

## 2008 PROGRAM OUTCOMES ASSESSMENT SUMMARY REPORT

PROGRAM: **SVI—NETWORK TECHNICIAN - CERTIFICATE**

DATE: 28 JANUARY 2008

**DEMONSTRATION OF LEARNING:** *What assignments or projects demonstrate student learning outcomes are achieved?*  
*[Note: evidence of learning contained in Assessment methods and Findings sections.]*

Learning Outcomes	Assessment methods
Build, configure, install, troubleshoot, maintain, and repair personal computers.	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>Student troubleshoots, maintains and repairs community and school computers, is evaluated by faculty and given feedback.</p>
Install and maintain wired and wireless networks.	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>Student installs and maintains wired and wireless networks at SVI, is observed and evaluated by faculty and given feedback.</p>
Perform network administration for support of servers, understanding DNS, DHCP, TCP/IP.	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>Student is observed and evaluated by faculty and given feedback in courses.</p>
Perform hardware maintenance of multi-media equipment.	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>Student is observed and evaluated by faculty and given feedback in courses. Student performs office tasks while completing projects. Projects are evaluated by faculty and feedback is given to the student.</p>
Demonstrate skills and knowledge to pass CompTia (A+) exam.	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p>

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<p>Demonstrate internet research skills.</p> <p>select and purchase equipment &amp; software</p> <p>download &amp; install drivers, upgrades &amp; firmware</p> <p>find error information on discussion boards</p>	<p>Student is given research tasks and takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p>
<p>Demonstrate professional work habits and behavior:</p> <p>Customer service;</p> <p>Inter-personal skills;</p> <p>Team work</p>	<p>Student is observed working with customers, in service learning courses, and in practicum. Feedback is given by faculty.</p>

**EXTERNAL EVIDENCE?** *Alumni, employer, Curriculum Review, Technical Advisory Committee feedback?*

The Technical Advisory Committee meets each quarter. Members include business professionals from small, medium and large businesses throughout the Seattle area. They provide advice on curriculum, software, desired skills and professional knowledge.

**FINDINGS:** *What have you learned from your outcomes assessment activities?*

We assess our course level outcomes well through testing, hands-on problem solving, and projects. We assess our program level outcomes through capstone projects and culminating exams. We plan to look at other possibilities for program level assessment.

**ACTIONS TAKEN:** *What program changes have you made in the last three years? -- WHAT WAS THE IMPETUS FOR CHANGE?*

The following courses were added:  
 NTC 131—NT Research and Life Skills

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NTC 132—NT Research and Customer Service

NTC 133—NT Research and Employment Skills

NTC 170—Service Learning I

NTC 171—Service Learning II

NTC 180—NT Practicum

**ACTIONS PLANNED:** *What program changes or new assessment activities are you planning for next year?*

The Network Technician program is scheduled to go through a DACUM process where local network industry professionals will inform us of the skills entry-level NT personnel would need to be hired and successful. From this information and national, state and local standards, we will revise our competencies, courses, and program. We will also address the assessment of our program learning outcomes in this process.

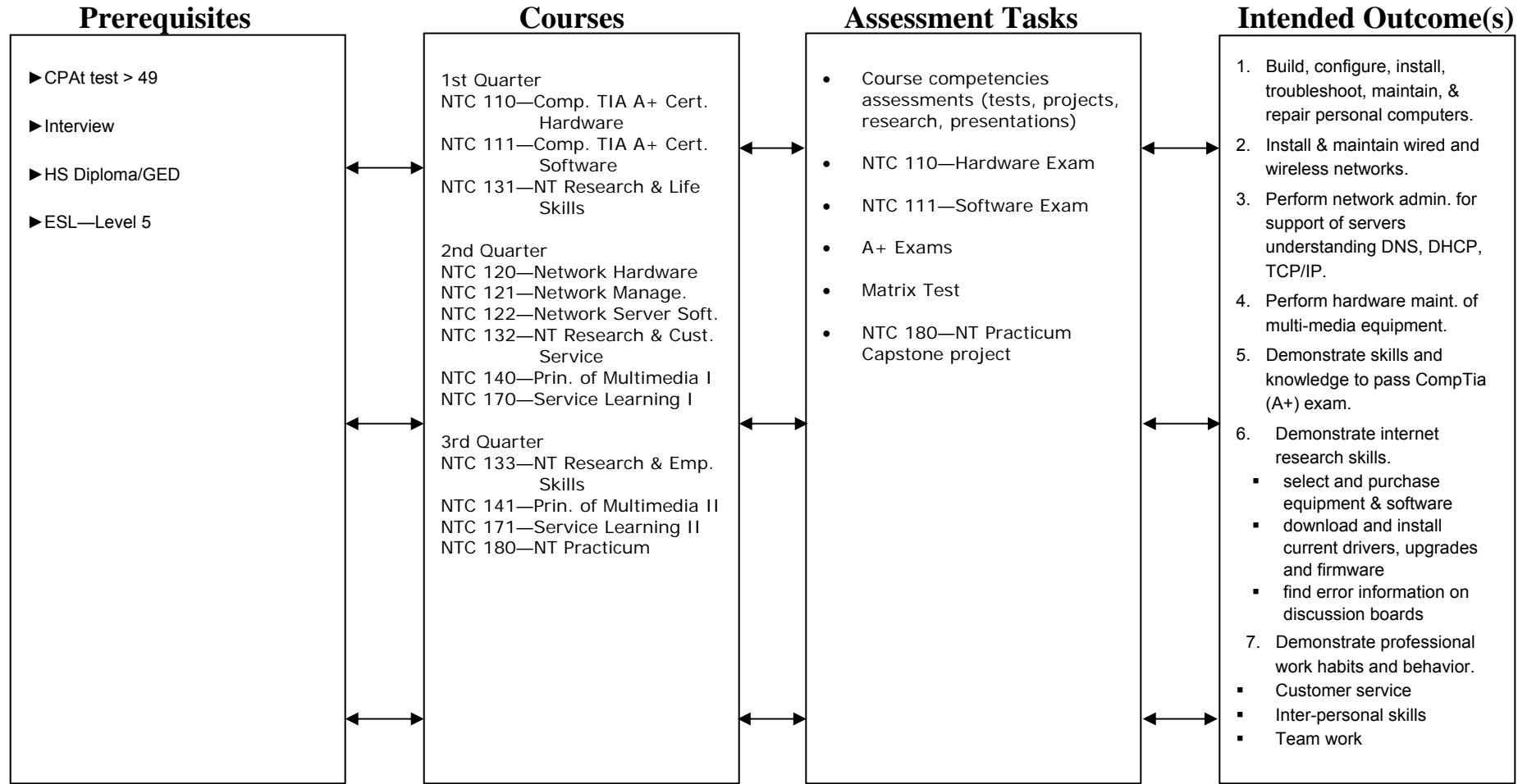
**Program Name:**

*SVI Network Technician Certificate*

Revised 28 January 2008

**Theme(s):** Network technology, customer service/communication

**Program Role:** The Network Technician Certificate Program prepares graduates for entry-level careers in the information technology field including computer technician, LAN manager, computer customer service representative, computer sales representative, PC/network support specialist, workstation support specialist.



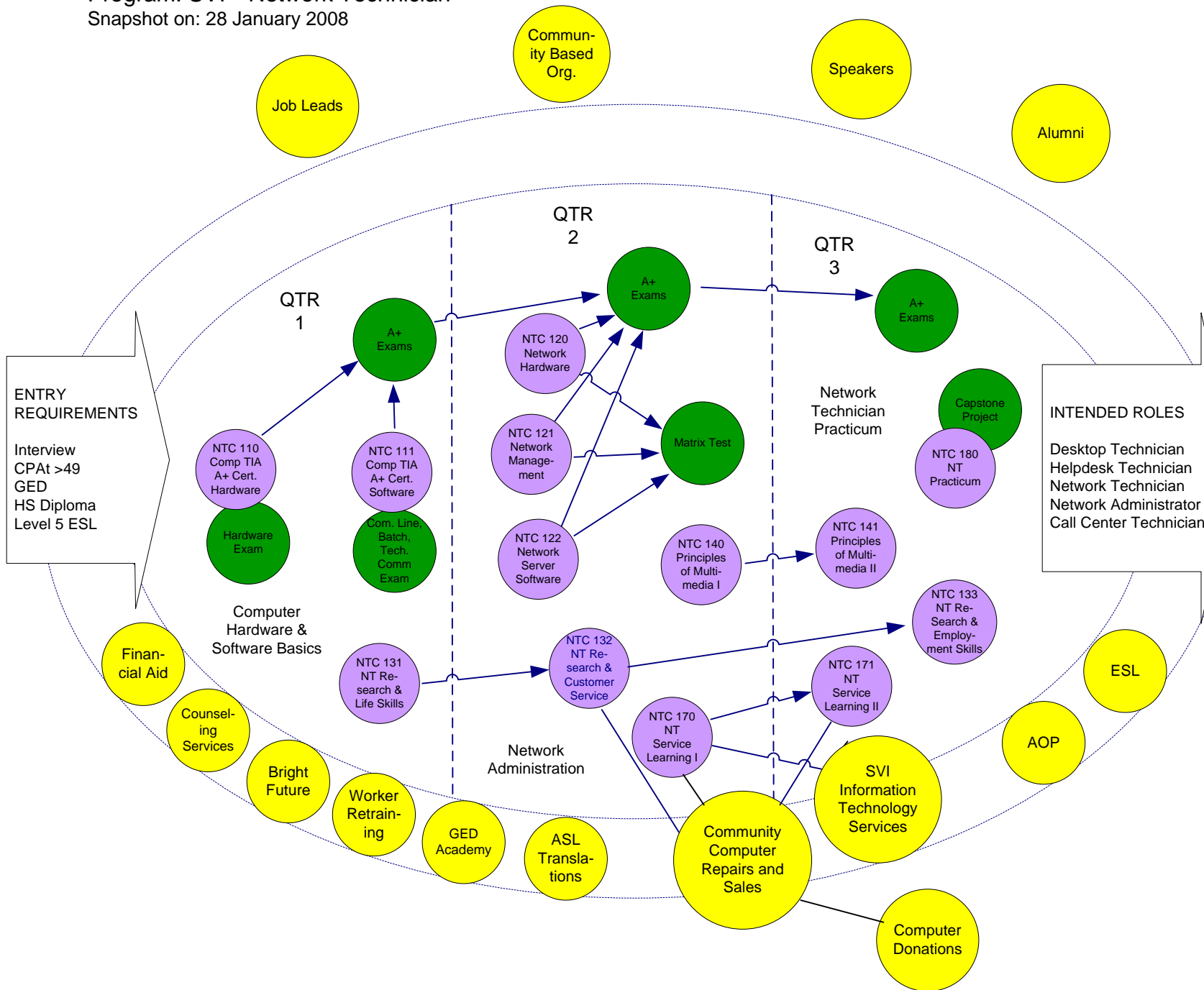
*What must students understand to demonstrate the intended outcome?*

*What skills must students master to demonstrate the intended outcome?*

*What will students do in here to demonstrate evidence of the outcome?*

*What do students need to be able to DO “out there” that we’re responsible for “in here”?*

Program: SVI—Network Technician  
 Snapshot on: 28 January 2008



**Intended Learning Outcomes:**

- Build, configure, install, troubleshoot, maintain, & repair personal computers.
- Install & maintain wired and wireless networks.
- Perform network administration for support of servers understanding DNS, DHCP, TCP/IP
- Perform hardware maintenance of multi-media equipment.
- Demonstrate skills and knowledge to pass CompTia (A+) exam.
- Demonstrate internet research skills.
  - select and purchase equipment & software
  - download and install current drivers, upgrades and firmware
  - find error information on discussion boards
- Demonstrate professional work habits and behavior.
  - Customer service
  - Inter-personal skills
  - Team work

## Program Assessment Inventory

Program: SVI—Network Technician Certificate

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Assessment methods used to determine that students are prepared to succeed and that they have achieved the program learning outcomes when they complete degrees or certificates.

	<i>Pre-/ early program</i>	<i>Mid program</i>	<i>End of program</i>
<b><i>Students are prepared to learn (prerequisites)</i></b>			
ASSET test scores			
COMPASS test scores			
SLEP test scores			
CPAt test scores	X		
CASAS			
H.S. Diploma/GED	X		
Other?	<i>ESL, admissions screening</i>		
<b><i>Students are assessed as they move through the program</i></b>			
Competencies assessment	<i>throughout program</i>		
Internship/Externship feedback			
Pre-Mid-Post assessment			
Service Learning experience feedback			
Student course evaluations	<i>quarterly</i>		
Student focus groups			
Student grades	<i>quarterly</i>		
Student interviews	X		
Student self assessment			
Student surveys			
<b><i>Students are assessed as they complete the program</i></b>			
Completion statistics			<i>by college</i>
Capstone projects			X
Graduation statistics			<i>by college</i>
Portfolios			
Presentations			
<b><i>External assessment data is collected</i></b>			
Transfer rates			
Employer surveys			X
Technical Advisory Committee	<i>quarterly</i>		
License certification success rates			
Performance in 4 year programs			
Employment rates			
Salary statistics			
Survey of former students			X
Other?			

## **Network Technician** – Certificate – 2006 Learning Outcomes

1. Build, configure, install, troubleshoot, maintain and repair the current generation of personal computers and Microsoft operating systems.
2. Install and maintain wire and wireless networks for small business and home networks.
3. Perform basic network administrative functions for the support of a modern server with understanding of Domain Name Server (DNS,) Dynamic Host Configuration Protocol (DHCP,) and Transmission Control Protocol/Internet Protocol (TCP/IP.)
4. Demonstrate entry-level skills in hardware maintenance of multi-media equipment, including home entertainment and corporate and academic presentation equipment.
5. Understand the basic economics of consumer and business markets for digital equipment, with ability to competitively select and purchase equipment and software.
6. Perform work in a "team" environment with an emphasis on completion and quality of work.
7. Possess the skills necessary to pass the industry standard CompTia (A+) certification exam.