SKYLINE COLLEGE
ANNUAL PROGRAM PLANNING SELF-STUDY

*Note: To complete this form, **SAVE** it on your computer, then send to your Division Dean/VPI as an **ATTACHMENT** on an e-mail message.*

Program Title: Telecommunications and Networking   **Date Submitted:** 4/19/2013

Key Findings: Our Success and Retention rates exceed both our pre-established goals and the rates of the college. Our students are mostly working professionals in the 29-39 age range. The practical, hands-on application of theory on industry-standard equipment remains a vital ingredient of the program's success. The continued success of the program is dependent on maintaining lab equipment and curriculum which is current with evolving industry practices and standards.

1. Planning Group Participants (include PT& FT faculty, staff, students, stakeholders)

List of names and positions: Norman Del Prado

2. Contact Person (include e-mail and telephone): Norman Del Prado   delpradon@smccd.edu

3. Program Information

A. Program Personnel
Identify the number of personnel (administrators, faculty, classified, volunteers, and student workers) in the program:

0 Administrators, 1 FT Faculty, 6 Adjunct Faculty, 0 Classified, 0 Volunteers, 0 Student Workers

FT Faculty:	1	**PT/OL Faculty (FTE):**	1.3
FT Classified:	0	**PT Classified (FTE):**	0
Volunteers:	0	**Student Workers:**	0

B. Program Mission and Goals
State the goals/focus of the program and how the program contributes to the mission and priorities of the College and District. Address how the program meets the current year's strategic priorities. (200 word limit)

The program's goals are to provide inexperienced students with entry-level skills necessary for employment in the Telecommunications and Networking fields and to provide working professionals in those fields with advanced training for job retention or advancement. Those goals are reflected in the form of an A.S. Degrees and related Certificate and three Career Certificates, all based on professional curriculum drawn from industry practices and standards.

The focus of the program is a combination of hands-on application of skills, formal education in theory and application, and critical thinking and problem solving.

In keeping with the mission and goals of the California Community Colleges, the program contributes to occupational training and workforce development.

The program contributes to the mission of Skyline College by:
1. Providing "student-centered education leading to transfer, career advancement, basic skills development and personal enrichment," as all classes are transferable to CSU and classes are designed to prepare students for or advance students within the workplace
2. "Preparing students to be ... critical thinkers, proficient users of technology, effective communicators, socially responsible lifelong learners," as the program uses technology to teach technology, requires analytical thinking as a core component of every course, requires written and oral presentation as part of course participation, and bases classes on technologies which are continually evolving, requiring students/graduates to keep abreast of new developments
3. Advancing "community and industry partnerships, and workforce and economic development," as part of the program goals
4. Promoting academic excellence by:
a. Providing students course credit applicable for "transfer to a baccalaureate institution,"
b. Participating in "workforce development through vocational programs and certificates, A.S. Degrees, and lifelong learning"
c. Providing "relevant, recent and evolving curriculum (including) emerging areas of study (in technology)."

The program contributes to the mission of the District by:
1. Fostering teamwork and individual effort, "encouraging students to develop their general understanding of human effort and achievement,"
2. Providing courses which "allow students to transfer to baccalaureate institutions,"
3. Providing "occupational education and training programs directed toward career development, in cooperation with business, industry, labor and public service agencies,"
4. Celebrating "the community's rich cultural diversity" in student enrollment, staff, and a climate that supports student success.

4. Program/Service Area: Student Learning Outcomes and Program Data

A. Summarize recent course and/or program SLO assessment, identify trends and discuss areas in need of improvement. Please attach summary Tracdat reports with assessment and analysis for SLOs evaluated during the year (prior to submission deadline of April 1st)
Tool: https://sanmateo.tracdat.com/tracdat/

Courses that have been assessed during the first half of the 2012-2013 Assessment Cycle have met the established Success Criteria, excepting one anomalous result for TCOM 482 occurring in the Final Exam (where criteria was not met). Yet two additional criteria for the same course during the same Assessment cycle were met; moreover, previous assessments of the course using the same Assessment Tools and Success Criteria were also met. The Action Plan directs that TCOM 482 be assessed again in the second half of the 2012-2013 cycle.

The courses not yet assessed are scheduled for assessment in the second half of the 2012-2013 cycle.

No change in curriculum, assessment tools, or criteria is currently planned.

B. Analyze evidence of Program performance. Review and analyze productivity, student characteristics and outcomes.
Tool: http://www.skylinecollege.edu/prie/programdata.php

Productivity:
At this time, the data presented for this category is in error; no analysis.

Student Characteristics:
Predominantly, the program students are male; traditionally, this has been true. All ethnicities are represented within the program's students, and the program data compares well to the college's data. The predominant age range of the program students is 29-39, followed by 23-28; traditionally, compared to the college's general student population, our students have been older, working professionals. The status of the program students is generally aligned with the college as a whole, with the exception of K-12. The pattern of course-taking is fixed by the evening-based offering of the majority of program courses (which is appropriate for the great majority of our students). The educational goals of the program's students are trending toward a positive valuation of the AS Degree as well as certificates, which is a welcome change. The program would welcome additional student characteristics data in two areas (see 8 B, pg., 10): 1) working full time or working part time and 2) existing 2 or 4 year, or post-graduate degrees.

Outcomes:
The program's Success and Retention rates have climbed, and the rates continue as greater than either the established goals or the college's outcomes.

C. Explain how other information may impact the Program (examples are business and employment needs, new technology, new transfer requirements etc.)

Industry standards are continually evolving as new technology is introduced into the mainstream practices of the IT industry. To be a successful candidate as a new hire or to advance within an existing job situation, the student must be skilled in new technologies which have become standards in the IT industry (e.g. VOIP, Cisco ASA, and VM Ware). To properly and thoroughly prepare the student, the program must remain current with industry standards in relation to its equipment and its course offerings.

5. Curricular Offerings

Tools: CurricUNET http://www.curricunet.com/smcccd; https://sanmateo.tracdat.com/tracdat/

A. Program Curriculum and Courses. If your program does not offer curriculum please state "N/A".

Respond to the following:

- What new courses (excluding individual Selected Topics [665] topics and Experimental [680/880] courses) have you added to your program curriculum in the past academic year? List by Department, Course Number and Course Title.

- If you have not done so already, please email the TracDat Coordinator to request that these courses to be added to TracDat.

- Have you uploaded SLO's for your new courses in TracDat?

- Have you mapped course-level SLOs to PSLOs and ISLOs?

- Have you uploaded an assessment method (need not be specific) for each course?

n/a

B. Identify Patterns of Curriculum Offerings

Respond to the following:

- What is the planning group's 2-year curriculum cycle of course offerings by certificates and degrees?

- What is the ideal curriculum cycle?

- Discuss any issues.

With a Fall start, the current curriculum cycle is ideal for the AS and each of the four certificates.

Network Engineering - AS Degree
Core and elective courses totaling 36 units can be completed in 24 months, and General Ed courses can also be completed within the same 24 months (depending on unit load)

Network Engineering - Certificate of Achievement
Core and elective courses totaling 36 units can be completed in 24 months

Basic Networking - Certificate of Specialization
Four courses totaling 15 units can be completed in 10 months

PC Configuration and Repair - Skill Certificate
Two courses totaling 10 units can be completed in 5 months

Wiring and Installation - Certificate of Specialization
Three courses totaling 10 units can be completed in 10 months

Curriculum Cycle is attached. An inquiry into the required courses for the degree and certificates compared with the offering of those courses within an academic year shows that the completion estimates are realistic.

6. Response to Previous Annual Program Plan & Review

List any recommendations for the program and your responses to these recommendations based on previous Annual Program Plan and/or CTE Professional Accreditation report.

This is the first year of the Annual Program Plan.

7. Action Plan

Provide your action plan based on the analysis and reflections provided in the previous sections. Note – resource requests should be connected to action plans.

> Respond to the following:
>
> - Describe data and assessment results for Program Student Learning Outcomes. Analyze and reflect on assessment results for Program Student Learning Outcomes and other measures of Program performance.
>
> - Analyze and reflect on other evidence described in previous sections. Identify the next steps, including any planned changes to curriculum or pedagogy.
>
> - Identify questions that will serve as a focus of inquiry for next year.

Success Criteria are being met by courses in the first half of the 2012-2013 Assessment Year. The remaining courses are being assessed during the Spring 2013 semester. The Action Plan consists of assessment of each course every three years.

Planned changes to the curriculum are not suggested by the assessment criteria, but include the introduction of new courses to reflect IT industry standards and practices. As mentioned previously, these include Cisco ASA technology for network security, VOIP, and VMWare.

There are no current questions.

8. Resource Identification

A. Professional Development needs

Full-time and part-time instructors will require training to maintain or update their skill sets relative to evolving IT industry standards and practices.

B. Office of Planning, Research & Institutional Effectiveness requests

Actions:

- List data requests for the Office of Planning, Research & Institutional Effectiveness.

- Explain how the requests will serve the Student/Program/Division/College needs.

The program requests additional Student Characteristic data in the categories of employment and educational level, specifically if students are employed full-time or part-time and if students have existing 2 or 4 year, or post-graduate degrees.

The program also requests a clarification of the "productivity" statistics for 2012-2013, which appear to be mistaken.

C. Faculty and Staff hiring, Instructional Equipment and Facilities Requests
Complete the following table:

Annual Program Planning Resource Needs

Program TCOM_____ **Date** 4/19/2013_____

	What are the needs?	How does this request align with your assessment of student outcomes?	How does this request align with your action plan?	What is the estimated cost for facilities and equipment?
Personnel	1. Lab Technician to maintain 3 classrooms of lab equipment. 2. 3.	Equipment condition affects student learning & program effectiveness	As additional equipment is placed into service in labs, to maintain program effectiveness, the maintenance of equipment is outpacing our existing manpower.	To be determined.
Equipment	1. Network components (routers, switches) 2. WIFI APs 3. Servers/Hardware 4. Instructor's station	Introduction of new equipment maintains program effectiveness and enhances student learning outcomes for all courses	introduction of new courses updating equipment to meet current industry standards updating equipment to meet current industry standards	$10,000 $8,000 $9,000 $7,500
Facilities	1. Security equipment (cameras to allow instructional aid to 2. monitor classroom) 3. 4.	Physical safety of equipment affects student learning & program effectiveness	Newer equipment is smaller and lighter, threatening physical safety of equipment, program effectiveness and student learning.	To be determined.

COURSE	CORE/ELECTIVE	FALL	SPRING	SUMMER
ELEC_110	E	X	X	
TCOM_100	E	-	-	X
TCOM_410	E	X	-	
TCOM_451	C	X	X	
TCOM_452	E	X	X	
TCOM_460	E	-	X	
TCOM_465	E	X	-	
TCOM_480	C	X	X	
TCOM_481	C	-	X	
TCOM_482	C	X	X	
TCOM_483	C	X	X	
TCOM_484	C	X	X	
TCOM_485	C	X	-	
TCOM_486	C	X	-	

SKY Dept - Telecommunications & Network Technology_4-2013

Course ID	Course Name	Assessment Cycle	Course Outcome	Assessment Method Category	Assessment Method	Success Criterion	Result Date	Result	Result Type	Action	Action Plan Category
SKY TCOM 100	Survey of Telecommunications		Describe the origins and evolution of modern electronic communications	Exam	Objective Test, Fill in, multiple choice	70% of students achieve 75% higher than on total points					
SKY TCOM 100	Survey of Telecommunications		Identify specific technologies used in voice and data communications								
SKY TCOM 410	Structured Wiring & Cabling		Design and document single-line stations, network distribution frames and panels and electronic key systems panels, according to industry standards	Capstone Assignment/Project	Project	Pass 70% of 80% of total students					
SKY TCOM 410	Structured Wiring & Cabling		Install and troubleshoot single-line stations, network distribution frames and panels and electronic key systems panels								
SKY TCOM 410	Structured Wiring & Cabling		Pass written exams covering the practices and standards of the structured wiring and cabling industry, specifically EIA TIA 568 and 570								
SKY TCOM 451	PC Configuration	2012 - 2013	Design and document a computer of	Capstone Assignment/Project	Apply Rubric to project	At least 70% of students receive score of 70% or	12/28/2012	90% of students received a grade of 70% or greater	Criterion met		

Course ID	Course Name	Assessment Cycle	Course Outcome	Assessment Method Category	Assessment Method	Success Criterion	Result Date	Result	Result Type	Action	Action Plan Category
SKY TCOM 451	and Repair	2012-2013	his/her own design, including justification for elements employed	Capstone Assignment/Project	Apply Rubric to project	greater	12/28/2012	90% of students received a grade of 70% or greater	Criterion met		
SKY TCOM 451	PC Configuration and Repair	2012-2013	Pass written exams covering theory and practice similar to the A+ certification	Exam	Objective Test - Multiple Choice, Fill In	70% of the students will earn 70% or higher on the test	12/28/2012	75% of students received a grade of 70% or greater	Criterion met		
SKY TCOM 451	PC Configuration and Repair	2012-2013	Upgrade and troubleshoot computer hardware and software	Presentation/Performance	Apply Lab Checklist to student performance	At least 70% of students receive score of 70% or greater	12/28/2012	85% of students received a grade of 70% or greater	Criterion met		
SKY TCOM 452	A+ Certification Exam Prep	2012-2013	Complete all on-line study modules and practice tests	Other	On-line learning modules & practice tests	90% of students complete all the modules and practice tests	12/28/2012	96% of students completed all on-line modules and practice tests	Criterion met		
SKY TCOM 460	Fiber Optics Technology		Design and document fiber optic systems to industry standards								
SKY TCOM 460	Fiber Optics Technology		Test, troubleshoot and repair fiber optic systems using industry standard tools	Exam	Objective Test - Multiple Choice, Fill In	70% of the students will earn 75% or higher on the test					
SKY TCOM 465	Wireless Local Area Networks		Build, test and repair a Wireless LAN using accepted industry methods, tools and standards	Exam	Objective Test - Multiple Choice, Fill In	70% of the students will earn 75% or higher on the test					
SKY TCOM 465	Wireless Local Area Networks		Design and document a Wireless LAN to industry standards								
SKY TCOM	Intro to Local	2012-	75% of students complete Cisco	Exam	Objective Test - Multiple Choice,	75% of the students will earn	12/28/2012	82% of students completed all	Criterion met		

Course ID	Course Name	Assessment Cycle	Course Outcome	Assessment Method Category	Assessment Method	Success Criterion	Result Date	Result	Result Type	Action	Action Plan Category
480	Area Network	2013	on-line Modules & Quizzes with aggregate score of 75% or greater	Exam	Fill In	75% or greater aggregate score for all modules	12/28/2012	modules with an aggregate score of 75% or greater	Criterion met		
SKY TCOM 480	Intro to Local Area Network	2012 - 2013	75% of Students Score 75% or greater on Cisco CCNA 1 Final Exam	Exam	Multiple-choice/Fill -in Exam	75% of students score 75% or greater on exam	12/28/2012	90% of students scored 75% or greater on exam	Criterion met		
SKY TCOM 481	Advanced Local Area Network		Build, troubleshoot and repair a server -administrated LAN using industry accepted methodology and tools	Presentati on/Perfor mance	Apply Lab Checklist	70% of the students will earn 75% or higher on the test					
SKY TCOM 481	Advanced Local Area Network	2012 - 2013	Design and document a server -administrated LAN to industry specifications	Capstone Assignme nt/Project	Apply Project Design Rubric to student project	At least 70% of students earn a grade of 70% or better					
SKY TCOM 481	Advanced Local Area Network	2012 - 2013	Prepare for industry certifications	Exam	Multiple-choice & Fill-in	At least 70% of students earn a grade of 70% or greater					
SKY TCOM 482	Introduc tion to Routers	2010 - 2011	Design and document a small, wide area IP network, employing industry standards	Capstone Assignme nt/Project	Apply Rubric to project	At least 80% of students receive score of 75% or greater	08/12/2011	81% of Students Scored 75% or Greater	Criterion met		
SKY TCOM 482	Introduc tion to Routers	2010 - 2011	Design and document a small, wide area IP network, employing industry standards	Capstone Assignme nt/Project	Apply Rubric to project	At least 80% of students receive score of 75% or greater	09/07/2012	80% of students received a score of 75% or greater	Criterion met		
SKY TCOM	Introduc tion to	2010 -	Design and document a small,	Capstone Assignme	Apply Rubric to project	At least 80% of students receive	12/28/2012	85% of students received a score of	Criterion met		

Course ID	Course Name	Assessment Cycle	Course Outcome	Assessment Method Category	Assessment Method	Success Criterion	Result Date	Result	Result Type	Action	Action Plan Category
482	Routers	2011	wide area IP network, employing industry standards	nt/Project	Apply Rubric to project	score of 75% or greater	12/28/2012	75% or greater	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Attitudes Toward Learning)	Survey	19 question 5-point Likert Scale	80% of students report success with teaching methods and feel prepared for class.	08/12/2011	95% of Students Report Success with Teaching Methods; 86% of Students Believe They Arrive Prepared for Class, and this lower number for "coming prepared" will be investigated.	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Attitudes Toward Learning)	Survey	19 question 5-point Likert Scale	80% of students report success with teaching methods and feel prepared for class.	09/07/2012	98% of students report success with the teaching methods, and 86% feel prepared when they enter class; the lower per centage for preparedness is being investigated by the instructor informally	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Attitudes Toward Learning)	Survey	19 question 5-point Likert Scale	80% of students report success with teaching methods and feel prepared for class.	12/28/2012	With 11 of 14 students participating, 90% of students report success with the teaching methods and feel prepared for class	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Attitudes Toward Learning)	Survey	25 question 5-point Likert Scale		08/12/2011	95% of Students Report Success with Teaching Methods; 86% of Students Believe They Arrive Prepared for	Criterion met		

Course ID	Course Name	Assessment Cycle	Course Outcome	Assessment Method Category	Assessment Method	Success Criterion	Result Date	Result	Result Type	Action	Action Plan Category
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Attitudes Toward Learning)	Survey	25 question 5-point Likert Scale		08/12/2011	Class, and this lower number for "coming prepared" will be investigated.	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Attitudes Toward Learning)	Survey	25 question 5-point Likert Scale		09/07/2012	98% of students report success with the teaching methods, and 86% feel prepared when they enter class; the lower per centage for preparedness is being investigated by the instructor informally	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Attitudes Toward Learning)	Survey	25 question 5-point Likert Scale		12/28/2012	With 11 of 14 students participating, 90% of students report success with the teaching methods and feel prepared for class	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Certification Attitudes)		25 question 5-point Likert Scale		08/12/2011	86% of Students Recognize the Value of and Plan to Obtain Certification(s)	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Certification Attitudes)		25 question 5-point Likert Scale		09/07/2012	90% of students recognize the value of and plan to obtain industry certification	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Certification Attitudes)		25 question 5-point Likert Scale		12/28/2012	With 11 of 14 students participating, 90% of students recognize the value of industry certification and	Criterion met		

Course ID	Course Name	Assessment Cycle	Course Outcome	Assessment Method Category	Assessment Method	Success Criterion	Result Date	Result	Result Type	Action	Action Plan Category
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Certification Attitudes)		25 question 5-point Likert Scale		12/28/2012	plan on obtaining certification	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Certification Attitudes)	Survey	19 question 5-point Likert Scale	At least 75% students recognize value of and plan to obtain industry certifications	08/12/2011	86% of Students Recognize the Value of and Plan to Obtain Certification(s)	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Certification Attitudes)	Survey	19 question 5-point Likert Scale	At least 75% students recognize value of and plan to obtain industry certifications	09/07/2012	90% of students recognize the value of and plan to obtain industry certification	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Certification Attitudes)	Survey	19 question 5-point Likert Scale	At least 75% students recognize value of and plan to obtain industry certifications	12/28/2012	With 11 of 14 students participating, 90% of students recognize the value of industry certification and plan on obtaining certification	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Core Learning: #2-Routers & #3-Subnetting)	Survey	19 question 5-point Likert Scale	At least 75% of students self-evaluate as confident in mastery of course topics	05/19/2011	94% of students report confidence in mastery of 89% of course topics	Criterion met	Continue to administer Student Learning Self-reporting Scale at beginning and end of forthcoming semesters.	Conduct Further Assessment
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Core Learning: #2-Routers & #3-Subnetting)	Survey	19 question 5-point Likert Scale	At least 75% of students self-evaluate as confident in mastery of course topics	09/07/2012	95% of students self-report as confident in their mastery of 90% of the course topics	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Core Learning: #2-Routers & #3-	Survey	19 question 5-point Likert Scale	At least 75% of students self-evaluate as confident in mastery of course	12/28/2012	With 11 of 14 students participating, 100% self-evaluate as	Criterion met		

Course ID	Course Name	Assessment Cycle	Course Outcome	Assessment Method Category	Assessment Method	Success Criterion	Result Date	Result	Result Type	Action	Action Plan Category
SKY TCOM 482	Introduction to Routers	2010 - 2011	Subnetting)	Survey	19 question 5-point Likert Scale	topics	12/28/2012	confident in their mastery of Routing Topics, and 90% self-evaluate as confident in their mastery of subnetting/IP topics	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Core Learning: #2-Routers & #3-Subnetting)	Survey	25 question 5-point Likert Scale		05/19/2011	94% of students report confidence in mastery of 89% of course topics	Criterion met	Continue to administer Student Learning Self-reporting Scale at beginning and end of forthcoming semesters.	Conduct Further Assessment
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Core Learning: #2-Routers & #3-Subnetting)	Survey	25 question 5-point Likert Scale		09/07/2012	95% of students self-report as confident in their mastery of 90% of the course topics	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Core Learning: #2-Routers & #3-Subnetting)	Survey	25 question 5-point Likert Scale		12/28/2012	With 11 of 14 students participating, 100% self-evaluate as confident in their mastery of Routing Topics, and 90% self-evaluate as confident in their mastery of subnetting/IP topics	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Knowledge)	Exam	Multiple Choice Exam	At least 70% of students receive score of 75% or greater	08/12/2011	95% of Students Scored 75% or Greater.	Criterion met		
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Knowledge)	Exam	Multiple Choice Exam	At least 70% of students receive score of 75% or greater	09/07/2012	95% of students received a score of 75% or greater	Criterion met		

Course ID	Course Name	Assessment Cycle	Course Outcome	Assessment Method Category	Assessment Method	Success Criterion	Result Date	Result	Result Type	Action	Action Plan Category
SKY TCOM 482	Introduction to Routers	2010 - 2011	Prepare for Industry Certification (Knowledge)	Exam	Multiple Choice Exam	At least 70% of students receive score of 75% or greater	12/28/2012	50% of students received a score of 75% or greater	Criterion not met	With two previous semesters of data which meet or exceed the Success Criterion, these results (Fall 2012 Semester) are an unexpected anomaly, especially as the student performance exceeds the Success Criterion for the Labs and Design Project. TCOM 482 will be assessed again in Spring 2013.	Conduct Further Assessment
SKY TCOM 482	Introduction to Routers	2011 - 2012	Implement and troubleshoot basic routing configurations in small to medium internetworking environments	Presentation/Performance	Apply Checklist to Team Project	At least 80% of students receive score of 75% or greater	08/12/2011	95% of Students Scored 75% or Greater.	Criterion met		
SKY TCOM 482	Introduction to Routers	2011 - 2012	Implement and troubleshoot basic routing configurations in small to medium internetworking environments	Presentation/Performance	Apply Checklist to Team Project	At least 80% of students receive score of 75% or greater	09/07/2012	90% of students received a score of 75% or greater	Criterion met		
SKY TCOM 482	Introduction to Routers	2011 - 2012	Implement and troubleshoot basic routing configurations in small to medium internetworking environments	Presentation/Performance	Apply Checklist to Team Project	At least 80% of students receive score of 75% or greater	12/28/2012	92% of students received a score of 75% or greater	Criterion met		
SKY TCOM 483	Network Switches-	2012 - 2013	Design and document a multi-switched VLAN/IP	Capstone Assignment/Project	Apply Rubric to project	At least 80% of students receive a score of 75% or	12/28/2012	100% of students received a score of 75% or greater	Criterion met		

Course ID	Course Name	Assessment Cycle	Course Outcome	Assessment Method Category	Assessment Method	Success Criterion	Result Date	Result	Result Type	Action	Action Plan Category
SKY TCOM 483	Concepts&Apps	2012-2013	trunked network, employing industry standards	Capstone Assignment/Project	Apply Rubric to project	greater	12/28/2012	100% of students received a score of 75% or greater	Criterion met		
SKY TCOM 483	Network Switches-Concepts&Apps	2012-2013	Implement and troubleshoot basic switch configurations, using vlans and trunking in a network configuration based on industry standards	Presentation/Performance	Apply checklist to team project	At least 80% of students receive a score of 75% or greater	12/28/2012	100% of students received a score of 75% or greater	Criterion met		
SKY TCOM 483	Network Switches-Concepts&Apps	2012-2013	Prepare for Industry Certification (Attitudes Toward Learning)	Survey	25 question 5-point Likert Scale	80% of students report success with teaching methods and feel prepared for class.	12/28/2012	With 14 of 17 students participating, 100% of students report success with teaching methods and 100% of students feel prepared for class	Criterion met		
SKY TCOM 483	Network Switches-Concepts&Apps	2012-2013	Prepare for Industry Certification (Certification Attitudes)	Survey	25 question 5-point Likert Scale	At least 75% students recognize value of and plan to obtain industry certifications	12/28/2012	With 14 of 17 students participating, 92% of students recognize the value of and plan to obtain industry certifications	Criterion met		
SKY TCOM 483	Network Switches-Concepts&Apps	2012-2013	Prepare for Industry Certification (Core Learning: #2 - Switch Theory & #3 - Switch Configuration)	Survey	25 question 5-point Likert Scale	At least 75% of students self-evaluate as confident in the mastery of the course topics	12/28/2012	With 14 of 17 students participating, 92% of students self-evaluate as confident in the mastery of Switch Theory and 94% self-evaluate as confident in the mastery of Switch Configuration	Criterion met		

Course ID	Course Name	Assessment Cycle	Course Outcome	Assessment Method Category	Assessment Method	Success Criterion	Result Date	Result	Result Type	Action	Action Plan Category
SKY TCOM 483	Network Switches-Concepts&Apps	2012-2013	Prepare for Industry Certification (Knowledge)	Exam	Multiple Choice, Fill In	At least 70% of students receive a score of 75% or greater	12/28/2012	76% of students received a score of 75% or greater	Criterion met		
SKY TCOM 484	Routing Concepts & Apps	2012-2013	Design and document an advanced routing schema using a wide area topology and advanced routing protocols	Capstone Assignment/Project	Apply Rubric to Design Project	At least 80% of students receive score of 75% or greater	12/28/2012	100% of students received a score of 75% or greater	Criterion met		
SKY TCOM 484	Routing Concepts & Apps	2012-2013	Implement and troubleshoot advanced routing configurations in small to medium internetworking environment, using industry standards	Presentation/Performance	Apply Lab Checklist to Team Project	At least 80% of students receive score of 75% or greater	12/28/2012	100% of students receive a score of 75% or greater	Criterion met		
SKY TCOM 484	Routing Concepts & Apps	2012-2013	Prepare for Industry Certification (Attitudes Toward Learning)	Survey	25 question 5-point Likert Scale	At least 80% of students report success with teaching methods and feel prepared for class	12/28/2012	With 16 of 17 students participating, 93% of students report success with teaching methods, and 96% report feeling prepared when arriving in class	Criterion met		
SKY TCOM 484	Routing Concepts & Apps	2012-2013	Prepare for Industry Certification (Certification Attitudes)	Survey	25 question 5-point Likert Scale	At least 75% students recognize value of and plan to obtain industry certifications	12/28/2012	With 16 of 17 students participating, 87% of students recognize the value of and plan to obtain industry certification	Criterion met		
SKY TCOM 484	Routing Concepts &	2012-2013	Prepare for Industry Certification (Core	Survey	25 question 5-point Likert Scale	At least 75% of students self-evaluate as	12/28/2012	With 16 of 17 students participating, 90%			

Course ID	Course Name	Assessment Cycle	Course Outcome	Assessment Method Category	Assessment Method	Success Criterion	Result Date	Result	Result Type	Action	Action Plan Category
SKY TCOM 484	Apps	2012 - 2013	Learning: #2 - Advanced Routing Theory & #3 - Advanced Routing Configuration)	Survey	25 question 5-point Likert Scale	confident in the mastery of the course topics	12/28/2012	of students self-evaluate as confident in the mastery of Advanced Routing Theory, and 93% of students self-evaluate as confident in the mastery of Advanced Routing Configuration	Criterion met		
SKY TCOM 484	Routing Concepts & Apps	2012 - 2013	Prepare for Industry Certification (Knowledge)	Exam	Multiple-choice, Fill-in	At least 70% of students receive score of 75% or greater	12/28/2012	76% of students received a score of 75% or greater	Criterion met		
SKY TCOM 485	Troubleshootingthe Internetwork	2012 - 2013	Prepare for Industry Certification (Attitudes Toward Learning)	Survey	25 question 5-point Likert Scale	80% of students report success with teaching methods and feel prepared for class	12/28/2012	With 15 of 17 students participating, 96% of students report success with teaching methods, and 93% report feeling prepared for class	Criterion met		
SKY TCOM 485	Troubleshootingthe Internetwork	2012 - 2013	Prepare for Industry Certification (Certification Attitudes)	Survey	25 question 5-point Likert Scale	At least 75% students recognize value of and plan to obtain industry certifications	12/28/2012	With 15 of 17 students participating, 86% of students recognize the value of and plan to obtain industry certification	Criterion met		
SKY TCOM 485	Troubleshootingthe Internetwork	2012 - 2013	Prepare for Industry Certification (Core Learning: #2 - Troubleshooting Theory & #3- Troubleshooting Techniques)	Survey	25 question 5-point Likert Scale	At least 75% of students self-evaluate as confident in mastery of course topics	12/28/2012	With 15 of 17 students participating, 90% of students self-evaluate as confident in the mastery of Troubleshooting Theory, and 98% of students self-	Criterion met		

Course ID	Course Name	Assessment Cycle	Course Outcome	Assessment Method Category	Assessment Method	Success Criterion	Result Date	Result	Result Type	Action	Action Plan Category
SKY TCOM 485	Trouble shootin gtheInte rnetwor k	2012 - 2013	Prepare for Industry Certification (Core Learning: #2 - Troubleshooting Theory & #3- Troubleshooting Techniques)	Survey	25 question 5- point Likert Scale	At least 75% of students self- evaluate as confident in mastery of course topics	12/28/2 012	evaluate as confident in the mastery of Troubleshooting Techniques	Criterion met		
SKY TCOM 485	Trouble shootin gtheInte rnetwor k	2012 - 2013	Prepare for Industry Certification (Knowledge)	Exam	Objective Test - Multiple Choice, Fill In	70% of the students will earn 75% or higher on the test	12/28/2 012	71% of students received a score of 75% or greater	Criterion met		
SKY TCOM 485	Trouble shootin gtheInte rnetwor k	2012 - 2013	Troubleshoot network connectivity issues using industry best practices in analyzing, documenting and implementing solutions	Presentati on/Perfor mance	Apply lab checklist to team project	At least 80% of students receive score of 75% or greater	12/28/2 012	100% of students received a score of 75% or greater	Criterion met		
SKY TCOM 485	Trouble shootin gtheInte rnetwor k	2012 - 2013	Write an expository, illustrated paper on a tool or topic directly related to troubleshooting TCP/IP networks.	Capstone Assignme nt/Project	Apply Rubric to paper	At least 80% of students receive score of 75% or greater	12/28/2 012	94% of students received a score of 75% or greater	Criterion met		
SKY TCOM 486	Network Security	2012 - 2013	Implement and troubleshoot basic firewall (security) administration using industry standards	Presentati on/Perfor mance	Apply Checklist to Team Project	At least 80% of students receive score of 75% or greater	12/28/2 012	96% of students received a score of 75% or greater	Criterion met		
SKY TCOM 486	Network Security	2012 - 2013	Prepare for Industry Certification (#2 - Security Theory & #3 - Security Configurations)	Survey	25 question 5- point Likert Scale	At least 75% of students self- evaluate as confident in mastery of course topics	12/28/2 012	94% of students self-evaluate as confident in mastery of Security Theory, and 94% self- evaluate as	Criterion met		

Course ID	Course Name	Assessment Cycle	Course Outcome	Assessment Method Category	Assessment Method	Success Criterion	Result Date	Result	Result Type	Action	Action Plan Category
SKYTCOM 486	Network Security	2012 - 2013	Prepare for Industry Certification (#2 - Security Theory & #3 - Security Configurations)	Survey	25 question 5-point Likert Scale	At least 75% of students self-evaluate as confident in mastery of course topics	12/28/2012	confident in mastery of Security Configurations	Criterion met		
SKYTCOM 486	Network Security	2012 - 2013	Prepare for Industry Certification (Attitudes Toward Learning)	Survey	25 question 5-point Likert Scale	At least 80% of students report success with teaching methods and feel prepared for class	12/28/2012	89% report success with teaching methods and 94% report feeling prepared for class	Criterion met		
SKYTCOM 486	Network Security	2012 - 2013	Prepare for Industry Certification (Certification Attitudes)	Survey	25 question 5-point Likert Scale	At least 75% students recognize value of and plan to obtain industry certifications	12/28/2012	94% of students recognize value of industry certification in security and 79% plan to obtain industry certification in security	Criterion met		
SKYTCOM 486	Network Security	2012 - 2013	Prepare for Industry Certification (Knowledge)	Exam	Multiple Choice, Fill In	70% of the students will earn 75% or higher on the test	12/28/2012	78% of students received a score of 75% or greater	Criterion met		
SKYTCOM 486	Network Security	2012 - 2013	Write an expository, illustrated paper on a tool or topic directly related to network security.	Capstone Assignment/Project	Apply Rubric to paper	At least 80% of students receive score of 75% or greater	12/28/2012	85% of students received a score of 75% or greater	Criterion met		