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| **Program/Discipline Learning Outcomes** |
| **Academic Year: 2017/2018** |
| **Program/Discipline: Computer Support Specialist** |
| **PROGRAM/DISCIPLINE CONTACT** |
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| **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 | FallWinter | In-class project |
| 2 | Identify and install standard PC components and peripherals on a personal computer  | CIS 174 | FallWinter | In-class project |
| 3 | Define the job roles and responsibilities of those who sell, fix or support personal computers  | CIS 174 | FallWinter | 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 | FallWinter | In-class project |
| 6 | Create Microsoft documents suitable for a professional business/office environment | CIS 119CIS 120CIS 121CIS 122 | FallWinter | Mid-term examFinal exam |
| 7 | Identify Web 2.0 software and implement methods for social communications online | CIS 201 | Fall | Class final project |