EXPECTED GRADUATE COMPETENCIES (STUDENT LEARNING OUTCOMES)

COMPUTER INFORMATION SYSTEMS OUTCOME MEASURES

As a graduate of East Central College's Associate Degree in Computer Information Systems a student can demonstrate professional and skilled abilities in the following three (3) goal areas: 1). Students can demonstrate critical thinking and problem-solving skills, 2). Student can articulate appropriate industry terminology for effective communication, 3). Student can demonstrate workforce readiness through opportunities to attain industry recognized certification. This will be demonstrated as follows:

Outcome # 1:   Student can demonstrate critical thinking and problem-solving skills to provide effective technical support to end users:

- All CIS students will be able to:
    i. Install, configure, customize, and maintain information systems
    ii. Understand proper file management techniques and be able to use application software
- Students in the Technical Support track will be able to:
    i. Troubleshoot and repair computer hardware and software issues
    ii. Understand basic network terminology and protocols
- Students in the Database Administration track will be able to:
    i. Use logic to code programs and be able to identify/fix syntax and logic errors
    ii. Develop and maintain database management systems
- Students in the Security track will be able to:
    i. Develop effective security protocols
    ii. Follow government and industry specific regulations

Outcome # 2:   Student can articulate appropriate terminology to communicate effectively, students will be able to:

- Communicate with end users to provide quality customer service and training
- Communicate with colleagues and industry professionals

Outcome # 3:   Student can demonstrate workforce readiness through opportunities to attain industry recognized certifications.

- All CIS students will be provided the opportunity to earn:
    i. TestOut IT Fundamentals Pro

- Students in the Technical Support track will be provided the opportunity to earn:
    i. TestOut Network Pro
    ii. CompTIA Net+
    iii. TestOut Routing and Switching Pro
    iv. Cisco CCNA
    v. TestOut PC Pro
    vi. CompTIA A+
    vii. TestOut Security Pro
    viii. CompTIA Security+
    ix. TestOut Server Pro 2016: Install and Storage
- Students in the Database Administration track will be provided the opportunity to earn:
    i. CompTIA IT Fundamentals+
    ii. Microsoft Office Specialist (MOS) Access
- Students in the Security track will be provided the opportunity to earn:
    i. TestOut Security Pro
    ii. CompTIA Security+
    iii. TestOut Ethical Hacking Pro
    iv. CompTIA PenTest+