Course Assessment in a Box, Version II

Course Assessment in a Box is a practical tool for you to conduct assessment of course Student Learning Outcomes (SLOs). By following these simple steps, using assessment tools you already use to evaluate student work, you can easily produce a course assessment of SLOs.

These steps align with the course SLO assessment page in the CurricUNET Program Review Module. Once the steps are completed, simply attach it to your Program Review.

1. Number and name of the course being assessed:

   CNET160A and CNET160B (formerly 161A/B) (eight week courses) – Richard Grotegut – Spring 2014

2. List all the Course SLOs from the Course Outline of Record:

   **CNET 160A:**
   The student will:
   1. Demonstrate appropriate knowledge and skills to support the Microsoft Windows 7 client operating system.
   2. Employ and demonstrate the skills necessary to install, administer and troubleshoot the Windows 7 Operating system and desktop environment.
   3. Identify and perform the techniques, job roles, and responsibilities of a certified desktop support technician.

   **CNET160B (New Course) to replace redundant 161A/B courses**
   The student will:
   1. Describe the process of establishing and using a troubleshooting methodology for supporting Windows 7.
   2. Describe the Enterprise Desktop Support Technician (EDST) job role and responsibilities.
   3. Implement various troubleshooting tools and techniques to address Windows 7 issues with: Startup; Group Policy; Hardware and device driver; Performance; Network connectivity; Remote connectivity; User profile and logon; Security; and Applications.

3. If you have had any dialogue about the Course SLOs amongst faculty who teach this course, please describe it here (leave blank if there has been no specific dialogue):

   Adjunct Faculty member Dennis Smith is the sole instructor for these courses. Dennis previously taught the 160A XP course and the 161A/B Desktop Support Technician courses (XP Concentration). Dennis and the de-facto department head, Richard Grotegut, are in frequent discussion regarding these courses – what the content should be, how the courses map to industry certification, and how the content should be best delivered.

4. List the SLO(s) you are assessing in this particular instance:

   Spring 2014 was the first time that the updated 160A and the new 160B course were delivered. For 160A all three SLOs were considered. For the new 160B course only SLO#2 was assessed.
5. Describe the assessment strategy or tool that addresses the SLO(s):

Reviewed student’s quiz/exam scores, lab performance, and the final Skills-based Assessment.

NOTE: Try to use assessment strategies you are already using to evaluate student work as part of your grading system. Examples: Rubrics for Evaluating Projects or Assignments, Portfolio Evaluation, Culminating Projects, Final Exams, Writing Assignments, Performance Assessment, Department Testing, Pre and Post Tests, Vendor or Industry Certification Examinations, Indirect Assessments (Student Surveys, Focus Group Discussions, Interviews), or others.

6. Describe how the criteria or standards in this assessment tool link to the SLO(s) being assessed:

Results from the final exam and final hands-on Skills-Based Assessment (SBA) for both courses.

7. By looking holistically at the results from all students, describe your findings:

Students were falling short on the assessments and evaluations that identified their ability to perform the techniques, job roles, and responsibilities of a certified desktop support technician.

8. Describe faculty dialogue (if any) involved in the assessment process:

Dennis and the de-facto department head, Richard Grotegut, reviewed the overall class performance

9. Based on an analysis of your findings and dialogue, describe revisions (if any) in curriculum or teaching strategies to be implemented to promote student success:

160 A
Included an introduction to Windows 8
Expanded basic computer operations, POST, data transfer and drivers
More detail on bit locker
160 B
Install, configure, and upgrade Windows 8
Expanded network operations
More detail on trouble shooting

10. After the improvements are implemented, describe the results:

Results will be determined after the Fall 2014 term has been completed and comparisons can be made.