|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Program/Discipline Learning Outcomes** | | | | |
| **Academic Year: 2017/2018** | | | | |
| **Program/Discipline: Computer Support Specialist** | | | | |
| **PROGRAM/DISCIPLINE CONTACT** | | | | |
| **FACULTY: Dave Fitzgerald** | | | **OFFICE: WA 121** | |
| **EMAIL: fitzgerdavids@jccmi.edu** | | | **PHONE: 517-796-8676** | |
| **Learning Outcome:**  **(Successful students will be able to)** | | **Course(s) in which the assessment will be performed** | **Semesters the outcome will be assessed** | **Assessment tools used for learning outcome** |
| 1 | Install and configure various operating systems on a personal computer | CIS 175 | Fall  Winter | In-class project |
| 2 | Identify and install standard PC components and peripherals on a personal computer | CIS 174 | Fall  Winter | In-class project |
| 3 | Define the job roles and responsibilities of those who sell, fix or support personal computers | CIS 174 | Fall  Winter | Final exam |
| 4 | Explain the methods by which personal computers connect and communicate with networks and Internet-based communication systems | CNS 101 | Fall | Chapter quizzes and course exams |
| 5 | Utilize PC software and apps to troubleshoot and maintain a computer system | CIS 175 | Fall  Winter | In-class project |
| 6 | Create Microsoft documents suitable for a professional business/office environment | CIS 119  CIS 120  CIS 121  CIS 122 | Fall  Winter | Mid-term exam  Final exam |
| 7 | Identify Web 2.0 software and implement methods for social communications online | CIS 201 | Fall | Class final project |