



3211 Providence Drive  
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**2021 ANNUAL ACADEMIC ASSESSMENT REPORT FORM**  
**(Due October 15 to the dean)**

**PROGRAM SECTION (Due to the dean on October 15)**

**Submission date:** 10/15/2021

**Submitted by:** David Morrison, Associate Professor, dsmorrison@alaska.edu

**Program(s) covered in this report:** Computer Systems & Network Technology AAS and Cisco-Certified Network Associate OEC

If you selected "Other" above, please identify. *(100 characters or less)*

**College:** Community and Technical College

**Campuses where the program(s) is delivered:** ☒ Anchorage ☐ KOD ☐ KPC ☒ MSC ☐ PWSC

**Specialized accrediting agency (if applicable):** N/A

**If explanation is necessary, such as only some of the certificates and degrees are covered by the specialized accreditation, briefly describe:**

**INSTITUTIONAL STUDENT LEARNING CORE COMPETENCIES**

In 2020, UAA launched a consensus-based, deliberative process to identify the key skillsets that help students achieve academic and post-graduation success. After a year-long process that included students, faculty, staff, administrators, alumni, and employers, the UAA community identified four "core competencies" at the heart of a quality UAA education. Students develop mastery of these competencies through curricular (e.g., courses), co-curricular (e.g., internships, conferences), and extracurricular (e.g., student clubs) learning experiences.

After the stakeholder-based process in AY20, UAA conducted a pilot project focusing on the core competency of Personal, Professional, and Community Responsibility (PPCR). This decision was based on input from the 2020 Annual Academic Assessment Retreat.

Question #1 below is designed to engage program faculty in thinking about how they can or already do promote student learning in this core competency.

- 1. Personal, Professional, and Community Responsibility: The knowledge and skills necessary to promote personal flourishing, professional excellence, and community engagement.**
  - **What would you hope a student would say if asked where in your program or support service they had the opportunity to develop proficiency in this Core Competency? *(500 characters or less)***



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The CNT courses I took promote continued learning in the field of IT. Continually learning and staying up to date will help me to personally flourish and stay mentally sharp. Staying current on my IT knowledge will also help me to be professional excellent.

- **Do you have an example that could be a model for the university of an intentionally designed course, assignment, or activity that showcases the student learning in this core competency?** ☐ Yes ☒ No

If yes, please briefly describe. (500 characters or less)

- **Do you have any ideas about where your program or the university might develop other intentionally designed opportunities for students to develop proficiency in this core competency?** ☐ Yes ☒ No

If yes, please briefly describe. (500 characters or less)

## PROGRAM STUDENT LEARNING OUTCOMES

2. Please list the Program Student Learning Outcomes your program assessed in AY21. For each outcome, indicate one of the following: Exceeded faculty expectations, Met faculty expectations, or Did not meet faculty expectations.

***Example: Communicate effectively in a variety of contexts and formats – Exceeded faculty expectations.***

We have not finished compiling and assessing the measures. We will have that done by the end of November.

The Program Student Learning Outcomes for the AAS are as follows:

- Competence in IT workplace service skills through customer service, troubleshooting and implementation of security
- An understanding of IT concepts and technical skills, installing and configuring operating systems, and using utility software
- Knowledge of computer hardware and peripherals
- Knowledge of network infrastructure, network workgroups, and domain administration.

The Program Student Learning Outcomes for the OEC are as follows:

- Proficiency in Cisco router installation, configuration and troubleshooting in multi-protocol inter-networks.
- Proficiency in Cisco switch and VLAN installation, configuration and troubleshooting in multi-protocol inter-networks.
- Competency in entry-level tasks of planning, design, installation, operation and troubleshooting



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Ethernet and TCP/IP networks.

- 3. Describe your assessment process in AY21 for these program student learning outcomes, including the collection of data, analysis of data, and faculty (and other, e.g., advisory board) conversations around the findings. (750 characters or less)**

Once the data is compiled we will have a meeting involving all three faculty members and discuss if the results and any action that should be taken.

- 4. What are the findings and what do they tell the faculty about student learning in your program? (750 characters or less)**

We don't have the findings yet.

- 5. Based on the findings, did the faculty make any recommendations for changes to improve student achievement of the program student learning outcomes? Please describe the recommended action, what improvement in student learning the program hopes to see with this change, the proposed timeline, and how the program will know if the change has worked. If no recommendations for changes were made, please explain that decision. (750 Characters or less)**

We don't have the findings yet.

#### PROGRAM IMPROVEMENTS AND ASSESSING IMPACT ON STUDENT LEARNING

- 6. In the past academic year, how did your program use the results of previous assessment cycles to make changes intended to improve student achievement of the program student learning outcomes? Please check all that apply.**

- ☐ Course curriculum changes
- ☐ Course prerequisite changes
- ☐ Changes in teaching methods
- ☐ Changes in advising
- ☐ Degree requirement changes
- ☐ Degree course sequencing
- ☐ Course enrollment changes (e.g., course capacity, grading structure [pass/fail, A-F])
- ☐ Changes in program policies/procedures
- ☐ Changes to Program Student Learning Outcomes (PSLOs)
- ☐ College-wide initiatives (e.g., High Impact Practices)
- ☐ Faculty, staff, student development
- ☒ Other
- ☐ No changes were implemented in AY21.

**If you checked "Other" above, please describe. (100 characters or less)**

We combined the Matsu and Anchorage degrees and are still merging the assessment process.



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- 7. Do you have any information about how well these or other past improvements are working? Are they achieving their intended goals? Please include any data or assessment results that help you demonstrate this. (750 characters or less)**

No

#### STUDENT SUCCESS AND THE CLOSING OF EQUITY GAPS

- 8. Programs are not required to respond to question #8 below for their report due on October 15, 2021. Question #8 will be required for the next round and moving forward.**
- 9. Do you have any examples of post-graduate success you want to highlight? For example, major scholarships, the percent of students who pass licensure examinations, the percent of students accepted to graduate programs, the percent in post-graduation employment in the field or a related field. (750 characters or less)**

#### DEAN SECTION (Due to the program on January 15)

- 1. Based on the program's responses above, what guidance and support do you have for the program moving forward? Is there a particular area the program should focus on? (750 characters or less)**  
The Computer Systems and Network Technology has been through a lot of changes over the last several years. While this is understandable, not having the assessment complete on time is an issue. Next year I expect the assessment to be completed on time. The faculty have been refining and modernizing the curriculum for the AAS and the OEC. With the changes expected there will be several assessment changes so there is minimal loss. Going forward the program should focus on the outcomes based on the newly refined curriculum.
- 2. Is there something the program is doing particularly well in terms of its processes for the assessment and improvement of student learning, including the closing of equity gaps, that might serve as a model for other programs? If yes, please explain. You may skip this question. (750 characters or less)**

Dean's signature:

DocuSigned by:  
*Raymond Earle Weber*  
DAAB07EA1B334FA...

**Date:** Select date.  
January 4, 2022