

# Western Student Learning Results (Program Outcomes) for 2011

Source: Student

# of Grads: 8

# of Responses: 1

Program: IT - Computer Support Spec

<b>Outcome</b>	<b>Yes</b>	<b>No</b>	<b>Unk</b>	<b>NA</b>	<b>Result</b>	<b>Feedback</b>
What did you like about this program?	1 100.00%	0	0	0	Yes	It gave me confidence in helping others with computer related problems.
What would you change about this program?	1 100.00%	0	0	0	Yes	More re-enacting conversations and problems
Use effective communication skills.	1 100.00%	0	0	0		
Apply mathematical concepts.	1 100.00%	0	0	0		
Transfer social and natural science theories into practical applications.	1 100.00%	0	0	0		
Demonstrate ability to think critically.	1 100.00%	0	0	0		
Demonstrate ability to value self and work ethically with others in a diverse population.	1 100.00%	0	0	0		
Use technology effectively.	1 100.00%	0	0	0		
Make decisions that incorporate the importance of sustainability	1 100.00%	0	0	0		
Utilize appropriate application software to facilitate efficient business operations.	1 100.00%	0	0	0		
Develop, operate, and manage a Help Desk and provide entry-level technical support.	1 100.00%	0	0	0		
Design and deliver user training to support business processes and organizational goals.	1 100.00%	0	0	0		
Set up and support a basic network.	1 100.00%	0	0	0		
Install, configure, and support computer hardware and operating systems.	1 100.00%	0	0	0		
Develop technical documentation for in-house and commercial software, hardware systems, and training.	1 100.00%	0	0	0		

<b>Outcome</b>	<b>Yes</b>	<b>No</b>	<b>Unk</b>	<b>NA</b>	<b>Result</b>	<b>Feedback</b>
Demonstrate a strong work ethic, utilize time management skills, display initiative, and work cooperatively as part of an effective team.	1 100.00%	0	0	0		
<b>Aggregate Assessment of Achievement</b>	<b>16 100.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0</b>	