Program Outcome #1

Install, maintain, and repair computer hardware.

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Analysis

The data indicates that students are mastering Program Outcome #1. 96% of students met the desired outcome. At this time there are no program changes or budgetary considerations that need to be made with regard to this outcome.

Program Outcome #2

Install, maintain, and repair computer software and systems.
Analysis

The data indicates that students are mastering Program Outcome #2. The students weighted average of 100% indicates that students are successfully mastering this outcome. At this time there are no program changes or budgetary considerations that need to be made with regard to this outcome.

Program Outcome #3

Provide support services to system users.

Analysis

The data indicates that for Program Outcome #3 the students are mastering this outcome. The weighted average of 98% indicates the students met the desired objective. At this time there are no budgetary considerations that need to be made with regard to this outcome.

Program Outcome #4

Communicate effectively using verbal, written, and electronic means.
### Analysis

The data indicates that regardless students are mastering Program Outcome #4. The students weighted average of 93 indicates that students are mastering this outcome. At this time there are no program changes or budgetary considerations that need to be made with regard to this outcome.

### Program Outcome #5

Demonstrate the fundamentals of computer programming.
Analysis

The data indicates that for Program Outcome #5 students are achieving the desired outcome. The weighted average shows that 100% of students met the desired objective. At this time there are no program changes or budgetary considerations that need to be made with regard to this outcome.

Program Outcome #6

Design, install, troubleshoot, and maintain computer networks.
Analysis

The data indicates that for Program Outcome #6 100% of students met the desired objective. While there were only a few students taking networking classes this year did master the outcomes. At this time there are no program changes or budgetary considerations that need to be made with regard to this outcome.

Program Outcomes Grand Totals

CSS Program OTCM

Grand Totals

Analysis

An overall analysis indicates that students at Neosho County Community College were achieving the desired level of competency of AAS-Computer Support Specialist Program Outcomes based upon the results generated with respect to Course Outcomes for the courses in the program for this reporting period. An overall rating of 98% of students meeting all outcomes leads to the conclusion that the program has achieved its goals. This is a substantial improvement over last year’s 88%. Continued analysis should be undertaken to determine if students consistently score at the levels indicated in this report.