Program Assessment Report	**Delta College**
Program: Computer Science and Information Technology - IT Support - Associate in Applied Science **Year:** 24/25 **Division:** Business and technology **Contact:** Cynthia Drouse	

Actions Taken in Response to Last Year's Report

TestOut scores from the PC Pro Exam. Overall scores for the Troubleshooting portion of exam.

Rationale for Current Assessments

Assessment 1 of 1

Goal / Project

Outcome(s)

Demonstrate an understanding of the social factors involved in why people break the law (such as environment, poverty, child abuse, etc.)

Standard / Objective

Based on the percentage of overall exam grade - An average of 75% is recommended.

Method of assessment

Course or CC Program Embedded Exam or Quizzes

Comment/Details about the method of assessment

Objective Analysis was reported using overall individual student exam scores for the Troubelshooging portion of the exam.

Courses Affected

CST 268

Time Frame

Winter 2024

Submitted By

Result

Result

(2) Results met expectation/standard

How many students	Average Score	Percent that met standard
15	0	75.0%

For GenEd Only   Level 0: [ ]   Level 1: [ ]   Level 2: [ ]   Level 3: [ ]

Data Collection (general or specific stats regarding results)

The students met or achieved part of the outcome: Demonstrate Troubleshooting skills. Out of 15 students, only 5 students scored less than 75 percent on the TestOut PC Pro exam. Overall average scores was 75%. 15 students took the exam.

What We Learned (areas for improvements, strengths, etc.)

Overall, students are meeting expectations for the Troubleshooting portion of the program. I believe we are doing a great job.

Use of Data to Improve Student Success

Encourage students to work together on troubeshooting problems, share their ideas, and learn from each other.

Institutional Student Learning Outcome	Action plan items of what is planned based on the data and results	
☑ Apply Knowledge and Skills ☑ Think Critically ☑ Communicate Effectively ☑ Act Responsibly	☐ Change assignments/activities ☐ Change materials provided ☐ Adjust grading rubric ☑ Continue to monitor and assess next outcome ☐ Review or update assessment process	☐ Update course or CC prog conte ☐ Update course or CC prog outco ☐ Change course sequence or prerequisites ☐ Other

Comments and Action Plan

Discipline/Program Comments

Advisory Board Comments

Assessment Committee Comments

Curriculum Council Comments

Action Plan

Remove the electonics course and add a new class (Computer Repair Lab course for credit) that was similar to the Free PC Repair Clinic.

Actions Taken in Response to Older Reports