

# **Program Review**

## **Computer Support Specialist Associate of Applied Science Degree Programs**

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Fall 2011**



# **Computer Support Specialist Program Review**

## **Fall 2011**

### **Introduction**

The Computer Support Specialist Program has been offered at Neosho County Community College since fall 2005. The Computer Support Specialist Program was created in response to the need in Kansas for qualified computer technicians. According to the 2011 Kansas Economic Report, Computer and Mathematical Occupations will continue to grow annually through 2018. There continues to be a need for computer technicians now and in the future. To obtain an Associate of Applied Science (AAS) in Computer Support Specialist Program, a body of core courses was established as common for all career clusters with additional major courses in each area. This AAS degree option is designed for students who wish to enter the job market upon graduation.

This program was last reviewed in 2007.

### **Section 1: Alignment of the Computer Support Specialist Program Mission and Purposes with Mission and Purposes of NCCC**

The most recent mission statement of the Computer Support Specialist Program states: The mission of Neosho County Community College is to enrich our communities and our students' lives. The mission statement is carried out through the strategic goals and objectives. The Computer Support Specialist program serves to help fulfill Goal #1) Ensuring the opportunity for student success, satisfaction and enrichment. This program will provide opportunities for students, giving them access to an program of study, and thereby increasing the number of students who are able to achieve an educational goal. It will also serve to help fulfill Goal #2) ensuring the opportunity for community success, satisfaction and enrichment. As evidenced by a community needs assessment there is a demand for computer support specialists in the community. Business and industry's demand for computer support specialists can be satisfied by providing an opportunity for this training.

Primary Purposes:

Career Preparation: Students from both the traditional and non-traditional ranks could be served by the Computer Support Specialist program in preparation for an occupation.

The Business and Technology Advisory Board provides input into the program to determine if NCCC is meeting the needs of business and industry.

The Computer Support Specialist program contributes to each of NCCC's purposes as follows:

NCCC Purpose 1:

#### **Student learning through**

- the meeting of students' needs,
- quality educational programs, and

- effective assessment processes;

The Computer Support Specialist program is designed to meet the needs of both traditional and non-traditional students. With limited students in enrolled in the program, instructor's work closely with each student to improve their chance of success.

Instructors of courses which have been offered and that have made within the Computer Support Specialist program are following the assessment processes which have been established at NCCC in an effort to improve student learning of course and program outcomes. Assessment will be discussed in more detail in Section 2 of this report.

NCCC Purpose 2:

**Student success through**

- providing personal attention,
- individualized advising, and
- the opportunity to meet personal goals;

A full-time Computer Support Specialist instructor is available to meet with students and provide individualized advising services. Though there have been a small number of students who have expressed interest in the program they receive individual support. Students often have difficulty meeting their personal goals related to the program, given that the program offerings are very limited.

NCCC Purpose 3:

**Ensuring access through**

- affordability,
- flexible delivery and scheduling methods,
- responsive student services, and
- safe and comprehensive facilities;

The Computer Support Specialist program provides affordable instruction for students, with the standard tuition rates applying to courses within the program. Some courses require the assessment of additional fees. Computer Support Specialist program scholarships are available to full-time students in the program who are Neosho County residents. The scholarships cover tuition cost only.

Scheduling of courses within the Computer Support Specialist program has been very lean because demand for the courses has been slim.

NCCC Purpose 4:

**Responsiveness to our stakeholders through**

- open communication,
- ethical management of resources,
- accountability,
- the development of leaders;

Communication with stakeholders is maintained through the Business and Technology Advisory Board. Advisory Board members are as follows:

**2010-11 Business and Technology Advisory Board**

<b>Name</b>	<b>Title</b>	<b>Business Affiliation</b>
	Non-Traditional Student	Neosho County Community College
Tom Byler	Consultant	Kansas Small Business Development Center
Gail Cheney	Occupancy Specialist	Chanute Housing Authority
Heather Gardner	Personnel Administrator	Chanute Manufacturing
Marie Hawkins	Utility Office Manager	City of Chanute
Dr. Rebekah Heath	Associate Professor of Accounting	Pittsburg State University
Jackie Kinzer	Non-Traditional Student	Neosho County Community College
Troy Krenzle	RC&D Coordinator	See-Kan RC&D Project, Inc.
Ken Lickteig	Senior Vice President	Bank of Commerce
Lesly Lock	Accountant	Jarred, Gilmore & Phillips
Susan Mitchell	Administrative Officer	Chanute SRS
Erica Mudd	Recruiting/Retention Specialist	Neosho County Community College
Deshon Orr	Agent	American Family Insurance
Mike Page	President	Home State Bank
Sara Price	Career Specialist	Southeast KansasWorks
Charlene Riley	Owner	Farmers Insurance
Jessica Shields	Office Manager	Legacy Trailers, Inc.
Jill Stevenson	Teacher	Chanute High School
John Tersinar	Operations Manager	Southeast KansasWorks
Rick Willis	I.T. Manager	City of Chanute

The Advisory Board has approved the program emphasis sheets for the AAS-Computer Support Specialist.

NCCC Purpose 5:

**Meeting community needs through**

- collaboration and innovation
- lifelong learning opportunities
- cultural enrichment, and
- providing of an educated workforce

The Computer Support Specialist program could work in collaboration with business and industry representatives. Specialized training for industry has been coordinated through the

Outreach and Workforce Development Department.

## **Section 2: Curriculum of Program and Outcomes Assessment**

Program outcomes for the AAS degree programs in Computer Support Specialist are as follows:

1. Install, maintain, and repair computer hardware.
2. Install, maintain, and repair computer software and systems.
3. Provide support services to system users.
4. Communicate effectively using verbal, written, and electronic means.
5. Demonstrate the fundamentals of computer programming.
6. Design, install, troubleshoot, and maintain computer networks.

# AAS in Computer Support Specialist

Division: Applied Science

The Associate of Applied Science is a two-year degree for students who intend to seek immediate employment upon graduation. The Computer Support Specialist installs, maintains, and repairs computer hardware, software, and networks, and provides support services to system users. Duties of a computer support specialist typically include the diagnosis of system hardware and software failures and the performance of actions necessary to correct such problems.

## Prerequisites

YOU WILL NEED TO DEMONSTRATE PROFICIENCIES IN READING, ENGLISH, AND MATHEMATICS BASED ON THE COMPASS ASSESSMENT TEST, ACT OR SAT SCORES, OR BY TAKING THE RECOMMENDED/REQUIRED CLASSES. SOME OF THE COURSES IN THIS CURRICULUM HAVE SPECIFIC PREREQUISITES. PREREQUISITES CAN BE FOUND ON THE REVERSE SIDE (GUIDE TO COMPLETING PROGRAM REQUIREMENTS) OR IN THE COLLEGE CATALOG.

## General Education (GE) Courses

In order to graduate with a college degree, all students are required to take certain general education courses. These include English composition, speech, wellness, science, art & humanities, mathematics, computer systems, and social & behavioral sciences.

## Program Core Courses

CSIS 100 Microcomputer Business Applications or CSIS 130 Introduction to Computer Information Systems, CSIS 101 Web Page Design, CSIS 102 Advanced Web Page Design, ETEC 105 Introduction to Computer Networking, ETEC 106 CISCO Networking II, ETEC 146 Microcomputer Repair – Hardware, ETEC 147 Microcomputer Repair – Software, Computer Programming (CSIS 102 Visual Basic or CSIS 240 C++ or CSIS 235 Pascal or CSIS 102 Java) MGMK 148, 149, and 150 Introduction to Total Quality Management, and ENGL 265 Technical Writing.

## Program Elective Courses

CSIS 101 and CSIS 102 Microcomputer Applications I and II, ETEC 205 and 206 CISCO Networking III and IV, ETEC 275 Computer and Network Security, Computer Programming (CSIS 102, Visual Basic, CSIS 240 C++, CSIS 235 Pascal, CSIS 102 Java) MGMK 101 Intro. to Business, MGMK 135 Human Relations and Supervision, and MGMK 250 Quality Management, ETEC 194 Introduction to Technology Systems.

## Program Outcomes

1. Install, maintain, and repair computer hardware.
2. Install, maintain, and repair computer software and systems.
3. Provide support services to system users.
4. Communicate effectively using verbal, written, and electronic means.
5. Demonstrate the fundamentals of computer programming.
6. Design, install, troubleshoot, and maintain computer networks.

## COURSE SEQUENCE

The listing that follows is a suggested sequence of courses for full-time students. Consult your advisor for information specific to your academic situation.

### Associate of Applied Science recommended Sequence of Courses

#### (Fall) Semester I

PSYC 100	College Orientation	1
CSIS 100	Microcomputer Bus Appl. Or CSIS-130 Intro to CIS	3
ETEC 146	Microcomputer Repair-Hardware	3
ETEC 105	Intro. to Networking	3
MGMK 101	Intro. to Business	3
	Program Elective Course(s)	3
	<b>Total -</b>	<b>16</b>

#### (Spring) Semester II

ETEC 106	CISCO Networking II	3
ETEC 147	Microcomputer Repair-Software	3
MGMK 135	Human Relations & Supervision	3
COMM 213	Interpersonal Communications	3
CSIS 101	Web Page Design	1
	Program Elective Course	3
	<b>Total-</b>	<b>16</b>

#### (Fall) Semester III

CSIS 102	Advanced Web Page Design	3
MATH 113	College Algebra	3
ENGL 101	English Composition I	3
	General Education Elective Course	3
	Program Elective Course	3
	Program Elective Course	1
	<b>Total-</b>	<b>16</b>

#### (Spring) Semester IV

ETEC 275	Computer and Network Security	3
MGMK 148	Introduction to Total Quality Management	3
ENGL 265	Technical Writing	3
	Program Elective Course	3
	Program Elective Course	3
	Program Elective Course	1
	<b>Total-</b>	<b>16</b>

**Total Program Credits**

**64**

#### FOR MORE INFORMATION CONTACT:

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[www.neosho.edu](http://www.neosho.edu)

*In accordance with the 2006-2008 catalog Effective 9/01/2005*

### Course Outcomes Assessment

Course assessment reports for program courses are now being completed and submitted online according to the requirements and procedures as set forth at NCCC. Overall, participation in the assessment plan has been higher among full-time faculty members than among adjuncts. The division chair provides training to adjuncts in assessment procedures and contacts those that do not submit the required assessment reports.

### Program Outcomes Assessment

The program matrices have been developed and can be used for assessment of program outcomes. Program matrices for the Computer Support Specialist AAS degree program are presented on the following pages.

1. Install, maintain, and repair computer hardware.
2. Install, maintain, and repair computer software and systems.
3. Provide support services to system users.
4. Communicate effectively using verbal, written, and electronic means.
5. Demonstrate the fundamentals of computer programming.
6. Design, install, troubleshoot, and maintain computer networks.

Course Number	Course Name	Program Outcome 1	Program Outcome 2	Program Outcome 3	Program Outcome 4	Program Outcome 5	Program Outcome 6
CSIS-100	Computer Concepts & Applications	CO 1	CO 2, 3	CO 4-9	CO 5, 8, 9, 10		CO 4
CSIS-101	Web Page Design			CO 1, 2		CO 3	
CSIS-102	Advanced Web Page Design			CO 1, 2		CO 3	
CSIS-102	Visual Basic					CO 1-5	
CSIS-102	Java					CO 1-5	
CSIS-130	Introduction to Computer Information Systems	CO 1,	CO 2, 3	CO 4-9	CO 5, 8, 9, 10		CO 4
CSIS-235	Pascal					CO 1-5	
CSIS-240	C++ Programming					CO 1-5	
CSIS-250	Advanced Programming Methods					CO 1-5	
ETEC-105	Introduction to Networking	CO 1	CO 2		CO 1, CO 2		CO 3-9

ETEC-106	Introduction to Networking				CO 1, CO 2		CO 3-7
ETEC-146	Microcomputer Repair—Hardware	CO 1-6					
ETEC-147	Microcomputer Repair—Software	CO 1-6					
MGMK 101	Intro to Business			CO 6			
MGMK 135	Human Relations and Supervision				CO 2-6		
MGMK 148-150	Intro to TQM				CO 5		

CO = Course Outcome Number

### Transferability of Program and Program Core Courses

The AAS in Computer Support Specialist is not designed as a transfer program, however many of the courses will transfer either directly or as electives to regent institutions. For example: CSIS 130 – Introduction to Computer Information Systems transfers directly to PSU and Fort Hays State.

CSIS 100 – Computer Concepts & Applications transfers to several Kansas Universities. Most of the business and programming classes will transfer at least as electives to the universities.

The Computer Repair and Networking classes will not transfer but are the heart of the program.

### Efforts to Stay Current in Curriculum

A full time instructor is in charge of this curriculum and makes every effort to remain current even as the technology changes. The instructor is up to date with the networking courses, the labs for both computer classes and networking classes have up to date software and hardware.

### Section 3: Data--Enrollment and Costs

Enrollment in core courses has been minimal.

<u>Generated Hours/Course/Academic Year</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
CSIS 100 - Computer Concepts & Applications	630.0	576.0	630.0	858.0	945.0	<b>3639.0</b>
CSIS 117 - Intro to Web Design	0.0	0.0	0.0	10.0	0.0	<b>10.0</b>
CSIS 130 - Intro to Computer Information Systems	312.0	294.0	378.0	330.0	429.0	<b>1743.0</b>
CSIS 229 - Advanced Web Page Design	0.0	0.0	0.0	0.0	0.0	<b>0.0</b>
CSIS 230 - Visual Basic Programming	0.0	0.0	0.0	12.0	33.0	<b>45.0</b>
CSIS 237 - Java Programming	0.0	0.0	21.0	0.0	24.0	<b>45.0</b>
CSIS 240 - C++ Programming	0.0	24.0	0.0	24.0	0.0	<b>48.0</b>
CSIS 250 - Advanced Programming Methods	0.0	0.0	15.0	0.0	0.0	<b>15.0</b>
ENGL 265 - Technical Writing	24.0	36.0	0.0	0.0	0.0	<b>60.0</b>



ETEC 105 - Introduction to Networking	15.0	0.0	39.0	0.0	21.0	<b>75.0</b>
ETEC 106 - CISCO Networking II	9.0	0.0	18.0	0.0	15.0	<b>42.0</b>
ETEC 146 - Microcomputer Repair-Hardware	0.0	12.0	0.0	27.0	0.0	<b>39.0</b>
ETEC 147 - Microcomputer Repair-Software	0.0	9.0	0.0	0.0	0.0	<b>9.0</b>
ETEC 275 - Computer and Network Security	12.0	0.0	9.0	0.0	0.0	<b>21.0</b>
MGMK 101 - Introduction to Business	225.0	156.0	198.0	123.0	150.0	<b>852.0</b>
MGMK 135 - Human Relations and Supervision	72.0	27.0	0.0	21.0	24.0	<b>144.0</b>
MGMK 148 - Intro to Total Quality Management I	30.0	21.0	24.0	0.0	0.0	<b>75.0</b>
<b>TOTALS</b>	<b>1329.0</b>	<b>1155.0</b>	<b>1332.0</b>	<b>1405.0</b>	<b>1641.0</b>	<b>6862.0</b>

<b><u>FTE/Course/Academic Year (Generated Hrs/30)</u></b>	<b><u>06-07</u></b>	<b><u>07-08</u></b>	<b><u>08-09</u></b>	<b><u>09-10</u></b>	<b><u>10-11</u></b>	<b><u>TOTALS</u></b>
CSIS 100 - Computer Concepts & Applications	21.0	19.2	21.0	28.6	31.5	121.3
CSIS 117 - Intro to Web Design	0.0	0.0	0.0	0.3	0.0	0.3
CSIS 130 - Intro to Computer Information Systems	10.4	9.8	12.6	11.0	14.3	58.1
CSIS 229 - Advanced Web Page Design	0.0	0.0	0.0	0.0	0.0	0.0
CSIS 230 - Visual Basic Programming	0.0	0.0	0.0	0.4	1.1	1.5
CSIS 237 - Java Programming	0.0	0.0	0.7	0.0	0.8	1.5
CSIS 240 - C++ Programming	0.0	0.8	0.0	0.8	0.0	1.6
CSIS 250 - Advanced Programming Methods	0.0	0.0	0.5	0.0	0.0	0.5
ENGL 265 - Technical Writing	0.8	1.2	0.0	0.0	0.0	2.0
ETEC 105 - Introduction to Networking	0.5	0.0	1.3	0.0	0.7	2.5
ETEC 106 - CISCO Networking II	0.3	0.0	0.6	0.0	0.5	1.4
ETEC 146 - Microcomputer Repair-Hardware	0.0	0.4	0.0	0.9	0.0	1.3
ETEC 147 - Microcomputer Repair-Software	0.0	0.3	0.0	0.0	0.0	0.3
ETEC 275 - Computer and Network Security	0.4	0.0	0.3	0.0	0.0	0.7
MGMK 101 - Introduction to Business	7.5	5.2	6.6	4.1	5.0	28.4
MGMK 135 - Human Relations and Supervision	2.4	0.9	0.0	0.7	0.8	4.8
MGMK 148 - Intro to Total Quality Management I	1.0	0.7	0.8	0.0	0.0	2.5
<b>TOTALS</b>	<b>44.3</b>	<b>38.5</b>	<b>44.4</b>	<b>46.8</b>	<b>54.7</b>	<b>228.7</b>

Courses are offered contingent upon demand. Several of the core courses also serve other majors. For example, Introduction to Information Systems transfers to Pittsburg State University, meeting a requirement for various majors, CSIS 100 transfers to several state institutions, and programming courses are taken by Computer Information Systems students.

### **Majors**

All data in regard to declared majors is self-reported by the students. Records show 24 Computer Support Specialist majors for the reporting period, with one degree conferred May, 2006 and one conferred May 2007. There are 4 current active majors in the program. Records indicate additional majors, as the two-year certificates require the completion of a degree. Even so, there have been a minimal number of Computer Support Specialist majors during the last five years. Certificates have not issued for the Computer Support Specialist program.

## Grade Distributions

### CSIS 100 - Computer Concepts & Applications

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	88	78	101	117	113	497
B	41	32	37	49	62	221
C	18	19	19	33	36	125
D	10	11	3	12	21	57
F	36	41	29	46	49	201
I	0	0	0	3	0	3
W	13	8	12	26	22	81
WA	4	3	9	0	12	28
<b>TOTALS</b>	<b>210</b>	<b>192</b>	<b>210</b>	<b>286</b>	<b>315</b>	<b>1213</b>
<b>ENROLLMENT</b>	210	192	210	286	315	1213
<b>WITHDRAWS</b>	17	11	21	26	34	109
<b>WITHDRAW %</b>	<b>8%</b>	<b>6%</b>	<b>10%</b>	<b>9%</b>	<b>11%</b>	<b>9%</b>

### CSIS 117 - Intro to Web Design

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	0	0	0	9	0	9
B	0	0	0	0	0	0
C	0	0	0	0	0	0
D	0	0	0	0	0	0
F	0	0	0	1	0	1
I	0	0	0	0	0	0
W	0	0	0	0	0	0
WA	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>10</b>
<b>ENROLLMENT</b>	0	0	0	10	0	10
<b>WITHDRAWS</b>	0	0	0	0	0	0
<b>WITHDRAW %</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

### CSIS 130 - Intro to Computer Information Systems

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	28	23	31	29	27	138
B	22	41	35	37	38	173
C	34	16	36	27	38	151
D	4	13	10	6	6	39
F	8	3	8	8	25	52
I	0	0	0	0	0	0

W	6	1	3	3	9	22
WA	2	1	3	0	0	6
<b>TOTALS</b>	<b>104</b>	<b>98</b>	<b>126</b>	<b>110</b>	<b>143</b>	<b>581</b>
<b>ENROLLMENT</b>	104	98	126	110	143	581
<b>WITHDRAWS</b>	8	2	6	3	9	28
<b>WITHDRAW %</b>	8%	2%	5%	3%	6%	5%

**CSIS 229 - Advanced Web  
Page Design**

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	0	0	0	0	0	0
B	0	0	0	0	0	0
C	0	0	0	0	0	0
D	0	0	0	0	0	0
F	0	0	0	0	0	0
I	0	0	0	0	0	0
W	0	0	0	0	0	0
WA	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>ENROLLMENT</b>	0	0	0	0	0	0
<b>WITHDRAWS</b>	0	0	0	0	0	0
<b>WITHDRAW %</b>	0%	0%	0%	0%	0%	0%

**CSIS 230 - Visual Basic Programming**

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	0	0	0	2	4	6
B	0	0	0	1	1	2
C	0	0	0	1	3	4
D	0	0	0	0	1	1
F	0	0	0	0	1	1
I	0	0	0	0	0	0
W	0	0	0	0	1	1
WA	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>11</b>	<b>15</b>
<b>ENROLLMENT</b>	0	0	0	4	11	15
<b>WITHDRAWS</b>	0	0	0	0	1	1
<b>WITHDRAW %</b>	0%	0%	0%	0%	9%	7%

**CSIS 237 - Java Programming**

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	0	0	4	0	4	8
B	0	0	2	0	2	4
C	0	0	0	0	2	2
D	0	0	0	0	0	0
F	0	0	1	0	0	1

I	0	0	0	0	0	0
W	0	0	0	0	0	0
WA	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>8</b>	<b>15</b>
<b>ENROLLMENT</b>	0	0	7	0	8	15
<b>WITHDRAWS</b>	0	0	0	0	0	0
<b>WITHDRAW %</b>	0%	0%	0%	0%	0%	0%

**CSIS 240 - C++ Programming**

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	0	4	0	5	0	9
B	0	2	0	1	0	3
C	0	1	0	2	0	3
D	0	1	0	0	0	1
F	0	0	0	0	0	0
I	0	0	0	0	0	0
W	0	0	0	0	0	0
WA	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>16</b>
<b>ENROLLMENT</b>	0	8	0	8	0	16
<b>WITHDRAWS</b>	0	0	0	0	0	0
<b>WITHDRAW %</b>	0%	0%	0%	0%	0%	0%

**CSIS 250 - Advanced Programming Methods**

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	0	0	2	0	0	2
B	0	0	2	0	0	2
C	0	0	1	0	0	1
D	0	0	0	0	0	0
F	0	0	0	0	0	0
I	0	0	0	0	0	0
W	0	0	0	0	0	0
WA	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b>ENROLLMENT</b>	0	0	5	0	0	5
<b>WITHDRAWS</b>	0	0	0	0	0	0
<b>WITHDRAW %</b>	0%	0%	0%	0%	0%	0%

**ENGL 265 - Technical Writing**

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	4	2	0	0	0	6
B	1	2	0	0	0	3
C	1	2	0	0	0	3

D	1	5	0	0	0	6
F	1	1	0	0	0	2
I	0	0	0	0	0	0
W	0	0	0	0	0	0
WA	0	0	0	0	0	0
<b>TOTALS</b>	<b>8</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>

<b>ENROLLMENT</b>	8	12	0	0	0	20
<b>WITHDRAWS</b>	0	0	0	0	0	0
<b>WITHDRAW %</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

**ETEC 105 - Introduction to Networking**

<b>GRADE/YR</b>	<b>06-07</b>	<b>07-08</b>	<b>08-09</b>	<b>09-10</b>	<b>10-11</b>	<b>TOTALS</b>
A	2	0	9	0	5	16
B	2	0	2	0	0	4
C	0	0	0	0	0	0
D	0	0	0	0	0	0
F	0	0	0	0	1	1
I	0	0	0	0	0	0
W	0	0	1	0	1	2
WA	1	0	1	0	0	2
<b>TOTALS</b>	<b>5</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>7</b>	<b>25</b>

<b>ENROLLMENT</b>	5	0	13	0	7	25
<b>WITHDRAWS</b>	1	0	2	0	1	4
<b>WITHDRAW %</b>	<b>20%</b>	<b>0%</b>	<b>15%</b>	<b>0%</b>	<b>14%</b>	<b>16%</b>

**ETEC 106 - CISCO Networking II**

<b>GRADE/YR</b>	<b>06-07</b>	<b>07-08</b>	<b>08-09</b>	<b>09-10</b>	<b>10-11</b>	<b>TOTALS</b>
A	1	0	3	0	3	7
B	2	0	2	0	2	6
C	0	0	0	0	0	0
D	0	0	0	0	0	0
F	0	0	1	0	0	1
I	0	0	0	0	0	0
W	0	0	0	0	0	0
WA	0	0	0	0	0	0
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>5</b>	<b>14</b>

<b>ENROLLMENT</b>	3	0	6	0	5	14
<b>WITHDRAWS</b>	0	0	0	0	0	0
<b>WITHDRAW %</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

**ETEC 146 - Microcomputer Repair-Hardware**

<b>GRADE/YR</b>	<b>06-07</b>	<b>07-08</b>	<b>08-09</b>	<b>09-10</b>	<b>10-11</b>	<b>TOTALS</b>
A	0	3	0	5	0	8
B	0	1	0	2	0	3
C	0	0	0	0	0	0

D	0	0	0	0	0	0
F	0	0	0	0	0	0
I	0	0	0	0	0	0
W	0	0	0	1	0	1
WA	0	0	0	1	0	1
<b>TOTALS</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>13</b>

<b>ENROLLMENT</b>	0	4	0	9	0	13
<b>WITHDRAWS</b>	0	0	0	2	0	2
<b>WITHDRAW %</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>22%</b>	<b>0%</b>	<b>15%</b>

**ETEC 147 - Microcomputer Repair - Software**

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	0	3	0	0	0	3
B	0	0	0	0	0	0
C	0	0	0	0	0	0
D	0	0	0	0	0	0
F	0	0	0	0	0	0
I	0	0	0	0	0	0
W	0	0	0	0	0	0
WA	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>

<b>ENROLLMENT</b>	0	3	0	0	0	3
<b>WITHDRAWS</b>	0	0	0	0	0	0
<b>WITHDRAW %</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

**ETEC 275 - Computer and Network Security**

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	2	0	1	0	0	3
B	2	0	2	0	0	4
C	0	0	0	0	0	0
D	0	0	0	0	0	0
F	0	0	0	0	0	0
I	0	0	0	0	0	0
W	0	0	0	0	0	0
WA	0	0	0	0	0	0
<b>TOTALS</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>7</b>

<b>ENROLLMENT</b>	4	0	3	0	0	7
<b>WITHDRAWS</b>	0	0	0	0	0	0
<b>WITHDRAW %</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

**MGMK 101 - Introduction to Business**

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	13	11	9	7	3	43
B	22	19	17	13	13	84
C	22	8	22	12	12	76

D	3	6	9	4	5	27
F	5	2	4	4	10	25
I	0	0	0	0	0	0
W	3	2	3	1	7	16
WA	7	4	2	0	0	13
<b>TOTALS</b>	<b>75</b>	<b>52</b>	<b>66</b>	<b>41</b>	<b>50</b>	<b>284</b>

<b>ENROLLMENT</b>	75	52	66	41	50	284
<b>WITHDRAWS</b>	10	6	5	1	7	29
<b>WITHDRAW %</b>	<b>13%</b>	<b>12%</b>	<b>8%</b>	<b>2%</b>	<b>14%</b>	<b>10%</b>

**MGMK 135 - Human Relations and Supervision**

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	9	2	3	0	0	14
B	6	2	1	0	4	13
C	7	1	2	0	3	13
D	0	1	0	0	0	1
F	1	2	0	0	1	4
I	0	0	0	0	0	0
W	1	1	0	0	0	2
WA	0	0	1	0	0	1
<b>TOTALS</b>	<b>24</b>	<b>9</b>	<b>7</b>	<b>0</b>	<b>8</b>	<b>48</b>

<b>ENROLLMENT</b>	24	9	7	0	8	48
<b>WITHDRAWS</b>	1	1	1	0	0	3
<b>WITHDRAW %</b>	<b>4%</b>	<b>11%</b>	<b>14%</b>	<b>0%</b>	<b>0%</b>	<b>6%</b>

**MGMK 148 - Intro to Total Quality Management**

<u>GRADE/YR</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
A	1	2	3	0	0	6
B	6	3	3	0	0	12
C	1	0	1	0	0	2
D	0	0	0	0	0	0
F	0	2	0	0	0	2
I	0	0	0	0	0	0
W	0	0	0	0	0	0
WA	2	0	1	0	0	3
<b>TOTALS</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>25</b>

<b>ENROLLMENT</b>	10	7	8	0	0	25
<b>WITHDRAWS</b>	2	0	1	0	0	3
<b>WITHDRAW %</b>	<b>20%</b>	<b>0%</b>	<b>13%</b>	<b>0%</b>	<b>0%</b>	<b>12%</b>

**Assessment Results  
2008-2009**

<u>PROGRAM</u>			<u>COURSE</u>	<u>CRSE</u>	<u>#_STDNTS</u>	<u>WEIGHTED</u>	<u>GOALS</u>	<u>GOALS</u>	<u>GOALS</u>	<u>GOALS</u>
<u>OUTCOME</u>	<u>YEAR</u>	<u>COURSE</u>	<u>TITLE</u>	<u>OTCM</u>	<u>ASSESSED</u>	<u>AVERAGE %</u>	<u>MET</u>	<u>UNMET</u>	<u>MET %</u>	<u>UNMET%</u>
CSS 1	08-09	CSIS 100	Computer Concepts and Applications: Office 2008	1	155	94	8	1	89%	11%
	08-09	CSIS 130	Introduction to Computer Information Systems	1	114	80	4	0	100%	0%
	08-09	ETEC 105	Introduction to Networking	1	11	86	2	0	100%	0%
	08-09	ETEC 146	Microcomputer Repair - Hardware	1	NA	NA	NA	NA	NA	NA
	08-09	ETEC 146	Microcomputer Repair - Hardware	2	NA	NA	NA	NA	NA	NA
	08-09	ETEC 146	Microcomputer Repair - Hardware	3	NA	NA	NA	NA	NA	NA
	08-09	ETEC 146	Microcomputer Repair - Hardware	4	NA	NA	NA	NA	NA	NA
	08-09	ETEC 146	Microcomputer Repair - Hardware	5	NA	NA	NA	NA	NA	NA
	08-09	ETEC 146	Microcomputer Repair - Hardware	6	NA	NA	NA	NA	NA	NA
	08-09		<b>TOTALS</b>	<b>9</b>	<b>280</b>	<b>88</b>	<b>14</b>	<b>1</b>	<b>93%</b>	<b>7%</b>

<u>PROGRAM</u>			<u>COURSE</u>	<u>CRSE</u>	<u>#_STDNTS</u>	<u>WEIGHTED</u>	<u>GOALS</u>	<u>GOALS</u>	<u>GOALS</u>	<u>GOALS</u>
<u>OUTCOME</u>	<u>YEAR</u>	<u>COURSE</u>	<u>TITLE</u>	<u>OTCM</u>	<u>ASSESSED</u>	<u>AVERAGE %</u>	<u>MET</u>	<u>UNMET</u>	<u>MET %</u>	<u>UNMET%</u>
CSS 2	08-09	CSIS 100	Computer Concepts and Applications: Office 2008	2	155	92	8	1	89%	11%
	08-09	CSIS 100	Computer Concepts and Applications: Office 2008	3	155	89	8	1	89%	11%
	08-09	CSIS 130	Introduction to Computer Information Systems	2	114	79	4	0	100%	0%
	08-09	CSIS 130	Introduction to Computer Information Systems	3	114	82	4	0	100%	0%
	08-09	ETEC 105	Introduction to Networking	2	11	86	2	0	100%	0%
	08-09	ETEC 147	Microcomputer Repair - Hardware	1	NA	NA	NA	NA	NA	NA
	08-09	ETEC 147	Microcomputer Repair - Hardware	2	NA	NA	NA	NA	NA	NA
	08-09	ETEC 147	Microcomputer Repair - Hardware	3	NA	NA	NA	NA	NA	NA
	08-09	ETEC 147	Microcomputer Repair - Hardware	4	NA	NA	NA	NA	NA	NA
	08-09	ETEC 147	Microcomputer Repair - Hardware	5	NA	NA	NA	NA	NA	NA
	08-09	ETEC 147	Microcomputer Repair - Hardware	6	NA	NA	NA	NA	NA	NA
	08-09		<b>TOTALS</b>	<b>11</b>	<b>549</b>	<b>86</b>	<b>26</b>	<b>2</b>	<b>93%</b>	<b>7%</b>

<u>PROGRAM</u>			<u>COURSE</u>	<u>CRSE</u>	<u>#_STDNTS</u>	<u>WEIGHTED</u>	<u>GOALS</u>	<u>GOALS</u>	<u>GOALS</u>	<u>GOALS</u>
<u>OUTCOME</u>	<u>YEAR</u>	<u>COURSE</u>	<u>TITLE</u>	<u>OTCM</u>	<u>ASSESSED</u>	<u>AVERAGE %</u>	<u>MET</u>	<u>UNMET</u>	<u>MET %</u>	<u>UNMET%</u>
CSS 3	08-09	CSIS 117	Beginning Web Page Design	1	NA	NA	NA	NA	NA	NA
	08-09	CSIS 117	Beginning Web Page Design	2	NA	NA	NA	NA	NA	NA
	08-09	CSIS 130	Introduction to Computer Information Systems	4	114	96	4	0	100%	0%
	08-09	CSIS 130	Introduction to Computer Information Systems	5	114	94	4	0	100%	0%
	08-09	CSIS 130	Introduction to Computer Information Systems	6	114	81	4	0	100%	0%
	08-09	CSIS 130	Introduction to Computer Information Systems	7	114	93	4	0	100%	0%
	08-09	CSIS 130	Introduction to Computer Information Systems	8	114	95	4	0	100%	0%
	08-09	CSIS 130	Introduction to Computer Information Systems	9	106	81	3	0	100%	0%
	08-09	CSIS 229	Advanced Web Page Design	1	NA	NA	NA	NA	NA	NA
	08-09	CSIS 229	Advanced Web Page Design	2	NA	NA	NA	NA	NA	NA
	08-09	ENGL 265	Technical Writing	1	NA	NA	NA	NA	NA	NA
	08-09	ENGL 265	Technical Writing	2	NA	NA	NA	NA	NA	NA
	08-09	ENGL 265	Technical Writing	3	NA	NA	NA	NA	NA	NA
	08-09	ENGL 265	Technical Writing	4	NA	NA	NA	NA	NA	NA
	08-09	MGMK 101	Introduction to Business	6	57	69	2	1	67%	33%
	08-09		<b>TOTALS</b>	<b>15</b>	<b>733</b>	<b>88</b>	<b>25</b>	<b>1</b>	<b>96%</b>	<b>4%</b>



<u>PROGRAM</u>		<u>COURSE</u>		<u>CRSE</u>	<u># STDNTS</u>	<u>WEIGHTED</u>	<u>GOALS</u>	<u>GOALS</u>	<u>GOALS</u>	<u>GOALS</u>
<u>OUTCOME</u>	<u>YEAR</u>	<u>COURSE</u>	<u>TITLE</u>	<u>OTCM</u>	<u>ASSESSED</u>	<u>AVERAGE %</u>	<u>MET</u>	<u>UNMET</u>	<u>MET %</u>	<u>UNMET%</u>
<b>CSS 4</b>	08-09	CSIS 130	Introduction to Computer Information Systems	5	114	94	4	0	100%	0%
	08-09	CSIS 130	Introduction to Computer Information Systems	8	114	95	4	0	100%	0%
	08-09	CSIS 130	Introduction to Computer Information Systems	9	106	81	3	0	100%	0%
	08-09	CSIS 130	Introduction to Computer Information Systems	10	95	81	2	0	100%	0%
	08-09	ENGL 265	Technical Writing	1	NA	NA	NA	NA	NA	NA
	08-09	ENGL 265	Technical Writing	2	NA	NA	NA	NA	NA	NA
	08-09	ENGL 265	Technical Writing	3	NA	NA	NA	NA	NA	NA
	08-09	ENGL 265	Technical Writing	4	NA	NA	NA	NA	NA	NA
	08-09	ETEC 105	Introduction to Networking	1	11	86	2	0	100%	0%
	08-09	ETEC 105	Introduction to Networking	2	11	86	2	0	100%	0%
	08-09	ETEC 106	CISCO Networking II	1	6	83	1	0	100%	0%
	08-09	ETEC 106	CISCO Networking II	2	6	83	1	0	100%	0%
	08-09	MGMK 135	Human Relations and Supervision	2	6	84	1	0	100%	0%
	08-09	MGMK 135	Human Relations and Supervision	3	6	87	1	0	100%	0%
	08-09	MGMK 135	Human Relations and Supervision	4	6	89	1	0	100%	0%
	08-09	MGMK 135	Human Relations and Supervision	5	6	76	1	0	100%	0%
	08-09	MGMK 135	Human Relations and Supervision	6	6	87	1	0	100%	0%
	08-09	MGMK 148	Intro. to Total Quality Management	5	7	85	1	0	100%	0%
	08-09		<b>TOTALS</b>		<b>18</b>	<b>500</b>	<b>88</b>	<b>25</b>	<b>0</b>	<b>100%</b>
<b>PROGRAM</b>		<b>COURSE</b>		<b>CRSE</b>	<b># STDNTS</b>	<b>WEIGHTED</b>	<b>GOALS</b>	<b>GOALS</b>	<b>GOALS</b>	<b>GOALS</b>
<b>OUTCOME</b>	<b>YEAR</b>	<b>COURSE</b>	<b>TITLE</b>	<b>OTCM</b>	<b>ASSESSED</b>	<b>AVERAGE %</b>	<b>MET</b>	<b>UNMET</b>	<b>MET %</b>	<b>UNMET%</b>
<b>CSS 5</b>	08-09	CSIS 117	Beginning Web Page Design	13	NA	NA	NA	NA	NA	NA
	08-09	CSIS 229	Advanced Web Page Design	13	NA	NA	NA	NA	NA	NA
	08-09	CSIS 230	Visual Basic	1	NA	NA	NA	NA	NA	NA
	08-09	CSIS 230	Visual Basic	2	NA	NA	NA	NA	NA	NA
	08-09	CSIS 230	Visual Basic	3	NA	NA	NA	NA	NA	NA
	08-09	CSIS 230	Visual Basic	4	NA	NA	NA	NA	NA	NA
	08-09	CSIS 230	Visual Basic	5	NA	NA	NA	NA	NA	NA
	08-09	CSIS 235	Pascal	1	NA	NA	NA	NA	NA	NA
	08-09	CSIS 235	Pascal	2	NA	NA	NA	NA	NA	NA
	08-09	CSIS 235	Pascal	3	NA	NA	NA	NA	NA	NA
	08-09	CSIS 235	Pascal	4	NA	NA	NA	NA	NA	NA
	08-09	CSIS 235	Pascal	5	NA	NA	NA	NA	NA	NA
	08-09	CSIS 237	Java Programming	1	7	71	1	0	100%	0%
	08-09	CSIS 237	Java Programming	2	7	71	1	0	100%	0%
	08-09	CSIS 237	Java Programming	3	7	71	1	0	100%	0%
	08-09	CSIS 237	Java Programming	4	7	86	1	0	100%	0%
	08-09	CSIS 237	Java Programming	5	7	71	1	0	100%	0%
	08-09	CSIS 240	C++ Programming	1	NA	NA	NA	NA	NA	NA
	08-09	CSIS 240	C++ Programming	2	NA	NA	NA	NA	NA	NA
	08-09	CSIS 240	C++ Programming	3	NA	NA	NA	NA	NA	NA
	08-09	CSIS 240	C++ Programming	4	NA	NA	NA	NA	NA	NA
	08-09	CSIS 240	C++ Programming	5	NA	NA	NA	NA	NA	NA
	08-09	CSIS 250	Advanced Programming Methods	1	5	100	1	0	100%	0%
	08-09	CSIS 250	Advanced Programming Methods	2	5	90	1	0	100%	0%
	08-09	CSIS 250	Advanced Programming Methods	3	5	100	1	0	100%	0%
	08-09	CSIS 250	Advanced Programming Methods	4	5	100	1	0	100%	0%
	08-09	CSIS 250	Advanced Programming Methods	5	5	85	1	0	100%	0%
08-09		<b>TOTALS</b>		<b>27</b>	<b>60</b>	<b>83</b>	<b>10</b>	<b>0</b>	<b>100%</b>	<b>0%</b>



<b>PROGRAM</b>		<b>COURSE</b>	<b>CRSE</b>	<b># STDNTS</b>	<b>TARGET</b>	<b>WEIGHTED</b>	<b>GOAL</b>	<b>GOAL</b>	<b>GOAL</b>	<b>GOALS</b>	<b>GOALS</b>	<b>GOALS</b>	<b>GOALS</b>	
<b>OUTCOME</b>	<b>YEAR</b>	<b>COURSE</b>	<b>TITLE</b>	<b>OTCM</b>	<b>ASSESSED</b>	<b>SCORE</b>	<b>AVERAGE %</b>	<b>MET</b>	<b>UNMET</b>	<b>MET %</b>	<b>MET</b>	<b>UNMET</b>	<b>MET %</b>	<b>UNMET %</b>
<b>CSS 3</b>	09-10	CSIS 117	Intro Web Design	1	9	70	94	1	0		1	0	100%	0%
	09-10	CSIS 117	Intro Web Design	2	9	70	100	1	0		1	0	100%	0%
	09-10	CSIS 130	Intro to CIS	4	100	70	94	1	0		7	0	100%	0%
	09-10	CSIS 130	Intro to CIS	5	100	70	91	1	0		7	0	100%	0%
	09-10	CSIS 130	Intro to CIS	6	100	70	85	1	0		7	0	100%	0%
	09-10	CSIS 130	Intro to CIS	7	100	70	91	1	0		7	0	100%	0%
	09-10	CSIS 130	Intro to CIS	8	100	70	92	1	0		7	0	100%	0%
	09-10	CSIS 130	Intro to CIS	9	100	70	80	1	0		6	1	86%	14%
	09-10	CSIS 229	Adv Web Design	1	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 229	Adv Web Design	2	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ENGL 265	Tech Writing	1	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ENGL 265	Tech Writing	2	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ENGL 265	Tech Writing	3	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ENGL 265	Tech Writing	4	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	MGMK 101	Intro to Business	6	40	70	79	1	0		3	0	100%	0%
	09-10		<b>TOTALS</b>	<b>15</b>	<b>658</b>		<b>88</b>	<b>9</b>	<b>0</b>	<b>100%</b>	<b>46</b>	<b>1</b>	<b>98%</b>	<b>2%</b>
<b>PROGRAM</b>		<b>COURSE</b>	<b>CRSE</b>	<b># STDNTS</b>	<b>TARGET</b>	<b>WEIGHTED</b>	<b>GOAL</b>	<b>GOAL</b>	<b>GOAL</b>	<b>GOALS</b>	<b>GOALS</b>	<b>GOALS</b>	<b>GOALS</b>	
<b>OUTCOME</b>	<b>YEAR</b>	<b>COURSE</b>	<b>TITLE</b>	<b>OTCM</b>	<b>ASSESSED</b>	<b>SCORE</b>	<b>AVERAGE %</b>	<b>MET</b>	<b>UNMET</b>	<b>MET %</b>	<b>MET</b>	<b>UNMET</b>	<b>MET %</b>	<b>UNMET %</b>
<b>CSS 4</b>	09-10	CSIS 130	Intro to CIS	5	100	70	91	1	0		7	0	100%	0%
	09-10	CSIS 130	Intro to CIS	8	100	70	92	1	0		7	0	100%	0%
	09-10	CSIS 130	Intro to CIS	9	100	70	80	1	0		6	1	86%	14%
	09-10	CSIS 130	Intro to CIS	10	100	70	80	1	0		6	1	86%	14%
	09-10	ENGL 265	Tech Writing	1	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ENGL 265	Tech Writing	2	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ENGL 265	Tech Writing	3	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ENGL 265	Tech Writing	4	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 105	Intro to Ntwrkng	1	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 105	Intro to Ntwrkng	2	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 106	Ntwrkng II	1	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 106	Ntwrkng II	2	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	MGMK 135	Hmn Rltns & Sprvsn	2	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	MGMK 135	Hmn Rltns & Sprvsn	3	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	MGMK 135	Hmn Rltns & Sprvsn	4	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	MGMK 135	Hmn Rltns & Sprvsn	5	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	MGMK 135	Hmn Rltns & Sprvsn	6	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	MGMK 148	Intro to TQM	5	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10		<b>TOTALS</b>	<b>18</b>	<b>400</b>		<b>86</b>	<b>4</b>	<b>0</b>	<b>100%</b>	<b>26</b>	<b>2</b>	<b>93%</b>	<b>7%</b>

PROGRAM	YEAR	COURSE	COURSE TITLE	CRSE OTCM	# STDNTS ASSESSED	TARGET SCORE	WEIGHTED AVERAGE %	CO GOAL		PO GOAL MET %	INDV	INDV	INDV	INDV
								GOAL MET	GOAL UNMET		GOALS MET	GOALS UNMET	GOALS MET %	GOALS UNMET %
CSS 5	08-09	CSIS 117	Intro Web Design	13	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 229	Adv Web Design	13	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 230	Visual Basic	1	4	70	87	1	0		1	0	100%	0%
	09-10	CSIS 230	Visual Basic	2	4	70	87	1	0		1	0	100%	0%
	09-10	CSIS 230	Visual Basic	3	4	70	92	1	0		1	0	100%	0%
	09-10	CSIS 230	Visual Basic	4	4	70	92	1	0		1	0	100%	0%
	09-10	CSIS 230	Visual Basic	5	4	70	87	1	0		1	0	100%	0%
	09-10	CSIS 235	Pascal	1	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 235	Pascal	2	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 235	Pascal	3	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 235	Pascal	4	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 235	Pascal	5	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 237	Java	1	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 237	Java	2	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 237	Java	3	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 237	Java	4	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 237	Java	5	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 240	C++ Programing	1	8	70	93	1	0		1	0	100%	0%
	09-10	CSIS 240	C++ Programing	2	8	70	100	1	0		1	0	100%	0%
	09-10	CSIS 240	C++ Programing	3	8	70	100	1	0		1	0	100%	0%
	09-10	CSIS 240	C++ Programing	4	8	70	84	1	0		1	0	100%	0%
	09-10	CSIS 240	C++ Programing	5	8	70	84	1	0		1	0	100%	0%
	09-10	CSIS 250	Adv Prgm Mthds	1	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 250	Adv Prgm Mthds	2	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 250	Adv Prgm Mthds	3	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 250	Adv Prgm Mthds	4	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	CSIS 250	Adv Prgm Mthds	5	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10		<b>TOTALS</b>	<b>27</b>	<b>60</b>		<b>91</b>	<b>10</b>	<b>0</b>	<b>100%</b>	<b>10</b>	<b>0</b>	<b>100%</b>	<b>0%</b>

PROGRAM	YEAR	COURSE	COURSE TITLE	CRSE OTCM	# STDNTS ASSESSED	TARGET SCORE	WEIGHTED AVERAGE %	CO GOAL		PO GOAL MET %	INDV	INDV	INDV	INDV
								GOAL MET	GOAL UNMET		GOALS MET	GOALS UNMET	GOALS MET %	GOALS UNMET %
CSS 6	09-10	CSIS 130	Intro to CIS	4	100	70	94	1	0		7	0	100%	0%
	09-10	ETEC 105	Intro to Ntwrkng	3	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 105	Intro to Ntwrkng	4	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 105	Intro to Ntwrkng	5	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 105	Intro to Ntwrkng	6	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 105	Intro to Ntwrkng	7	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 105	Intro to Ntwrkng	8	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 105	Intro to Ntwrkng	9	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 106	Ntwrkng II	3	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 106	Ntwrkng II	4	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 106	Ntwrkng II	5	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 106	Ntwrkng II	6	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10	ETEC 106	Ntwrkng II	7	NA	NA	NA	NA	NA		NA	NA	NA	NA
	09-10		<b>TOTALS</b>	<b>13</b>	<b>100</b>		<b>94</b>	<b>1</b>	<b>0</b>	<b>100%</b>	<b>7</b>	<b>0</b>	<b>100%</b>	<b>0%</b>

PROGRAM	YEAR	COURSE	COURSE TITLE	CRSE OTCM	# STDNTS ASSESSED	TARGET SCORE	WEIGHTED AVERAGE %	CO GOAL		PO GOAL MET %	INDV	INDV	INDV	INDV
								GOAL MET	GOAL UNMET		GOALS MET	GOALS UNMET	GOALS MET %	GOALS UNMET %
CSS	09-10		GRAND TOTALS	93	2214		87	36	0	100%	157	4	98%	2%

The assessment for the last few years shows outstanding results for students in this program.

Students that Change Major

No information is available regarding the number of Computer Support Specialist program students that change majors.

**Credit Hours Generated and FTE**

The following chart reports credit hour generation by site. The program has primarily been offered on the Chanute campus and has not been available on the Ottawa campus. Courses within the program have been offered through Ottawa outreach.

**Credit Hour Generation by Site In Program Core Courses**

<u>Sctns</u>	<u>Headcount/Site-Time/Academic Year</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
10's	Chanute - Day	239	234	257	223	226	1179
20's	Chanute - Night	33	20	42	32	19	146
70's	Chanute - Outreach	0	3	0	0	0	3
30's	Ottawa - Day	32	22	31	33	25	143
40's	Ottawa - Night	34	21	11	32	33	131
80's	Ottawa - Outreach	30	30	32	21	16	129
90's	Web - Online	75	55	78	127	228	563
	<b>TOTALS</b>	<b>443</b>	<b>385</b>	<b>451</b>	<b>468</b>	<b>547</b>	<b>2294</b>

<u>Sctns</u>	<u>Generated Hours/Site-Time/Academic Year</u>	<u>06-07</u>	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>	<u>10-11</u>	<u>TOTALS</u>
10's	Chanute - Day	717	702	771	649	678	3517
20's	Chanute - Night	99	60	126	96	57	438
70's	Chanute - Outreach	0	9	0	0	0	9
30's	Ottawa - Day	96	66	93	99	75	429
40's	Ottawa - Night	102	63	33	96	99	393
80's	Ottawa - Outreach	90	90	96	63	48	387
90's	Web - Online	225	165	234	381	684	1689
	<b>TOTALS</b>	<b>1329</b>	<b>1155</b>	<b>1353</b>	<b>1384</b>	<b>1641</b>	<b>6862</b>

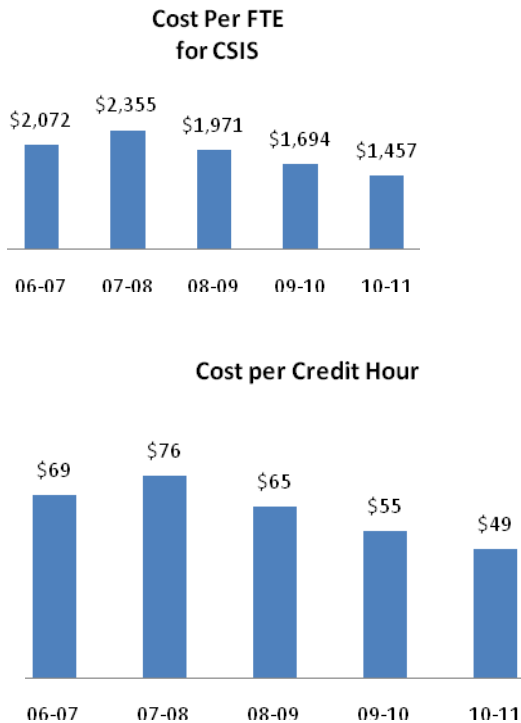
**Cost Information for the Last Five Years**

The Computer Support Specialist program is financed through Fund 12, the vocational fund.

**Total Budget for Computer Support Specialist**

There is no Fund 70 account balance related to this program. Additional support for the program has come from the Carl Perkins grant. Computer Support Specialist should continue to meet Perkins criteria for high-demand, good-paying jobs. The Computer Support Specialist program

is costly to provide. Equipment, software, and other supplies create substantial costs in providing the program and must be maintained and kept up to date.



#### Section 4: Faculty

One fulltime NCCC faculty member over sees the Computer Support Specialist program and teaches many of the courses. Some of the courses in the program are taught by adjuncts and some by related functional areas such as business instructors for business courses and English instructors for technical writing.

#### Section 5: SWOT Analysis of Program Based on Above Information

##### Strengths:

1. The mission and purposes of the program contribute to NCCC's mission and purposes.
2. Computer Support Specialist program scholarships provide opportunities for Neosho County students to enroll in the program.
3. Computer Support Specialist continues to be listed in the Kansas Occupational Outlook as a job with growing opportunity. Thousands of new jobs are expected to become available.
4. The program prepares graduates for relatively high paying jobs. PayScale reports an average salary of \$12.45 an hour for a Computer Support Specialist in Kansas with no experience. The starting salary could be as much as \$16.91.
5. Almost all graduates of the program have been successfully place in jobs in their field. Currently both of the graduates of this program are working in the field.

6. Support of full time faculty member, willing to obtain certifications needed to support the program.
7. Networking equipment comprehensive and up to date thanks in a large part to the Perkins grant money.
8. Programming courses transfer to most of the Kansas Regent schools.
9. Due to the overlap with the CIS and Technology programs most of the courses run with at least the required minimum, giving all our students a more varied course offering.

**Weaknesses:**

1. Enrollment in the program is minimal.
2. Computer Support Specialist is a costly program to operate.
3. Lack of enrollment in a costly program means program cancellation is a real possibility.

**Opportunities:**

1. Educational and training needs of business and industry could provide an opportunity for growth.
2. Facilities at Chanute High School could be used to teach some program courses. Increasing our overall enrollment.
3. Opportunities may exist in the Ottawa outreach area.
4. Additional funding available from the new Technology Authority.
5. Weakness in the economy could drive up enrollment. NCCC is part of the AOK-to-Credentials initiative with the state regents (KBOR). This project, waiting for external funding, would transition much of the adult education program toward career education by having participants select an occupational program area of study as they complete their ABE/GED preparation. Basic computer skills would certainly be an expectation along with basic education skills in reading, math, and writing. This project could provide a new avenue of students into basic core courses as well as possible majors.
6. Chanute will be part of an expansion of Spirit Aerospace, an aviation corporation based in Wichita. The college will be involved in training workers for the Spirit expansion project. Again, basic computer skills will be expected, as well as providing a new company in the community that may need advanced computer skills for employees in the future.
7. The program will explore a “boot camp” approach to introduce basic computer skills and areas of emphasis in the program of study for nontraditional students. This exploratory method will permit adult students to learn about career options, business opportunities, and possible business operation enhancement as they consider the comprehensive computer program.

**Threats:**

1. **Many of the courses not transferable.**
2. **Population decline in the city and county.**

**Section 6: Justification/Recommendations for Program**

Expand as needed, driven by growth in the number of students.