REPORT ON AY2022-2023 ACADEMIC ASSESSMENT

Submission date: 1/29/2024

Assessment Plan covered in the report: IT Support Desk Technician OEC

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 installing and configuring operating systems. - 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 and troubleshooting. - 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)*

   No changes have been implemented.

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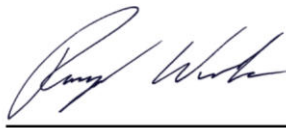
1. **Based on the program's responses above, what guidance and support do you have for the program moving forward?** *(200 words or less)*

   The faculty should continue to examine the program. This is the newest OEC to the program and may need revision to be more attractive to students or industry. It is recommended that the faculty reach out to the advisory board and discuss the applications and possible revisions to this program.

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 for the coordination with the Advisory Board about this program.

Dean's signature: _____   **Date:** 1/30/2024