

# Computer Support Specialist-SLO Assessment, Spring 2013 Results

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## Survey Overview

### Description

IT-Computer Support Specialist, Spring 2013

### Instructions Provided To Respondents

There are four sections in this survey.

- The first section contains two questions about your overall experience in the program. Use this section to identify things you liked, things you would change, and to communicate any other comments about your overall experience in the program. If you have feedback about the instruction or anything else related to the overall program, please address that in one of these questions.
- The second section addresses the college core abilities. The core abilities are overall skills that all graduates should acquire during their experience at Western. Focus on yourself in this section.
- The third section addresses the specific outcomes for your program. Please focus on yourself in this section.
- The conclusion provides a comment section for any additional information you would like to share about your experience with your program and Western Technical College.

Thank you for completing this survey.

### Respondent Metrics

Respondents: 6  
First Response: 4/26/2013 10:34 AM  
Last Response: 4/29/2013 10:41 PM

## Survey Results

The following is a tabular depiction of the responses to each survey question. Additional comments provided by respondents, if any, are included after each table.

### Section - General Overview of Program

#### Instructions Provided To Respondents

We appreciate your feedback, comments and suggestions. The information you provide will strengthen our program. Thank you.

#### 1. What did you like about this program?

Content was in line with my current job. (000000401 Anonymous)

Honestly, I didn't care for much of the classes. (000000397 Anonymous)

I liked the variety of classes and hands-on experience. (000000396 Anonymous)

The instructors were very helpful and I felt like they really cared about us students. (000000400 Anonymous)

the knowledge base of the teachers (000000398 Anonymous)

The teachers did the best to make situations like we would face in the industry. (000000399 Anonymous)

#### 2. What would you change about this program?

Better choice of class time for nontraditional students (000000401 Anonymous)

I think that there could have been less classes about certain programs and databases. It would have been better if there were more classes repairing a computer. Having only a hardware class that was ridiculous was bad enough. Would have been nice to actually repair computers. Removing viruses, troubleshooting windows errors, and learning Apple computers would have been great to learn. (000000397 Anonymous)

I would change the CSS Capstone class to include more site visits and interview sessions. Also, more time should be spent in help desk analyst on the phones. My class only used the phones once or twice. (000000396 Anonymous)

I would like to have more hands on situations. (000000399 Anonymous)

make it more hands on (000000398 Anonymous)

Nothing (000000400 Anonymous)

## Section - Western Technical College Core Abilities

### Instructions Provided To Respondents

This section addresses the college core abilities. The core abilities are overall skills that all graduates should acquire during their experience at Western. Focus on yourself in this segment. As a result of this program:

#### 3. I have learned effective communication skills.

100%            6        Yes

#### 4. Comments on effective communication skills.

#### 5. I am able to apply mathematical concepts.

100%            6        Yes

#### 6. Comments on application of mathematical concepts.

The math class was very easy. (0000000396 Anonymous)

#### 7. I learned how to transfer social and natural science theories into practical applications.

100%            6        Yes

#### 8. Comments on transferring social and natural science theories into practical applications.

#### 9. I learned critical thinking skills.

100%            6        Yes

#### 10. Comments on critical thinking skills.

#### 11. I have learned to use technology effectively.

83.3%           5        Yes

16.7%           1        No

#### 12. Comments on effective use of technology.

I think that if I was to take the program now that it has been revamped, I think I would have been happier with my money spent. (0000000397 Anonymous)

Really enhanced my skills and was able to apply those skills to my daily routine at work. (0000000401 Anonymous)

#### 13. I have learned to value myself and work ethically with others in a diverse population.

100%            6        Yes

#### 14. Comments on valuing self and working ethically in a diverse population.

#### 15. I am able to make decisions that incorporate the importance of sustainability.

100%            6        Yes

#### 16. Comments on incorporating the importance of sustainability.

## Section - Specific Program Outcomes

### Instructions Provided To Respondents

This section addresses the specific outcomes for your program. Please focus on yourself in this section. As a result of this program, I learned to:

#### 17. Manage Information Technology hardware.

100%          6          Yes

#### 18. Comments about learning this program outcome.

#### 19. Manage software.

100%          6          Yes

#### 20. Comments about learning this program outcome.

We could have spent more time learning about more software applications and help desk ticket/call tracking software. (000000396 Anonymous)

#### 21. Support computer networks.

100%          6          Yes

#### 22. Comments about learning this program outcome.

Cisco 1 should be kept in the CSS program. (000000396 Anonymous)

#### 23. Provide end user support.

100%          6          Yes

#### 24. Comments about learning this program outcome.

We should have went over more phone support and learned how to effectively use common remote desktop software (TeamViewer, logMeIn) (000000396 Anonymous)

#### 25. Solve Information Technology problems.

83.3%          5          Yes  
16.7%          1          No

#### 26. Comments about learning this program outcome.

Hardware, yes without a problem, but software and Operating systems, no. (000000397 Anonymous)

#### 27. Demonstrate customer service skills as an IT professional.

100%          6          Yes

#### 28. Comments about learning this program outcome.

## Section - Conclusion

### Instructions Provided To Respondents

Please use this space to share any other feedback, comments, or suggestions about your experience at Western Technical College.

**29. Comments**

Had a great experience in this program. I would recommend to others if they are interested in a career in IT. (0000000400 Anonymous)

I enjoyed the program, but the general (elective) classes seemed like a waste of time. Our school system should get rid of 1-2 elective classes and add technical classes instead. (0000000396 Anonymous)

It would help if the IT department had a running help desk so the students can have more hands on experience. (0000000399 Anonymous)