TECHNICAL SUPPORT SPECIALIST DIPLOMA NETWORK ADMINISTRATION DEGREE, YEAR 1 PROGRAM ASSESSMENT RESULTS - 2016

Technical Support Specialist Program Objective

To prepare the student for employment in end-user application work, computer operations, technical support, or a related computer field. This program is designed to help students prepare for the CompTIA A+ Certification exams for computer technicians. Exam vouchers are provided to students who meet requirements of the Test Pass Assurance (TPA) program.

To fulfill the basic goals and objectives the following Technical Support Specialist Program Outcomes have been adopted for the program.

Upon successful completion of this program, students will be able to do the following:

- Identify, install, and configure computer hardware components.

- Evaluate, deploy, update, and maintain operating system software.

- Produce and implement a plan of action in regard to installation and upgrading procedure for hardware and software.

- Apply effective procedures to diagnose, troubleshoot, and resolve hardware and software problems.

- Demonstrate an understanding of fundamental networking concepts and operation.

- Research, access and manage computerized information using operating system utilities, third-party applications, and Internet environment.

- Demonstrate familiarity with support and office related policies and procedures including proper communication, documentation, professionalism, and independent and team accountability.

- Communicate end user/customer concerns by evaluating and responding to issues in a courteous, efficient, and constructive manner.

- Employ learning strategies necessary to obtain the CompTIA A+ certification.

Program Learning Outcomes (PLOs) Assessment Report Summary

Findings:

In 2016, the Technical Support Specialist/ITNA1 program assessment involved the completion of individual course assessments and a review of program learning outcomes.

Assessment of TSS/ITNA1 Program Learning Outcomes (PLOs) show most PLOs reflecting satisfactory achievement in individual course assessments. Most show achievement scores of 70% or higher on most assessed items. Two PLOs that reflect deficient scores include the following:

- Demonstrate an understanding of fundamental networking concepts and operation
- Employ learning strategies necessary to obtain the CompTIA A+ certification

As identified in individual course assessments, these outcomes have proved themselves as challenges to many students. Topics in networking are complex and various. Extended coverage of networking topics in all classes are recommended with modified lectures, labs, and supplemental learning resources.

The overall A+ certification rate will also need to improve. Ongoing improvements in course content and a new grading scheme in TS154 may contribute to higher rates.

The year 2016 marked significant updates in TSS/ITNA1 course content in support of CompTIA's 901/902 test objectives. Most objectives are expected to remain unchanged in 2017, so our focus will be on the honing of existing curriculum.

Action Items:
- Improve lessons and assignments related to networking
- Deploy and assess revised grading scheme to motivate A+ exam attempts.