

Desktop Support Management

ASSESSMENT OF STUDENT LEARNING

Measures	Gen Ed #1	Gen Ed #2	Gen Ed #3	Gen Ed #4	Gen Ed #5	Program Outcome #1	Program Outcome #2	Program Outcome #3	Program Outcome #4	Program Outcome #5
E-portfolio	X		X			X	X	X	X	
CAAP	X	X								
Student Satisfaction Survey	X	X	X							
Advisory Board Survey	X	X	X							
<i>Other</i>										
CIT 1240							X	X		
CIT 1400						X				
CIT 2200								X		
CIT 2901									X	X

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PROGRAM OUTCOMES AND GOALS

1. Identify, compare, and use basic data communication term, basic tools of the data communication field, and all elements necessary for connectivity between network and computer systems.
2. Effectively troubleshoot and distinguish between hardware and software problems
3. Design and develop a relational database
4. Demonstrate an understanding of organizations including how individuals interact with them and the relationship between the organization and their specialty area
5. Effectively implement computer hardware and software according to system/user requirements

GENERAL EDUCATION LEARNING OUTCOMES

6. **Communicate effectively**
7. **Evaluate arguments in a logical fashion**—Competence in analysis and logical argument are explicit learning goals for most general education programs, although these skills go by a variety of names (e.g., critical thinking, analysis, logical thinking, etc.). **Students will be able to demonstrate competence in problem solving in communication, mathematics, and in team settings.**
8. **Demonstrate an understanding of cultural differences and the knowledge of how to work effectively in a global and diverse culture and society.**

9. **Employ the methods of inquiry characteristic of natural sciences, social sciences, mathematics, and the arts and humanities;** general education introduces students to methods of inquiry in several fields of study and thereby prepares students to integrate information from different disciplines.
10. **Engage in our democratic society**—one of the overarching goals of general education is to prepare students to be active and informed citizens; the development of a disposition to participate in and contribute to our democracy is of equal importance to the goal of having the skills to do so intelligently.

Learning Outcomes 1-3 will be measured for all students through the CAAP assessment (Writing, Mathematics, and Critical Thinking) and through the e-portfolio (Writing and Cultural Diversity). Outcomes 1 and 2 will also be assessed through course and program assessment for applied degree programs.

Learning Outcomes 1-5 will be assessed in specific courses included in the Transfer Module.