

IT Computer Support Specialist 2016 SLO

Spring 2016 - IT Computer Support Specialist

May 2nd 2016, 1:13 pm CDT

Q3 - What did you like about this program?

It was super hands on and I learned a lot about all the things I would need to know in this job field.

Hands on

The program was very hands on. Almost everything was based in real world situations. Most of the teachers were great, they made learning fun, which is very important for someone who coming from a work environment.

It helped me learn skills that will be helpful in the IT program

my overall experience was great.

Great hands on experience with the area of study

Q4 - What would you change about this program?

More hardware/linux classes.

Have us take the A+ exam as apart of the course

I would like to see the Student Run Help Desk become a larger part of the program. I like to see Ethics: Theory and Application changed to fit a more real world situation or removed from the program, as it was something that would fit well in a philosophy program, but had very little to do with anything in the computer support world or even in the real world for that mater.

You need to get a better teacher for emerging tech.

i think some of the classes were a complete waste of time emerging tech we learned about the kindle fire and other old tablets. project analysis was another waste of time, we learned how to make easy projects more complicated and Xxxx Xxxxxx is terrible. dont believe me? then ask other students or read reviews online I really disliked the courses that just followed a curriculum out of a book. "Follow the bouncing ball" kind of learning does not sit well with this program. A more interactive style learning style would help retain information better.

Q6 - As a result of this program:

Q6_1 - I have learned effective communication skills.

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	0.00%	
Strongly Agree	100.00%	6
Total	100%	6

Q7 - Provide any comments you have on effective communication skills you learned.

speech class is almost not needed when we are taking classes like training and development

Q8 - As a result of this program:

Q8_1 - I am able to apply mathematical concepts.

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	16.67%	1
Agree	33.33%	2
Strongly Agree	50.00%	3
Total	100%	6

Q9 - Provide any comments you have on mathematical concepts you learned.

I have always had a problem with any form of complex math problems, this program may have helped some but not in a recognizable way.

Q10 - As a result of this program: - I learned how to transfer social and natural science theories into practical applications.

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	33.33%	2
Agree	33.33%	2
Strongly Agree	33.33%	2
Total	100%	6

Q11 - Provide any comments you have on transferring social and natural science theories into practical applications.

Q12 - As a result of this program:

Q12_1 - I learned critical thinking skills.

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	16.67%	1
Strongly Agree	83.33%	5
Total	100%	6

Q13 - Provide any comments you have on critical thinking skills you learned.

Q14 - As a result of this program:

Q14_1 - I have learned to use technology effectively.

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	0.00%	
Strongly Agree	100.00%	6
Total	100%	6

Q15 - Provide any comments you have on what you learned about using technology effectively.

Q16 - As a result of this program: - I have learned to value myself and work ethically with others in a diverse population.

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	20.00%	1
Strongly Agree	80.00%	4
Total	100%	5

Q17 - Provide any comments you have on what you learned about valuing yourself and working ethically with others in a diverse population.

Q18 - As a result of this program: - I am able to make decisions that incorporate the importance of sustainability.

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	0.00%	
Strongly Agree	100.00%	6
Total	100%	6

Q19 - Provide any comments you have on what you learned about incorporating the importance of sustainability in decisions you make.

Q21 - As a result of this program, I learned to:

Q21_2 - manage information technology hardware.

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	0.00%	
Strongly Agree	100.00%	6
Total	100%	6

Q22 - Provide any comments you have about learning this program outcome.

Q23 - As a result of this program, I learned to:

Q23_1 - manage software.

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	0.00%	
Strongly Agree	100.00%	6
Total	100%	6

Q24 - Provide any comments you have about learning this program outcome.

Q25 - As a result of this program, I learned to:

Q25_2 - support computer networks.

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	16.67%	1
Agree	16.67%	1
Strongly Agree	66.67%	4
Total	100%	6

Q26 - Provide any comments you have about learning this program outcome.

I learned a lot but not as much as I would like. I would have liked to see a little more time spent on this subject, especially with regard to administrative operations.

the cisco instructors know what they need to know there is no doubt about that but they lack teaching skills

Q27 - As a result of this program, I learned to:

Q27_2 - provide end user support.

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	0.00%	
Strongly Agree	100.00%	6
Total	100%	6

Q28 - Provide any comments you have about learning this program outcome.

Xxxxx Xxxxxx is an excellent teacher with these skills.

Q29 - As a result of this program, I learned to:

Q29_2 - solve information technology problems.

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	0.00%	
Strongly Agree	100.00%	6
Total	100%	6

Q30 - Provide any comments you have about learning this program outcome.

Q31 - As a result of this program, I learned to:

Q31_3 - demonstrate customer service skills as an IT professional.

Answer	%	Count
Strongly Disagree	0.00%	
Disagree	0.00%	
Neither Agree nor Disagree	0.00%	
Agree	0.00%	
Strongly Agree	100.00%	5
Total	100%	5

Q32 - Provide any comments you have about learning this program outcome.

Xxxxx XXXXXXXX is an excellent teacher with these skills.

Q33 - CONCLUSION Please use this space to share any other feedback, comments, or suggestions about your experience at Western Technical College.

I had a great time.

Xxxxx XXXXXXXX really goes above and beyond for their students and they really care about us. In my opinion they were the best teacher that I worked with at WTC. They really made the program.

Love the course and has stemmed into wanting to continue education.