

# Spring 2017 IT Computer Support Specialist Faculty SLO Survey

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

The students like the opportunities they get to experience hands on training with many different roles within the Informational Technology career path. They go into the community to see professionals in their work environment. They enjoy the chance to work in the help-desk to solve real-world problems.

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

We have heard some students ask for more hands on hardware experience and Linux. They would like to see the help-desk open all year.

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

**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.**

Students use effective communication skills throughout the program. Especially while working in the help desk.

**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.**

They use mathematical concepts throughout their programming and application courses.

**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.**

Throughout many of the courses they learn about the learning intelligences as they create training for the community and learn to interact with customers, peers, and team members.

**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.**

Students use critical thinking skills throughout every course in the program.

**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.**

This is the basis for this program. All students have an excellent grasp of using 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.**

Students work as teams in many of their courses and must learn how to work together and with community members.

**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.**

The students spend time working with computer hardware and being sure they are aware of the importance of recycling components and nothing ends up in the landfill.

**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.**

This program teaches the use and management of hardware. They have many courses where they learn and practice many types of hardware. Laptops, desktops, routers, tablets, phones, etc.

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

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

This program teaches the use and management of software. They have many courses where they learn and practice many types of software applications. Office, Windows Server, SharePoint, Crystal Report Writer, MS Project, Spiceworks, etc.

**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.**

This program teaches the students how to support computer networks, including setting up, supporting, maintaining, virtualization, and the security of the network.

**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.**

This program teaches the students how to provide end user support through community experience in the help desk and as level one support technicians and help desk managers. They also provide support through training within the community.

**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 program teaches the students to solve information technology problems by solving computer problems throughout all of their program courses.

**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 program teaches the students to demonstrate good customer service skills through active listening, probing the right questions, and communicating in terminology the end user can understand.

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

Having enough time to provide quality supervision/observation and quality feedback when students are in the community many hours outside of the classroom as well as within the scope of course work. Dealing with student issues that may not be course related without being fully supported by other resources in the college.

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

We have an excellent group of graduating students who will make a positive reflection on Western this year.