

Marshall Community & Technical College

Institutional Effectiveness & Outcome Assessment

IE/OA Tool Kit

Program-Degree or Certificate

A. A. S. in Information Technology – Web Developer

Steps

Date
Completed

1.	Program Mission Statement	<u>5-14-04</u>
2.	Statements of Intended Outcome	<u>5-14-04</u>
3.	Curriculum Audit	<u>5-14-04</u>
4.	Assessment Measures	<u>5-14-04</u>
5.	Assessment Timetable	<u>5-14-04</u>
6.	Outcomes Assessment Tool (Feedback Loop)	<u>5-6-05</u>
7.	Resources Requested for Program Improvement (use space provided below)	<u>5-6-05</u>
	<div style="border: 1px solid black; padding: 5px;">Purchase of graphics software (Photoshop) and web development software (Dreamweaver)</div>	
8.	<div style="border: 1px solid black; height: 100px; width: 100%;"></div>	<u>5-6-05</u>

Marshall Community & Technical College

Institutional Effectiveness & Outcomes Assessment

IE/OA 1. PROGRAM MISSION STATEMENT

Program-Degree or Certificate A. A. S. in Information Technology –Web Developer
Option

Program or Department Name

Information Technology

Team Members

Kimberly Preece

Date

5-14-04

Current Institutional Mission Statement

Marshall Community and Technical College is a comprehensive student-centered college focused on teaching and learning, and responsive to changing and diverse needs.

Program Mission Statement

The Information Technology (IT) program of the Marshall Community & Technical College is committed to the principle that each student can be empowered through education. The Web Developer within IT prepares students with the knowledge, skills and practical experience required to succeed in today's fast-paced web development environment.

Marshall Community & Technical College

Institutional Effectiveness & Outcomes Assessment

IE/OA 2. STATEMENTS OF INTENDED OUTCOMES

Program-Degree or Certificate

A.A. S. in Information Technology – Web Development Option

Team Members

Rhonda Scragg

Date

5/14/04

Program Mission Statement

The Web Development Option at Marshall Community and Technical College is dedicated to providing high quality education in computer programming and software development in order to produce highly skilled personnel for rewarding careers that meet the dynamic industry needs of today's workplace.

STATEMENT OF INTENDED OUTCOME 1

Students will be adequately prepared to take the following industry certification exams: CompTIA's A+, Microsoft Office Specialist (EXCEL), and CIW.

STATEMENT OF INTENDED OUTCOME 2

Students will demonstrate professional competencies in oral and written communications, mathematics, acceptable IT practices, and work ethics.

STATEMENT OF INTENDED OUTCOME 3

Students will be able to competently install, configure, build, upgrade, troubleshoot, and repair personal computer compatible hardware.

STATEMENT OF INTENDED OUTCOME 4

Students will demonstrate knowledge and skills in Internet basics, web design, Internet security and legal issues involving the Internet.

STATEMENT OF INTENDED OUTCOME 5

Students will demonstrate skills in locating, organizing, manipulating, filtering, and presenting information through the utilization of a programming language.

STATEMENT OF INTENDED OUTCOME 6

General Education Outcomes

- Communicate effectively using written and oral skills.
- Apply mathematics and basic scientific concepts for problem solving activities.
- Utilize technology competently.
- Use critical thinking skills.
- Develop an awareness of ethical behavior.
- Recognize the richness of diversity.

STATEMENT OF INTENDED OUTCOME 7

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Marshall Community & Technical College

Institutional Effectiveness & Outcomes Assessment

IE/OA 3. CURRICULUM AUDIT

<i>Curriculum Audit Grid*</i>																				
<i>Program Degree or Title</i>		Information Technology – Web Development					<i>Courses</i>													
<i>Intended Outcomes</i>		COM 111	IT 101	IT 107	IT 131	MAT 145	COM 112	AAT 104	IT 150	IT 212	MAT 146	COM 231	IT 115	UT 242	IT 270	IT 240	IT 250	IT 276	IT 299	SS 201
1.	Graduates of the Web Development will demonstrate technical proficiency in the areas of Web design/graphic/ Internet programming and Internet services administration.		I	I	I					E			I	E		R			R	
2.	Students will be adequately prepared to take the following industry certification exams: CompTIA's A+, CIW, and i-Net+.		I	I	I					E				E	E	E		E	R	
3.	Students will be able to competently install, configure, build, upgrade, troubleshoot, and repair personal computer compatible hardware.	I													E	R		E	R	
4.	Employers of the graduates of the Internet Option will be satisfied with their job performance.	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
5.	Students will be able to design , create and manipulate a database both on a individual system and in networking environment.			I				E						E					R	
6.	*Current General Education Outcomes																			
	Communicate critically and effectively using listening, written, and oral skills	E	R	R	R	R	E	R	R	R	R	E	R	R	R	R	R	R	R	R
	Use mathematics for problem-solving activities		R	R	R	E		R	R		E					R				
	Think critically and logically and remain open to examining new ideas and points of view	E	R				E					R								R
	Develop an awareness and appreciation of and a commitment to ethical behaviors	E	R	R	R	R	E	R	R	R	R	E	R	R	R	E	R	R	R	E
	Appreciate the diversity of the human experience	E	R	R			E					E				R				E
	Develop decision-making skills and a commitment to lifelong learning	E	R	R	R	R	E	R	R	R	R	R	R	R	R	E	R	R	R	E
*Modeled after Hatfield (1999)		I = Introduced E = Emphasized R = Reinforced																		
Introduces -Student is not familiar with content/skill, behavioral, or affective disposition. Instruction concentrates on introducing students to the content area/skill and bring them to some predetermined level of competence.		Emphasizes -Student should have brought basic content/skill to the component area. Instruction concentrates on enhancing content/strengthening skill and adding new content material/building more complex skills based on entrance competency.							Reinforces – Student bring reasonable knowledge/content/skill/competency to the situation as a result of content/skill being taught and/or emphasized at some previous point in their educational career. Instructional activity continues to build upon previous competency and reinforces content/skill competency.											

Marshall Community & Technical College

Institutional Effectiveness & Outcomes Assessment

IE/OA 4. ASSESSMENT MEASURES

Program – Degree or Certificate

A. A. S. in Information Technology – Web Development

Team Members

Kimberly Preece

Date

5/14/04

*For each Outcome assessment measure, designate the assessment result/level that indicates

- Student learning has exceeded standards
- Student learning has met standards
- Student learning is below standards

Statement of Intended Outcome 1

Graduates of the Web Development will demonstrate technical proficiency in the areas of Web design/graphic/Internet programming, basic Internet security and Internet services administration.

Assessment Measure #1

Graduates should have proficiency at implementing good web design techniques in a web site project. These techniques should include, but are not limited to, proper use of typography, color, navigational elements, and other commonly accepted usability and design concepts to create a scannable, readable, navigable web site. This will be done in a project initially assessed by the instructor of the course in which this project is performed. Also student may use projects to build a portfolio.

Assessment Measure #2

90% of all students demonstrate understanding at a 2.5 or better level on standard departmental evaluations in IT212, IT115, IT240, and IT242.

Assessment Measure #3

Graduates will demonstrate the ability to create and administer WWW and FTP services. This will be done in a project initially evaluated by the instructor of the course (IT242) in which this project is performed. This may also be evaluated at the student's internship site if this skill is required.

Statement of Intended Outcome 2

Students will be adequately prepared to take the following industry certification exams: CompTIA's A+, CIW, and i-Net+.

Assessment Measure #1

Results of CompTIA's A+, Certified Internet Webmaster (CIW), and CompTIA's I-NET+ certification exam(s),

Assessment Measure #2

90% of all students will demonstrate understanding at a 2.5 or better level on standard departmental evaluations in IT270 and IT276 (A+), IT212 and IT242 (CIW) and IT240 (i-NET+)

Assessment Measure #3

90% of all students will demonstrate understanding at the industry certifications passing score rate using test-prep software such as Transcender.

Statement of Intended Outcome 3 Students will be able to competently install, configure, build, upgrade, troubleshoot, and repair personal computer compatible hardware.

Assessment Measure #1

90% of all students demonstrate understanding at a 2.5 or better level on standard departmental evaluations in IT270 and IT 276

Assessment Measure #2

Results of CompTIA's A+ certification exam(s).

Assessment Measure #3

Supervisor's evaluation at internship site.

Statement of Intended Outcome 4 Employers of the graduates of the Web Development will be satisfied with their job performance.

Assessment Measure #1

75% of employers respond positively when completing an Employers Survey

Assessment Measure #2

Verbal feedback from Advising Committee

Statement of Intended Outcome 5 Students will be able to design , create and manipulate a database both on a individual system and in networking environment.

Assessment Measure #1

90% of all students demonstrate understanding at a 2.5 or better level on standard departmental evaluations in AAT104, IT242 and IT 250

Assessment Measure #2

Supervisor's evaluation at internship site.

Assessment Measure #3

Passing Microsoft Office Specialist Access Certification and Oracle certification

Statement of Intended Outcome 6 Current General Education Outcomes

- Communicate critically and effectively using listening, written, and oral skills
- Use mathematics for problem-solving activities
- Think critically and logically and remain open to examining new ideas and points of view
- Develop an awareness and appreciation of and a commitment to ethical behaviors
- Appreciate the diversity of the human experience
- Develop decision-making skills and a commitment to lifelong learning

Assessment Measure #1

90% of all students demonstrate understanding at a 2.5 or better level on standard departmental evaluations in COM 111, COM 112, COM 231, MAT 145, and MAT 146

Assessment Measure #2

Supervisor's evaluation at internship site.

Assessment Measure #3

Employer survey.

○ Think critically and logically and remain open to examining new ideas and points of view								
○ Develop an awareness and appreciation of and a commitment to ethical behaviors								
○ Appreciate the diversity of the human experience								
○ Develop decision-making skills and a commitment to lifelong learning								

Marshall Community & Technical College

IE/OA 6. OUTCOMES ASSESSMENT TOOLS (FEEDBACK LOOP)

An Outcomes Assessment Plan should be in accord with the College's Mission Statement, the Division's Mission Statement, and the Program's intended outcomes. Ongoing Assessment Techniques should assess the effects of the program and its services upon campus students and the workforce:

Marshall Community and Technical College Mission Statement

Marshall Community and Technical College is a comprehensive student-centered college focused on teaching and learning, and responsive to changing and diverse needs.

Operational Vision Statement

Marshall Community and Technical College will be learning centered, community-connected, & future focused. Marshall Community and Technical College strives to provide high-quality and relevant learning opportunities to meet the workforce, transfer, basic skills, and lifelong learning needs of the communities it serves.

Operational Values

In support of our vision and mission, Marshall Community and Technical College affirms the following values:

- *Learner-based education*
- *Broad-based and community-based partnerships*
- *Excellence and accountability*
- *Continuous program improvement*
- *Results-oriented decision-making.*

Program Mission Statement

The Information Technology (IT) program of the Marshall Community & Technical College is committed to the principle that each student can be empowered through education. The mission of the IT program is to provide the student with proactive and innovative academic experiences and learning opportunities that increase the state-of-the-market knowledge and technical skills required for employability and promotability in today's global workforce. Due to the constantly-evolving nature of the IT field, the student will develop a commitment to life-long learning and an appreciation for diversity.

Option Mission Statement

The Information Technology (IT) program of the Marshall Community & Technical College is committed to the principle that each student can be empowered through education. The Web Developer within IT prepares students with the knowledge, skills and practical experience required to succeed in today's fast-paced web development environment.



Program/Option/Unit Outcomes Upon completion of the program/option/service, <u>What must students know?</u>	Assessment Methods Used for Each Program/Option/Unit Outcome	What standards or benchmarks (such as %) did you use?	How did you use the assessment results in program/option/unit planning?	What dates were the assessment data reviewed and program/curriculum/service revised?
<p>Graduates of the Web Development will demonstrate technical proficiency in the areas of Web design/graphic/ Internet programming, basic Internet security and Internet services administration.</p>	<p>Graduates should have proficiency at implementing good web design techniques in a web site project. These techniques should include, but are not limited to, proper use of typography, color, navigational elements, and other commonly accepted usability and design concepts to create a scannable, readable, navigable web site. This will be done in a project initially assessed by the instructor of the course in which this project is performed. Also student may use projects to build a portfolio.</p> <p>Graduates will demonstrate the ability to create and administer WWW and FTP services. This will be done in a project initially evaluated by the instructor of the course (IT242) in which this project is performed. This may also be evaluated at the student's internship site if this skill is required.</p>	<p>90% of all students demonstrate understanding at a 2.5 or better level on standard departmental evaluations in IT212, IT115, IT240, and IT242.</p>	<p>Students were lacking in graphics understanding and design. A new class was created, IT213, Web Graphics and Design. The new class was added to the Fall 2005 schedule.</p>	<p>Fall 2004 / Spring 2005</p>
<p>Students will be adequately prepared to take the following industry certification exams: CompTIA's A+, CIW, and i-</p>	<p>Results of CompTIA's A+, Certified Internet Webmaster (CIW), and CompTIA's I-NET+ certification exam(s),</p>	<p>90% of all students will demonstrate understanding at the industry certifications passing score rate using</p>		

Net+.		test-prep software such as Transcender. 90% of all students will demonstrate understanding at a 2.5 or better level on standard departmental evaluations in IT270 and IT276 (A+), IT212 and IT242 (CIW) and IT240 (i-NET+)		
Students will be able to competently install, configure, build, upgrade, troubleshoot, and repair personal computer compatible hardware.	Supervisor's evaluation at internship site. Supervisor's evaluation at internship site.	90% of all students demonstrate understanding at a 2.5 or better level on standard departmental evaluations in IT270 and IT 276	Tommie Kelley oversees the A+ results and makes changes to curriculum accordingly.	
Employers of the graduates of the Web Development will be satisfied with their job performance	Verbal feedback from Advising Committee	75% of employers respond positively when completing an Employers Survey	Several members of our advisory committee stated that students did well at their job. A few stated that a little more knowledge with database connectivity would be helpful.	Spring 2005
Students will be able to design , create and manipulate a database both on a individual system and in networking environment.	Supervisor's evaluation at internship site Passing Microsoft Office Specialist Access Certification and Oracle certification	90% of all students demonstrate understanding at a 2.5 or better level on standard departmental evaluations in AAT104, IT242 and IT 250	Several members of our advisory committee stated that students did well at their job. A few stated that a little more knowledge with database connectivity would be helpful. In talking with Rhonda Scragg concerning supervisor evaluation at internship site, more advanced skills are needed. In IT242 we added PHP and database connectivity skills.	Spring 2005
Current General Education Outcomes <ul style="list-style-type: none"> ○ Communicate critically and effectively using listening, written, and oral skills ○ Use mathematics for problem-solving activities ○ Think critically and logically and remain open to examining new ideas and points of view ○ Develop an awareness and appreciation of and a 	Supervisor's evaluation at internship site. Employer survey.	90% of all students demonstrate understanding at a 2.5 or better level on standard departmental evaluations in COM 111, COM 112, COM 231, MAT 145, and MAT 146		

<p>commitment to ethical behaviors</p> <ul style="list-style-type: none">○ Appreciate the diversity of the human experience○ Develop decision-making skills and a commitment to lifelong learning				
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PROGRAM ASSESSMENT METHODS	Would Like To Try This	Have Used This	Title of Course That Assessment Method Was Used In
PRE-ENTRY ASSESSMENT	X	X	
Application forms/Student Information		X	All IT courses
Placement Tests			
Competencies			
Other??			
MID-PROGRAM ASSESSMENT			
Internship/Fieldwork Performance Review		X	IT299
Skills Proficiency Tests		X	IT120, IT131, IT141, IT231, IT241, IT225, IT226, IT230
Student Focus Groups			
Other??			
END OF MAJOR ASSESSMENT			
Summary Project, Paper		X	IT231
Student GPA			
Portfolios			
Competency Exam		X	IT131, IT141, IT231, IT241
Oral Presentation	X		IT226
Are students performing better/worse than predecessors on Capstone Experience? Basis for judgment?			
Exit Interview, Oral and/or Written			
Licensure/Certification Practice Tests		X	<i>IT131, IT141, IT231, IT241</i>
Licensure/Certification Exam Pass Rates		X	IT131, IT141, IT231, IT241
Alumni Satisfaction Survey		X	
Community Needs Assessment			
Advisory Committees and Employer Feedback		X	
Placement Effectiveness			
Employment and/or Employer Satisfaction Measures		X	
Dropout and Non-Completer Rates	X		
Program Demographics – # Students Beginning, # Halfway, # Completes; % Change in Completes Over Time		X	
Program Review & Specialized Accreditation		X	
Other??			

CLASSROOM ASSESSMENT METHODS	Would Like to Try This X	Have Used This X	Title of Course that Assessment Method Was Used In:
Classroom Activities (handouts)		X	All Cisco Courses
Daily Assignments		X	All Cisco Courses
Evaluation Instruments From Other Sources		X	All Cisco Courses
Exam Evaluations			
Faculty Self-Assessment	X		
Notebooks			
Oral Presentation		X	IT231
Placement Tests			
Portfolio	X		
Pre-Test, Post-Test		X	All Cisco Courses
Prompts (Journals/Index Cards)		X	All Cisco Courses
Quizzes			
Student Evaluations using MCTC format		X	Every Semester
Student Focus Groups			
Student-Generated Test Questions	X		
Student Information		X	Every IT course
Student Self-Assessment		X	All Cisco Courses
Student Focus Groups	X		
Student Input – Free form oral and written		X	All Courses
Team Assessments by Students		X	IT241
Weekly Questions Drop Box	X		
Writing (Para, Essays, Reports, etc.)		X	IT299
Minute Paper (CAT)	X		All Cisco Courses
Muddiest Point (CAT)	X		All Cisco Courses
One-sentence Summary (CAT)	X		All Cisco Courses
Other CAT's			