



Student Learning Outcome Assessment

IT Computer Support Specialist
Spring 2015

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Table of Contents

Overall Experience.....1

Instructions Provided:

“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.”

Core Abilities.....1

Instructions Provided:

“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 section.”

Program Outcomes.....5

Instructions Provided:

“This section addresses the specific outcomes for your program. Please focus on yourself in this section.”

Conclusion.....7

Instructions Provided:

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

OVERALL EXPERIENCE

1. What did you like about this program?

Text Response

it was more hands on and you actually get to learn step by step how to do things

Statistic	Value
Total Responses	1

2. What would you change about this program?

Text Response

having to take networking so far apart. should have cisco and windows server admin closer together

Statistic	Value
Total Responses	1

CORE ABILITIES

3. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I have learned effective communication skills.	0	0	0	1	0	1

4. Provide any comments you have on effective communication skills you learned.

Text Response

some teachers, didnt really communicate to students when needed and it was kinda of annoying when asking a question and they get upset

Statistic	Value
Total Responses	1

5. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I am able to apply mathematical concepts.	0	0	1	0	0	1

6. Provide any comments you have on mathematical concepts you learned.

Text Response

dont like math

Statistic	Value
Total Responses	1

7. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I learned how to transfer social and natural science theories into practical applications.	0	1	0	0	0	1

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

Text Response

never took science classes here

Statistic	Value
Total Responses	1

9. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I learned critical thinking skills.	0	0	0	0	1	1

10. Provide any comments you have on critical thinking skills you learned.

Text Response

i have learned more and i look at finding the answers in different ways

Statistic	Value
Total Responses	1

11. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I have learned to use technology effectively.	0	0	0	0	1	1

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

Text Response

i did, but with the Emerging Technology class, we're suppose to learn about new technology not old stuff so talk to that teacher beacuse we spend to much time on the nook.

Statistic	Value
Total Responses	1

13. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I have learned to value myself and work ethically with others in a diverse population.	0	0	0	1	0	1

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

Text Response

Statistic	Value
Total Responses	0

15. As a result of this program:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
I am able to make decisions that incorporate the importance of sustainability.	0	0	0	1	0	1

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

Text Response

Statistic	Value
Total Responses	0

PROGRAM OUTCOMES

17. As a result of this program, I learned to:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
manage information technology hardware.	0	0	0	1	0	1

18. Provide any comments you have about learning this program outcome.

Text Response

Statistic	Value
Total Responses	0

19. As a result of this program, I learned to:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
manage software.	0	0	0	1	0	1

20. Provide any comments you have about learning this program outcome.

Text Response

Statistic	Value
Total Responses	0

21. As a result of this program, I learned to:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
support computer networks.	0	0	0	0	1	1

22. Provide any comments you have about learning this program outcome.

Text Response

Statistic	Value
Total Responses	0

23. As a result of this program, I learned to:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
provide end user support.	0	0	0	0	1	1

24. Provide any comments you have about learning this program outcome.

Text Response

Statistic	Value
Total Responses	0

25. As a result of this program, I learned to:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
solve information technology problems.	0	0	0	0	1	1

26. Provide any comments you have about learning this program outcome.

Text Response

Statistic	Value
Total Responses	0

27. As a result of this program, I learned to:

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total Responses
demonstrate customer service skills as an IT professional.	0	0	0	0	1	1

28. Provide any comments you have about learning this program outcome.

Text Response

Statistic	Value
Total Responses	0

CONCLUSION

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

Text Response

overall i did like my time at western. I didnt like some of the teachers tho, with two classes it felt like the teacher would get mad every time youd ask a question, aren't teachers suppose to be helpful and not mad if you ask them a question??? i would talk to the staff and tell them what being a teacher is and to not get mad because a student is asking for help. and for another class make sure the teacher saves all of the homework a students turns in because of her have the class almost failed.

Statistic	Value
Total Responses	1