

# Spring 2016 IT Computer Support Specialist Faculty SLO Survey

*Spring 2016 - Faculty - IT Computer Support Specialist*

## **Q3 - What do you think your students liked best about your program?**

The real life hands on experiences they get to complete and the variety of different aspects within the technology field they get to experience.

## **Q4 - What do you think your students would like to see changed in your program?**

N/A

## **Q5 - How many students will graduate from your program this trimester?**

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**Q7 - How many graduates are able to use effective communication skills?**

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**Q8 - Provide any comments you have on effective communication skills taught in this program.**

This program teaches communication skills in all classes through the use of writing, answering questions, presenting, and listening.

**Q9 - How many graduates are able to apply mathematical concepts?**

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**Q10 - Provide any comments you have on the application of mathematical concepts taught in this program.**

Students must use mathematical concepts when developing many of their computer based application and programming logic skill set.

**Q11 - How many graduates are able to transfer social and natural science theories into practical applications?**

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**Q12 - Provide any comments you have on transferring social and natural science theories into practical applications, and how it is taught in this program.**

The students learn many aspects of human nature by using probing questions, team work, team building, professionalism, active listening, and management.

**Q13 - How many graduates are able to use critical thinking skills?**

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**Q14 - Provide any comments you have on critical thinking skills taught in this program.**

This program teaches critical thinking skills through troubleshooting, creation, and development of many different aspects of the technology profession.

**Q15 - How many graduates are able to use technology effectively?**

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**Q16 - Provide any comments you have on how using technology effectively is taught in this program.**

All of our core courses include extensive use of technology.

**Q17 - How many graduates are able to value themselves and work ethically with others in a diverse population?**

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**Q18 - Provide any comments you have on how valuing one's self and working ethically with others in a diverse population is taught in this program.**

We teach Servant Leadership, they complete the disabilities lab to be aware of the diverse population. The students experience diversity as they complete their community engagements activities in every term.

**Q19 - How many graduates are able to make decisions that incorporate the importance of sustainability?**

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**Q20 - Provide any comments you have on how incorporating the importance of sustainability in the decisions one makes is taught in this program.**

We talk about the importance of recycling in our system support class and how to recycle computer components.

**Q22 - How many graduates are able to manage information technology hardware?**

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**Q23 - Provide any comments you have about teaching this program outcome.**

Hardware is reinforced throughout their course work in the use of a variety of different hardware devices.

**Q24 - How many graduates are able to manage software?**

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**Q25 - Provide any comments you have about teaching this program outcome.**

Software is reinforced throughout their course work in the use of a variety of different software application programs.

**Q26 - How many graduates are able to support computer networks?**

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**Q27 - Provide any comments you have about teaching this program outcome.**

Computer support is reinforced throughout their course work in their networking coursework with the Cisco devices and server classes.

**Q28 - How many graduates are able to provide end user support?**

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**Q29 - Provide any comments you have about teaching this program outcome.**

Computer support is reinforced throughout their course work in their level 1 and level 2 help desk support.

**Q30 - How many graduates are able to solve information technology problems?**

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**Q31 - Provide any comments you have about teaching this program outcome.**

This is covered in troubleshooting throughout their coursework to solve problems as they arise in their individual work as well as when supporting outside users.

**Q32 - How many graduates are able to demonstrate customer service skills as an IT professional?**

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**Q33 - Provide any comments you have about teaching this program outcome.**

This is reinforced throughout many of the program courses.

**Q35 - Consider this class of graduating students, what was most challenging for the faculty in your program?**

N/A

**Q36 - Please use this space to share any other feedback, comments, or suggestions about your experience teaching in this program this past trimester.**

N/A