



Student Learning Outcome Assessment

IT Computer Support Specialist
Spring 2018

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Q3 - What did you like about this program?

I liked all the help that was given if needed. Having teachers that care about your success made it easier for me to complete my schooling.

I liked all of the classes that were offered for this program. The teachers were engaging and wanted you to succeed.

It was a great program with some pretty great instructors. I liked the environment of the classes and the campus itself.

I really enjoyed all of the learning competencies we covered in the different classes. The structure of the program was very well put together and it makes a lot of sense to have the classes we did in the order we did. I was able to learn properly thanks to the great instructors you all have working in this program and I am very glad I chose CSS.

I enjoyed the hands on side of it all. The help desk experience is important especially for those of us without any past experience in IT. I especially enjoyed the community training. I have enjoyed all of my instructors throughout the program.

Allowed me to explore many aspects of the IT world and motivated me to create a very cool and unique final project that I may not have otherwise done.

I liked learning more about computers, and becoming more familiar with help desk duties.

I enjoyed the real-life things. This would include visiting companies and seeing how IT is incorporated into the business. I enjoyed the community engagements. I also enjoyed the varies projects and also project management training. I excelled better at most hands-on projects.

Q4 - What would you change about this program?

I would suggest having a new teacher for the SQL class and Advanced Business Systems classes. Knowing that I am paying for a class I would expect to get the quality of teaching and helpfulness that I paid for.

I wouldn't change anything

When students bring up issues they have with an instructor and classes I wish they would get taken care of and dealt with ASAP.

There are probably some classes in the curriculum that could be given in an online format, otherwise nothing.

I honestly wouldn't change anything at the moment. I thought the flow of classes was great.

Bring back the Microsoft Office course that existed years ago and perhaps add another "Advanced Office" course as a requirement so that students aren't wasting their time learning about Office applications in courses that are supposed to be "Advanced". Perhaps hire another instructor who is more knowledgeable and passionate about teaching students and getting them excited about exploring new technologies.

More hands on experience. Meeting possible employers is great, but I think we need to spend more time learning how to troubleshoot computer problems.

Nothing

Q6 - As a result of this program: I have learned effective communication skills.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	25.00%	2
5	Strongly Agree	75.00%	6
	Total	100%	8

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

I have learned through my time here that learning to have good communication skills is extremely important. I first learned how to talk to/ deal with clients on the phone first at college and then the following summer I had an internship that was only dealing with clients on the phone. So I was glad that I had a little bit of experience before I had started that job.

I learned peer to peer communication skills the most. Next I would say the other communication skill we really worked on was more of a instructing/training type of communication while we were delivering training and workshops.

Being encouraged to speak in a group setting to other students, educators and employers is very important and I appreciate that Cindy puts so much effort into this as a goal.

Speech class provided me with valuable lessons. Do's and don'ts when speaking to people. I learned how to be an effective speaker by being involved in the conversation. This means asking questions, nodding, and overall showing interest.

Q8 - As a result of this program: I am able to apply mathematical concepts.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	37.50%	3
4	Agree	62.50%	5
5	Strongly Agree	0.00%	0
	Total	100%	8

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

I still suck at Math....

My math abilities were very good before I took this program. The program didn't help me apply math, but it certainly didn't hurt.

NA

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	25.00%	2
4	Agree	50.00%	4
5	Strongly Agree	25.00%	2
	Total	100%	8

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

Not applicable?

I'm not sure what "social and natural science theories" are.

Q12 - As a result of this program: I learned critical thinking skills.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	37.50%	3
5	Strongly Agree	62.50%	5
	Total	100%	8

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

I would say that most of my time here at Western has made me do a lot more critical thinking then I thought I would do. During a few classes we had to figure out the teachers bugs in their assignments instead of being taught the curriculum that was meant for that class. (Scripting and Automation & SQL)

Especially in the programming courses!

Q14 - As a result of this program: I have learned to use technology effectively.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	37.50%	3
5	Strongly Agree	62.50%	5
	Total	100%	8

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

There are things that I could do myself to put more effort in but I truly believed I learned the most in Xxx, Xxx, Xxx, Xxx and Xxx's classes as they taught us concepts first and then had us apply them. I think those are going to be the skills that stick with me most.

I've learned quite a bit about newer technologies.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
5	Strongly Agree	75.00%	6
3	Neither Agree nor Disagree	0.00%	0
2	Disagree	0.00%	0
4	Agree	25.00%	2
	Total	100%	8

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

I have made some great friendships with my classmates over the last two years and I expect that we will continue our friendships long into the future.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	12.50%	1
4	Agree	50.00%	4
5	Strongly Agree	37.50%	3
	Total	100%	8

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

I didn't know what "sustainability" was until I took this program, so I suppose I have also learned more about making sustainability decisions.

Q21 - As a result of this program, I learned to: manage information technology hardware.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	25.00%	2
5	Strongly Agree	75.00%	6
	Total	100%	8

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

Any lack of knowledge in this area is more-so my lack of motivation than the fault of the instructors teaching methods.

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

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	25.00%	2
5	Strongly Agree	75.00%	6
	Total	100%	8

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

I wish that we would have learned more than mainly just Office applications. There are so many more useful applications out there and I feel that Office could be it's own class and should not be as incorporated in classes talking of applications or advanced courses. I understand that they are widely used but I still think they should have their own dedicated time and lightly to moderately incorporated into other aspects of the IT courses.

Q25 - As a result of this program, I learned to: support computer networks.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	37.50%	3
5	Strongly Agree	62.50%	5
	Total	100%	8

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

I learned a lot! Now I just wish I could retain it all!

Q27 - As a result of this program, I learned to: provide end user support.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	12.50%	1
5	Strongly Agree	87.50%	7
	Total	100%	8

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

The Student Run Help Desk is fantastic for this! Don't ever lost that!

Q29 - As a result of this program, I learned to: solve information technology problems.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	25.00%	2
5	Strongly Agree	75.00%	6
	Total	100%	8

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

I feel as though I was taught a lot about troubleshooting. There will be many many situations that arise and not all can be covered in this program alone. However much can be researched online or through other experienced IT professionals.

Q31 - As a result of this program, I learned to: demonstrate customer service skills as an IT professional.

#	Answer	%	Count
1	Strongly Disagree	0.00%	0
2	Disagree	0.00%	0
3	Neither Agree nor Disagree	0.00%	0
4	Agree	25.00%	2
5	Strongly Agree	75.00%	6
	Total	100%	8

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

Working at the Student Run Help Desk was a amazing experience for how to use what we learned. Being able to help the community and the staff at Western was a great opportunity.

I really appreciate how much Xxx focused on this is the Help Desk, employer visits etc.. This is absolutely important to get a grasp on and not everyone comes equipped with social skills especially in the IT field.

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

I think overall I had some very good experience here at Western Technical College. Other than the few bumps in the road with one instructor Xxxx Xxxx. Even through my struggles that I had I felt like my time here was amazing and well accomplished. I learned so much not only about myself and what I wanted to do with my life, but I learned so much more about the IT world than I thought I already knew. I have had some of the most amazing and helpful instructors here at Western. They helped me to grow as a person and as a professional about to move into the working world. I feel like I have gained enough knowledge here that I am comfortable to apply for jobs and know that I have the knowledge to back me as I move forward in life.

Overall, my experience here at Western has been really good. I have gained a lot of experience from my classes and teachers and it has prepared me for the real world.

The atmosphere of Western was great, if I ever had a question I could go into the instructor and they would be able to help me or at least point me in the direction of answer.

Its a great school with great instructors! Keep up the good work.

Xxxx and Xxxx do such a fantastic job at created a structured class period. I appreciate that they are able to keep us engaged and often excited about the learning materials and they are able to use every minute of class time to learn. I really felt like Xxxx was winging it 90% of the time in every class i've taken with him/her. The assignments seemed thrown together at the last minute and class was basically just an ongoing discussion about ideas rather than really learning useful concepts. I felt like I was daydreaming for every class and there were a few days that I missed. In both instances I didn't feel like I missed anything because the assignments had little to nothing to do with the class discussion. In my opinion I just don't feel like he/she is passionate about his/her job as an instructor. We need instructors who are passionate about their career to learn effectively. Xxxx is the most passionate and motivated instructor I've ever had and while I understand that not every instructor is the same, the ones who are passionate truly stand out from the rest. We need more like that....

None at this time.