

REPORT ON AY2022-2023 ACADEMIC ASSESSMENT

Submission date: 1/29/2024

Assessment Plan covered in the report: Computer Systems & Network Technology AAS

College: Community and Technical College

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

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

After responding to the questions below, the program should email this form to the dean, with a copy to the appropriate community campus director(s) if the program is delivered on a community campus.

- 1. Please list and number the Program Student Learning Outcomes your program assessed in AY23. For each outcome, indicate one of the following: Exceeded faculty expectations, Met faculty expectations, or Did not meet faculty expectations.**

Example: 1. Communicate effectively in a variety of contexts and formats – Exceeded faculty expectations; 2. Adopt critical perspectives for understanding the forces of globalization and diversity – Met faculty expectations.

1. Show an understanding of IT concepts and technical skills, installing and configuring operating systems, and using utility software. - Met faculty expectations
2. Show knowledge of computer hardware and peripherals. - Met faculty expectations
3. Demonstrate competence in IT workplace service skills through customer service, troubleshooting and implementation of security. - Met faculty expectations
4. Demonstrate competence in entry-level tasks of design, configuration, operation and troubleshooting Ethernet and TCP/IP networks using Cisco routers and switches. - Met faculty expectations
5. Show knowledge of network infrastructure, network workgroups, and domain administration. - Met faculty expectations
6. Demonstrate the ability to manage an IT-related project by professionally and ethically utilizing business principles, communication skills and teamwork. - Met faculty expectations

- 2. Describe your assessment process in AY23 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. (1000 words or less)**

Faculty members provide the appropriate scores from their classes and the assessment coordinator compiled the averages of each class into an excel spreadsheet. Most, but not all of the data has been collected and compiled. Once all the data is compiled faculty will meet and talk about the outcomes, how they were being met, and what changes we could make to improve student achievement of the outcomes.

- 3. What are the findings and what do they tell the faculty about student learning in your program? (1000 words or less)**

Student outcomes are being met with the data that is in so far. Once all the data is in, the faculty will meet and discuss further what is being shown about student learning in our program.

- 4. Based on the findings, did the faculty make any recommendations for changes to improve student achievement of the Program Student Learning Outcomes? No**

- i. Please describe the recommended action(s), what improvements in student learning the program hopes to see, the proposed timeline, and how the program will know if the change(s) has worked. If no recommendations for changes were made, please explain that decision. (1000 words or less)**

No recommendations will be made until the data is all in and the faculty meet.

- 5. 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 AY23. *(If no options above were selected)*

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

6. 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. (1000 words or less)

A past improvement was to change the CCNA courses from half semester to full semester to improve retention. There has been an increase in retention in AY23. Faculty have not discussed this trend yet, but I do not think it is due to this change since there was no improvement in retention during AY22 when the change was implemented.

In Spring 2023 a CCNA Capstone Project was implemented for CCNA 3 for students to apply the cumulative learning accomplished in the three CCNA courses. Initial feedback from students has been very positive. Data on score improvements in the final course is currently inconclusive due to small data sets.

To improve students ability to create clear documentation an assignment was implemented in CNT A183 for students to document their home network. This has helped students to learn to use network documentation software that they will use on the job.

DEAN SECTION (Due to the program on January 15)

After completing the Dean Section and signing it, the dean should email this form to the program, and copy uaa_ooo@alaska.edu for posting. If the program is delivered on one or more community campus, the dean should consult with the appropriate community campus director(s) on the response and copy the appropriate community campus director(s) when emailing the response to the program.

1. Based on the program's responses above, what guidance and support do you have for the program moving forward? (200 words or less)

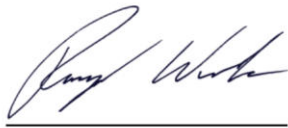
The faculty continue to monitor the changes associated with having the CCNA courses a full semester. If the grades and retention continue then we should continue to run the courses as full semester. However, there are more and more requests to the university in general for shorter and faster certificates and work. The faculty should consider the option of a short summer complete course of study. It is also possible to shift the OEC to less credits to meet just the requirements for the credential.

Also, the faculty should consider expanding the certifications that are completed during the program and the assessment of those certifications. These micro credentials are becoming highly sought after in the industry and we do have them in the program. So, it is recommended that that faculty consider revising the program assessment plan to include these certifications.

2. **Discuss what the program is doing particularly well in terms of its processes for the assessment and improvement of student learning, for example, the use of a common rubric or prompt, a signature assignment, etc. (200 words or less)**

The faculty should be commended on focusing on using techniques utilized in the workplace. This is especially true with the documentation of homework through the use of network documentation software. Additionally, the faculty have worked to improve the retention of students over the last two years and that work should be commended.

Dean's signature:

A handwritten signature in cursive script, appearing to read "Craig White", written over a horizontal line.

Date: 1/30/2024