to design, Install and maintain network server operating systems including the basics of virtualization, desktop imaging, and deployment.
PSLO 5	Identify the basic of network security requirements, laws, and regulations in the healthcare IT environment.
PSLO 6	Provide appropriate customer support
PSLO 7	Describe the role of protocol layers in data networks and their associated devices and services.
PSLO 8	Design and address LAN and WAN network topologies.
PSLO 9	Install, configure, and troubleshoot LAN and WAN network devices.
PSLO 10	Install and configure network services and redundant network technologies.
PSLO 11	Write in a technical manner.
PSLO 12	Demonstrate professional workplace skills.

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CURRICULUM MAP (Alignment)

List **all** courses required for **program majors** and indicate, where applicable, (using the following key) the PSLO with which they are associated.

    T = Taught

    X = Taught and Assessed

    A = Assessed

If the program has more than 6 PSLO, "Copy and Paste" rows from this table below the existing table, beginning with the row numbering the PSLO.

Required Courses	PSLO 1	PSLO 2	PSLO 3	PSLO 4	PSLO 5	PSLO 6
CRN126	X	X	X			X
CRN136	X	X	X			X
CRN146				X		X
CRN156				X		X
CRN166					X	X
CRN186					X	X
CRN220						X
CRN225						X
CRN230						X
CRN235						X
CRN240						X
CRN243						X
CRN248						X
CRN253						X
CRN258						X
CRN265						X

Required Courses	PSLO 7	PSLO 8	PSLO 9	PSLO 10	PSLO 11	PSLO 12
CRN126						
CRN136						
CRN146						
CRN156						
CRN166						
CRN186						
CRN220	X	X				
CRN225		X	X	X		
CRN230	X	X				
CRN235		X	X	X		
CRN240					X	X
CRN243	X	X				
CRN248		X	X	X		
CRN253	X	X				
CRN258		X	X	X		
CRN265					X	X

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ASSESSMENT MEASURES (Method)

Indicate (*mark with an X*) the type of assessment used to evaluate each PSLO.

Check as many boxes as apply.

Programs should use at least 2 direct measures for each PSLO.

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	PSLO 1	PSLO 2	PSLO 3	PSLO 4	PSLO 5	PSLO 6
DIRECT						
Portfolio						
Performance Assessment	X	X	X	X	X	X
Performance Assessment (Off campus experience – Clinical, Internship, Practicum, etc.)	X	X	X	X	X	X
Professional Credentialing Exam	X	X	X	X	X	X
Major Field Test or National Exam						
Course Embedded Assignment	X	X	X	X	X	X
Project Evaluation	X	X	X	X	X	X
Course Grades	X	X	X	X	X	X
Other *(Describe)*						
INDIRECT						
Surveys						
Exit Interviews/Focus Groups	X	X	X	X	X	X
Other *(Describe)*						

THRESHOLD OF STUDENT SUCCESS

For each PSLO, list each measure separately and indicate the threshold of student achievement considered acceptable.

(example: 75% of students will receive B or better) - see Assessment Plan Guide for additional instructions.

Hit :Tab" in the last cell to add another row. Cells will expand to accommodate text.

PSLO	MEASURE	THRESHOLD
1	Identify and describe PC, Laptop and printer hardware component	Using visual inspection and written test, 80% of students will complete activity with 90% accuracy.
1	Disassemble & Reassemble a PC and laptop	Using visual inspection, 80% of students will complete activity with 90% accuracy.
2	Correctly diagnose and resolve computer problems	Using visual inspection, 80% of students will complete activity with 80% accuracy.
2	Document and Maintain common hardware and software issues for future reference.	Using visual inspection and written test, 80% of students will pass with a score 80% or greater
3	Install, configure and maintain OS and application software on a typical PC and laptop.	Using visual inspection and written test, 80% of students complete activity with 90% accuracy.
4	Install, maintain and troubleshoot network server operating systems and services.	80% of students will complete task with 90% accuracy, per task list

4	Understand the basics of virtualization, desktop imaging, and deployment.	80% of students will complete task with 90% accuracy, per task list
5	Design network, implement security requirements in the healthcare IT environment.	80% of students will earn a 80% or better score on written exam
5	Follow laws, and regulations in the healthcare IT environment.	80% of students will earn a 80% or better score on written exam
6	Demonstrate Customer Service skills	80% of students will earn a satisfactory score on a follow-up survey and a written exam.
6	Resolve technical issues via the telephone	80% of students will successfully resolve a client problem on a telephone support call.
7	List the layers of the OSI Model of Networking, the TCP/IP Model, and their respective protocol data units.	80% of all students will earn a score of 80% on assessments.
7	Identify network devices and their OSI Model of Networking Layer ID	80% of all students will earn a score of 80% on assessments.
8	When given a Class C IP address and network/host conditions, create pools of subnets.	80% of all students will earn a score of 80% on submitted work.
8	When given a list of requirements, design an appropriate network infrastructure.	80% of all students will earn a score of 80% on submitted work.
9	When given a properly addressed and designed network topology, connect and configure the network devices.	80% of all students will earn a score of 70% or better on a hands-on skills assessment
9	Configure Layer 2 WAN protocols	80% of all students will earn a score of 80% or better on a configuration and troubleshooting exercises.
10	Configure DHCP and NAT services on network devices.	80% of all students will earn a score of 80% or better on submitted lab assignments.
10	Configure Spanning Tree Protocol and redundant routing protocols on network devices	80% of all students will earn a score of 80% or better on submitted assignments
11	Write an abstract of a technical news article in a technical style, proper formatting, and no errors.	80% of all students will earn a score of 80% or better on submitted assignments
11	Create and present a presentation on a technical topic.	80% of all students will earn a score of 80% or better on presentation.
12	Have satisfactory attendance.	90% of all students will have an attendance of 90% or greater as measured by attendance grade.
12	Create a professional résumé and cover letter.	100% of all students complete task with a satisfactory rating.

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DATA COLLECTION *CALENDAR*

Indicate how often assessment data are collected for each PSLO.
S=every semester
Y=every year
2=every other year
3=every 3 years, (etc.)
O-Other (please explain)
If the program has more than 6 PSLO, hit "Tab" in the last cell to add another row.

	Frequency of Data Collection
PSLO 1	
PSLO 2	
PSLO 3	
PSLO 4	
PSLO 5	
PSLO 6	
PSLO 7	
PSLO 8	
PSLO 9	
PSLO 10	
PSLO 11	
PSLO 12	

ANALYSIS AND REPORTING CALENDAR

Indicate (*mark with an X*) the years in which each PSLO was/will be analyzed and reported. Cycle will repeat after Year 6.
If the program has more than 6 PSLO, "Copy and Paste" rows from this table below the existing table, beginning with the row numbering the PSLO.

	PSLO 1	**PSLO 2**	**PSLO 3**	**PSLO 4**	**PSLO 5**	**PSLO 6**
Year 1/2014-15						
Year 2/2015-16						
Year 3/2016-17						
Year 4/2017-18						
Year 5/2018-19						
Year 6/2019-20						
Year 7/2021-22						

If field experiences are a significant part of the program, explicitly address how validity and reliability of the evaluation instrument is ensured.

Cell will expand to accommodate text.

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STAKEHOLDER INVOLVEMENT
Describe how stakeholders (faculty, students, alumni, advisory boards, community, etc.) are involved in the development, implementation, periodic review and continuous improvement of the Assessment Plan.
Cell will expand to accommodate text.

PROGRAM ASSESSMENT PLAN REVIEW CYCLE
Indicate (*mark with an X in column 2*) the year(s) in which this Program Assessment Plan will be reviewed and indicate in column 3 (when applicable) when changes are made and addressed in the appropriate year's annual report.
Cycle repeats after Year 6.

	Program Assessment Plan Review	Were changes made and addressed in the Annual Report? <u>Yes</u> or <u>No</u> (update when applicable)
Year 1/2014-15		
Year 2/2015-16		
Year 3/2016-17		
Year 4/2017-18		
Year 5/2018-19		
Year 6/2019-20		
Year 7/2021-22		