2016-2017 Assessment Cycle

Assessment Plan

Mission Statement

The primary mission of the National Technical Institute for the Deaf is to provide deaf and hard-of-hearing students with outstanding state-of-the-art technical and professional education programs, complemented by a strong arts and sciences curriculum, that prepare them to live and work in the mainstream of a rapidly changing global community and enhance their lifelong learning.

Secondarily, NTID prepares professionals to work in fields related to deafness; undertakes a program of applied research designed to enhance the social, economic and educational accommodation of deaf people; and shares its knowledge and expertise through outreach and other information dissemination programs.

Outcomes and Measures

Applied Computer Technology AAS/AOS Program Outcome Set

Develop the basic skills to support Windows-platform computers within an organization

1. Troubleshoot hardware problems, remove faulty components, install new components, and restore a PC to working condition

   **Measure:** Intro to PC Hardware [NACT-150] - Exam
   Course level; Direct - Exam
   
   **Details/Description:** A hands-on exam at the end of NACT-150 Intro to PC Hardware course
   
   **Acceptable Benchmark:** Given a PC with at least 3 random faults, 80% of all students will be able to restore the PC to working condition with a score of 2 or higher on the rubric scale 0-3.

   **Implementation Plan (timeline):** Each semester NACT-150 is offered starting Fall semester 2013/14

   **Key/Responsible Personnel:** Collected by ICS Dept. Assessment Coordinator

2. Install, configure, troubleshoot, and maintain Windows operating systems, drivers, and application software

   **Measure:** Help Desk Support [NACT-200]
   Course level; Direct - Student Artifact
   
   **Details/Description:** A hands-on project at the end of NACT-200 Help Desk Support.
   
   **Acceptable Benchmark:** Given the written description of the required configuration of an operating system, 80% of all students will be able to correctly install and configure the operating system, drivers, and application programs with a score of 2 or higher on the rubric scale 0-3.

   **Implementation Plan (timeline):** Each semester NACT-200 is offered starting Spring semester 2013/14.

   **Key/Responsible Personnel:** Collected by ICS Dept. Assessment Coordinator.
3. Connect, configure, maintain, administer, secure & troubleshoot a multi-platform peer-to-peer or client/server network...

<table>
<thead>
<tr>
<th>Measure: Client-Server Networks [NACT-161] - Exam</th>
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<tbody>
<tr>
<td>Course level; Direct - Exam</td>
</tr>
<tr>
<td>Details/Description: A hands-on exam at the end of NACT-161 Client-Server Networks</td>
</tr>
<tr>
<td>Acceptable Benchmark: Given the resources and functional/performance specifications, 80% of all students will be able to connect, configure, manage, secure and troubleshoot a small intranet peer to peer or client/server network with a score of 2 or higher on the rubric scale 0-3 or a C or better on an exam.</td>
</tr>
<tr>
<td>Implementation Plan (timeline): Each semester NACT-161 is offered starting Spring semester 2013/14.</td>
</tr>
<tr>
<td>Key/Responsible Personnel: Collected by ICS Dept. Assessment Coordinator.</td>
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4. Demonstrate an understanding of the day to day job responsibilities and roles of an IT Support Technician within an organization

<table>
<thead>
<tr>
<th>Measure: ACT Technical Capstone [NACT-295] - Project</th>
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</thead>
<tbody>
<tr>
<td>Course level; Direct - Student Artifact</td>
</tr>
<tr>
<td>Details/Description: A comprehensive project during NACT-295 ACT Technical Capstone.</td>
</tr>
<tr>
<td>Acceptable Benchmark: 85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to troubleshooting and customer support.</td>
</tr>
<tr>
<td>Implementation Plan (timeline): Each semester NACT-295 is offered starting Fall semester 2015/16.</td>
</tr>
<tr>
<td>Key/Responsible Personnel: Collected by ICS Dept. Assessment Coordinator.</td>
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<tr>
<th>Measure: Help Desk Support [NACT-200] - Exam</th>
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<td>Course level; Direct - Exam</td>
</tr>
<tr>
<td>Details/Description: A hands-on exam at the end of NACT-200 Help Desk Support.</td>
</tr>
<tr>
<td>Acceptable Benchmark: Given a help desk case study 80% of students will be able to provide solutions to the problem using appropriate customer service approaches by receiving an average rating of 2 on a rubric scale of 0-3 (with no zero scores) for all tasks.</td>
</tr>
<tr>
<td>Implementation Plan (timeline): Each semester NACT-200 is offered starting Fall semester 2014/15.</td>
</tr>
<tr>
<td>Key/Responsible Personnel: Collected by ICS Dept. Assessment Coordinator.</td>
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5. Select and use the appropriate application to address client needs and or solve problems faced by IT support specialists

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<td>Course level; Direct - Student Artifact</td>
</tr>
<tr>
<td>Details/Description: A comprehensive project during NACT-295 ACT Technical Capstone.</td>
</tr>
<tr>
<td>Acceptable Benchmark: 85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to applications.</td>
</tr>
<tr>
<td>Implementation Plan (timeline): Each semester NACT-295 is offered starting Fall semester 2015/16</td>
</tr>
<tr>
<td>Key/Responsible Personnel: Collected by ICS Dept. Assessment Coordinator</td>
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6. Troubleshoot, repair and maintain multiplatform computers and related peripherals

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<tbody>
<tr>
<td>Program level; Direct - Student Artifact</td>
</tr>
<tr>
<td>Details/Description: A hands-on project at the end of NACT-200 Help Desk Support.</td>
</tr>
<tr>
<td>Acceptable Benchmark: Given a simulated multiplatform environment, 85% of the students will be able to demonstrate that they can repair and maintain all computers and peripherals by receiving an average rating of 2 on a rubric scale of 0-3 (with no zero scores) for all tasks.</td>
</tr>
<tr>
<td>Implementation Plan (timeline): Each semester NACT-200 is offered starting Spring semester 2014/15</td>
</tr>
<tr>
<td>Key/Responsible Personnel: Collected by ICS Dept. Assessment Coordinator</td>
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Understand the role of an IT support technician in an organization

Develop skills in common applications that are used by IT support specialists in an organization

Develop the skills to support multi-platform computers and peripherals within an organization
Develop the skills to support and secure LAN/WAN environments within an organization

7. Install, configure, administer and troubleshoot a small LAN/WAN environment including servers

**Measure:** LAN WAN Design [NACT-260]  
Course level; Direct - Exam

**Details/Description:** A hands-on exam at the end of the [NACT-260] LAN WAN Design  
**Acceptable Benchmark:** Given a LAN/WAN environment, 85% of the students will be able to install, configure, administer, and troubleshoot the network by receiving an average rating of 2 on a rubric scale of 0-3 (with no zero scores) for all tasks.  
**Implementation Plan (timeline):** Each semester NACT-260 is offered starting Spring semester 2014/15  
**Key/Responsible Personnel:** Collected by ICS Dept. Assessment Coordinator

8. Secure a LAN/WAN environment

**Measure:** Network Security [NACT-261] - Exam  
Course level; Direct - Exam

**Details/Description:** A hands-on exam at the end of the [NACT-261] Network Security.  
**Acceptable Benchmark:** Given a LAN/WAN environment, 85% of the students will be able to demonstrate they can troubleshoot and secure the network by receiving an average rating of 2 on a rubric scale of 0-3 (with no zero scores) for all tasks.  
**Implementation Plan (timeline):** Each semester NACT-261 is offered starting Spring semester 2014/15  
**Key/Responsible Personnel:** Collected by ICS Dept. Assessment Coordinator

**Measure:** Server Management and Security [NACT-252]  
Course level; Direct - Exam

**Details/Description:** A hands-on exam at the end of NACT-252 Server Management and Security  
**Acceptable Benchmark:** Given a LAN WAN environment, 85% of the students will be able to demonstrate they can troubleshoot and secure a network by receiving an average rating of 2 on a rubric scale of 0-3 (with no zero scores) for all tasks.  
**Implementation Plan (timeline):** Each semester NACT-252 is offered starting in Spring 2015-16  
**Key/Responsible Personnel:** Collected by ICS Dept. Assessment Coordinator

Develop interpersonal and communication skills required to be effective on the job

9. Engage as an effective and productive member on a collaborative team project

**Measure:** ACT Technical Capstone [NACT-295] - Project  
Course level; Direct - Student Artifact

**Details/Description:** A comprehensive project during NACT-295 ACT Technical Capstone.  
**Acceptable Benchmark:** 85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to being an effective team member.  
**Implementation Plan (timeline):** Each semester NACT-295 is offered starting Fall semester 2015/16  
**Key/Responsible Personnel:** Collected by ICS Dept. Assessment Coordinator

10. Accurately and clearly present technical information to an audience of peers

**Measure:** ACT Technical Capstone [NACT-295]  
Course level; Direct - Student Artifact

**Details/Description:** A comprehensive project during NACT-295 ACT Technical Capstone.  
**Acceptable Benchmark:** 85% of all students will score 2 or higher with the rubric scale 0-3 on project sections related to presentation skills.  
**Implementation Plan (timeline):** Each semester NACT-295 is offered starting Fall semester 2015/16.  
**Key/Responsible Personnel:** Collected by ICS Dept. Assessment Coordinator

Acquire entry into the workforce
11. Apply technical knowledge and skills during a co-op work experience

Measure: Co-op: Applied Computer Tech [NACT-299] - RIT Supervisor Online
Course level; Direct - Other

Details/Description: Co-op Evaluation System
Acceptable Benchmark: 80% of students will meet or exceed overall satisfactory score on evaluation
Implementation Plan (timeline): Annually at end of Summer semester starting 2014/15
Key/Responsible Personnel: Collected by NTID Center on Employment and ICS Dept. Co-op Coordinator

12. Gain entry level employment in computer support

Measure: Alumni Job placement Survey
Program level; Indirect - Survey

Details/Description: NCE
Acceptable Benchmark: 90% of graduates who are seeking employment in computer support will be employed
Implementation Plan (timeline): Annually during Spring semester starting 2016/2017
Key/Responsible Personnel: Collected by NTID Center on Employment

13. Graduating students will indicate overall satisfaction with program and courses

Measure: Student Satisfaction Survey
Program level; Indirect - Survey

Details/Description:
Acceptable Benchmark: 80% of students will rate all aspects of the program and courses as satisfactory or above
Implementation Plan (timeline): Annually during Fall semester starting 2016/2017
Key/Responsible Personnel: Data collected by Assessment Coordinator

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