



Faculty SLO Assessment Survey

IT Computer Support Specialist
Spring 2018

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

All of the real-life "hands on" community engagement learning opportunities.

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

The students are taught to always look for improvement. Some would like to see more Apple/Mac incorporated into the program along with a little more hardware.

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

Approximately 20.

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

20

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

We were able to see communication skills improve significantly as they moved through the program. One student commented that they enjoyed Help Desk Management, because it was run like a business meeting and it was fun discussing disagreements (professionally).

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

20

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

Mathematical concepts are used throughout the program. They learn to apply through their programming and software type classes.

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

20

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

Servant leadership is a key competency throughout many classes. This along provides so many social and natural science theories. Also, during the Training and Development course students are taught about learning intelligences and apply them to the development of their community work.

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

20

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

All courses provide some component of critical thinking. Most of the courses include final reflection projects which taps into the critical thinking process. Also, conducting community engagement work taps into the critical thinking process.

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

20

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

The computer support specialist program taps into technology in so many different ways. They have all graduated with a large understanding of hardware, software, networking, programming, training, and support. This program covers more technology than most other business programs. The students graduate with a solid understanding of every aspect in the technology world.

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

20

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.

This is the heart of what the servant leadership competency entails throughout the program. They grow as being servants first with the conscious decision to lead. Mentorship plays a huge role in this program where the second-year students serve as mentors, guides, and managers for the first year students. Many of the first year students look forward to being a mentor during the second year.

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

20

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 are introduced to sustainability during the first year and it is reinforced during the second year. The students in the Help Desk Management class made the decision to do a sustainability week during the hours of the Student Run Help Desk. They learned about the natural step process and the impact that e-waste has on our world. The sustainability week involved the partnership with Dynamic Recycling and we were able to recycle over 7,101 pounds of e-waste.

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

20

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

All students have demonstrated an ability to manage hardware to various degrees. This is one area that could be strengthened.

Q24 - How many graduates are able to manage software?

20

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

All students have demonstrated an ability to manage software to various degrees. This is one area of strength. Students are exposed to software that is used heavily in industry such as MS Office, SharePoint, Project, and more.

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

20

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

All students have demonstrated an ability to support networks to various degrees. It would be nice to allow them more practice during the Student Run Help Desk experience.

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

20

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

All students have demonstrated an ability to support end-users to various degrees. They get so much experience by working in the Student Run Help Desk for two years and conducting technical training to the community. This is an area of strength and other schools in Wisconsin look to us as the leader.

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

20

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

All students have demonstrated an ability to solve technology problems through the support of end-users to various degrees. They get so much experience by working in the Student Run Help Desk for two years and conducting technical training to the community. This is also showcased through their CSS Exit project that is developed in the CSS Capstone class. This is an area of strength and other schools in Wisconsin look to us as the leader.

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

20

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

All students have demonstrated an ability to serve customers through the support of end-users to various degrees. They get so much experience by working in the Student Run Help Desk for two years and conducting technical training to the community. The characteristics of servant leadership helps connect customer service as well. This is an area of strength and other schools in Wisconsin look to us as the leader.

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

I think that the only challenge was with one instructor who taught some new classes this year. Some things need to be ironed out.

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

The students were so engaged. By incorporating service learning entwined with servant leadership, the students blossom into professionals.