**Division: Business, Education, Social Science, and Technology**

**Department: Computer Information Systems**

**Reported by Judy Cook and Diane Pellin**

**Course: Fall 2012 and Spring 2013 CS1003 Microcomputer Applications**

**Learning Activity/Experience:**

* The Fall 2012 and Spring 2013 CS1003 Microcomputer Applications classes were offered in several sections and time/day formats taught by five different instructors.
* The Pretest and Posttests were taken using a software program named Skills Assessment Manager (SAM) for Microsoft® Office 2010.
* SAM (Skills Assessment Manager) is the premiere proficiency-based assessment and training environment for Microsoft® Office. Students generate a customized training based on their completion of the Pretest on the items scored as incorrect. After completing the Training on the incorrect items, the students then completed the Posttest.
* Students completed the Pretest one time, but had the opportunity to complete the Posttest up to 3 times.

 **Actual Results:**

* Posttest scores improved in each software application
* Word 2010 & Excel 2010 Pretests 2 & 3 had a low pretest result, but students’ posttests did improve to the >86% range after working through Word and Excel assignments.
* Access 2010 Pretest/Posttest 2 & 3 had the lowest pretest result and the lowest posttest result
* PowerPoint Pretest 1 showed students with a strong ability (>86% and >94%) but improvement was shown in the posttest averages. This indicates that students are comfortable using the basic components of PowerPoint but still have some skill tasks to learn.
* Instructors included more guided practice with the identified Tasks from the 2011-2012 Assessment Report. The goal is to make sure the students score 70% or better in these tasks. This goal was met with the exception of Access 2 Tasks.

**New Strategy:**

* Instructors will meet to discuss strategies for the Access 2 Tasks. This section involves database query techniques which require higher-level thinking abilities of students.

**TSA Network CISCO Academy**

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| **Summer 2012, Fall 2012, and Spring 2013** |
| **AAS Computer Information Systems** | **12 pass** |

Cisco Networking Academy is a global education program that teaches students how to design, build, troubleshoot, and secure computer networks for increased access to career and economic opportunities in communities around the world. Networking Academy provides online courses, interactive tools, and hands-on learning activities to help individuals prepare for ICT and networking careers in virtually every type of industry. The Networking Academy delivers a comprehensive, 21st century learning experience to help students develop the foundational ICT skills needed to design, build, and manage networks, along with career skills such as problem solving, collaboration, and critical thinking. Students complete hands-on learning activities and network simulations to develop practical skills that will help them fill a growing need for networking professionals around the world.

Students in the Computer Information Systems program take 4 Network CCNA courses. During these four courses, they must successfully complete the final objective exam and hands-on skills test for each Network class before enrolling in the next Network course in the sequence. The curriculum is controlled by CISCO Network Academy. This exit exam is recognized as a program-level accomplishment for our graduating students.