

**BIENNIAL PROGRAM STUDENT LEARNING OUTCOMES ASSESSMENT REPORT FORM –
ASSESSMENT COMPLETED IN AY2023-2024 (Due to the dean on November 15)**

Submission date: 4/2/2025

Assessment Plan covered in this 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

- 1. Please list and number the Program Student Learning Outcomes your program assessed in the past academic year. For each outcome, indicate one of the following: Exceeded faculty expectations, Met faculty expectations, or Did not meet 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 what your assessment process was last year 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 provided 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. The faculty on the Anchorage campus have had some informal conversations about the data.

- 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 students that stick with the courses. The main concern is the students that we are losing and how to retain them.

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)**

Students are meeting the learning outcomes.

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 last year. *(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 implimented.

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? (200 words or less)**

The OEC in IT Support Desk Technician has not shown the numbers that we were expecting since the pandemic. This program should be reviewed next year and examined for continuation.

- 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)**

It is clear that the students that do the OEC are meeting the expectations, which should be commended. The students show capability and adaptability.

Dean's signature:



Date: 4/3/2025