

Western Student Learning Results (Program Outcomes) for 2012

Source: Student

of Grads: 7

of Responses: 2

Program: IT - Computer Support Spec

Outcome	Yes	No	Unk	NA	Result	Feedback
What did you like about this program?	2 100.00%	0	0	0		
					Yes	I enjoyed the fact this program had different areas of the computer support field. Hardware, software, and customer support.
					Yes	The availability of instructors to help in time of need.
What would you change about this program?	2 100.00%	0	0	0		
					Yes	Create more time for students to work on physical computer systems building from crash etc.
					Yes	Some of the gen ed classes need to be removed or switched. Accounting makes no logical sense even if industry wants us to take it. It would of been a better use of time to take a finance class. No one in any industry will ever have the IT guy come look at their General Ledgers. However, it does make sense to take a financial one to be better able to balance a budget within a section.
						The hardware class was a mess, not very structured, spent most of the time on Youtube. I feel that it would very difficult for anyone that took that class to get an A+ certified.
						IT - Analysis - Was a very long Power Point with 300 + word definition tests. No practical use for the class or experience doing any of it till the last two weeks. If it was changed to a more hands on or group experience I think people would get something out of it.
						Linux - Needs an explanation of why would use this. It wasn't till I had an internship was I able to understand why we would need to use linux.
Use effective communication skills.	2 100.00%	0	0	0		
					Yes	I do this in my communication with the instructors and other students.
					Yes	The amount of written research papers and proposals where a great use of communication
Apply mathematical concepts.	2 100.00%	0	0	0		
					Yes	Was just enough
					Yes	Doing Business Math was a great help to lead me to binary and IP addresses calculations.
Transfer social and natural science theories into practical applications.	2 100.00%	0	0	0		
					Yes	Not applicable
Demonstrate ability to think critically.	2 100.00%	0	0	0		
					Yes	In answering exam questions.

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					Yes	I think this was use greatly depending on the class and the instructor. The more open the class the more use of critical thinking we where able to experience.
Demonstrate ability to value self and work ethically with others in a diverse population.	2 100.00%	0	0	0		
					Yes	In group and class projects.
Use technology effectively.	2 100.00%	0	0	0		
					Yes	In assignments
					Yes	The use of technology was great. Lots of different software and processes. More trouble shooting is needed for hardware.
Make decisions that incorporate the importance of sustainability	1 50.00%	1 50.00%	0	0		
					Yes	Made my decisions alone
					No	This area was not stressed much other then in areas, specifically Networking and Help Desk
Utilize appropriate application software to facilitate efficient business operations.	2 100.00%	0	0	0		
					Yes	Learned to install software programs.
					Yes	Although Dreamweaver would of been more useful in Web Development.
Develop, operate, and manage a Help Desk and provide entry-level technical support.	2 100.00%	0	0	0		
					Yes	I job shadowed a help desk analyst as well as manager and together with my classmates we did a help desk audit.
					Yes	Great use of developing and managing a help desk. The end project for both Help Desk classes was fun and got you into the process of what is involved in that environment.
Design and deliver user training to support business processes and organizational goals.	2 100.00%	0	0	0		
					Yes	Gave a training session to some elderly members of the community
Set up and support a basic network.	2 100.00%	0	0	0		
					Yes	In my CISCO I class.
Install, configure, and support computer hardware and operating systems.	1 50.00%	1 50.00%	0	0		
					Yes	Little of this was done
					No	We had more operating involvement in the networking classes then we did in the hardware.
						Low amount of support for configuration and installation. Windows 98', really....
Develop technical documentation for in-house and commercial software, hardware systems, and training.	2 100.00%	0	0	0		

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	Did this in many classes and found the process to be very useful
					Yes	In my IT project analysis class.
Demonstrate a strong work ethic, utilize time management skills, display initiative, and work cooperatively as part of an effective team.	2 100.00%	0	0	0		
					Yes	This came seriously during my help desk management class and I demonstrated it throughout my program.
Aggregate Assessment of Achievement	30 93.75%	2 6.25%	0	0		