

# Mitchell Technical Institute

## Annual Program Assessment Review

Department Head:

Program:

Date:

As a department, please review the following direct and indirect measures and provide the responses requested.

### Direct Measures

#### A. Program Learning Outcomes

*Program learning outcomes meet industry and community trends and support the mission of Mitchell Technical Institute.*

1. Date of review:
2. Explain how outcomes were reviewed this year (i.e., input from advisory committee, instructors, students, etc.) and changes made, if any:

Advisory board, instructors, & student achievements.

3. Outcomes are up-to-date in WIDS and on the program's web page. Yes  No

#### B. Course Syllabi

*Course syllabi in the program include the following components (check the box if included):*

Course title and number	<input checked="" type="checkbox"/>
Credit hours	<input checked="" type="checkbox"/>
Instructor	<input checked="" type="checkbox"/>
Instructor office hours/contact information	<input checked="" type="checkbox"/>
Prerequisites	<input checked="" type="checkbox"/>
Course description	<input checked="" type="checkbox"/>
Competencies	<input type="checkbox"/>
Required Text(s)	<input type="checkbox"/>
Grading criteria	<input checked="" type="checkbox"/>
ADA statement	<input checked="" type="checkbox"/>
Academic Integrity Policy	<input checked="" type="checkbox"/>

1. Date of review:
2. Explain which syllabi were reviewed this year, input received from advisory committee, instructors, students, etc., regarding course objectives and textbooks used, and changes made, if any:

IST 125, and whether industry certs would be appropriate for more classes. Spring 2018  
 IST 207 Datacenter Logistics, IST 264 Active Directory  
 IST 264 needs more troubleshooting and remote management exercises.

3. Syllabi are up-to-date in WIDS. Yes  No

**C. Program Competencies**

*The program has a list of identified competencies.*

1. Date of review:
2. Explain how competencies were reviewed this year (i.e., input from advisory committee, instructors, students, etc.) and changes made, if any:

Advisory board, instructors, & student achievements.

3. Competencies are up-to-date in WIDS. Yes  No

**D. Course Assessments**

*Instructors in the program will a.) use a variety of assessment instruments and tools; b.) assess identified program objectives and competencies; and c.) include assessment of higher level thinking skills, such as application, analysis, synthesis and evaluation.*

1. Complete the checklist indicating which kinds of assessments are used in your program.

Types of Assessment	Used by instructors in program
Oral examinations/presentations	<input checked="" type="checkbox"/>
Written essays	<input type="checkbox"/>
Written reports	<input checked="" type="checkbox"/>
Examinations	<input checked="" type="checkbox"/>
Quizzes	<input checked="" type="checkbox"/>
Comprehensive final exams	<input checked="" type="checkbox"/>
Journals	<input type="checkbox"/>
Peer evaluations	<input type="checkbox"/>
Self evaluations	<input type="checkbox"/>
Class participation	<input checked="" type="checkbox"/>
Portfolio projects	<input checked="" type="checkbox"/>
Capstone projects	<input type="checkbox"/>

Other projects	<input checked="" type="checkbox"/>
Video tapes of student mastery	<input type="checkbox"/>
Lab demonstrations	<input checked="" type="checkbox"/>
Simulations	<input checked="" type="checkbox"/>
Clinical/internship observations	<input checked="" type="checkbox"/>

2. Are assessments used in the program matched to the objectives/competencies for the program? Yes  No

3. Explain changes in the assessments used in your program since your last review (including input received and rationale):

NA

4. Give examples of how assessments used in the program reflect higher level thinking skills, such as application, analysis, synthesis and evaluation.

Hands on evaluations are given.

#### E. Certification

*If available, the program uses industry and/or program certification tests to assess student mastery of learning objectives or competencies.*

1. List any industry or program certification tests taken by students or graduates of your program in the past year (Jan-Dec).

Certification Tests	# Testing	# Passing	Pass Rate
CompTIA A+	15	12	80
			-1.#IND

2. As you reviewed results of certification tests, what curriculum changes were made in your program?

None

#### F. Program Internships/Externships

*If applicable, the program uses internships, externships, or on-the-job training to assess student mastery of learning objectives or competencies.*

1. How do you evaluate program competencies or learning objectives during internship/externship experiences?

Student evaluation and site manager evaluations are completed. Internship coordinator visits/contacts sites.

2. As you reviewed results of internship/externship evaluations, what curriculum changes were made in your program?

NA

### G. Program Outcome Assessment

*Program outcome assessment results were used to revise and improve instruction and curriculum both for current students and future cohorts in this program.*

1. What program outcome was assessed this year?

Apply skills & procedures to install, configure, manage, and troubleshoot networked devices in an enterprise network.

2. How did you assess student achievement of this program outcome? (What measure was used?)

CompTIA exam scores, taken in IST 120 & 125

3. What is the benchmark for achievement of this outcome?

60% of students pass the certification exams on the first attempt.

4. Explain the results and your analysis of the previous year's data on this outcome. (Did your students meet the benchmark? If not, what factors might be affecting student achievement of this outcome? Is there further assessment needed to understand and address why the program is not meeting the benchmark?)

Yes, 80% of students met the benchmark.

5. Explain how you will use assessment results to make changes in your program.

Exam results showed hardware/operating system troubleshooting are good/average with more emphasis needed.

6. If you made changes to your program last year based on program outcome assessment, what has been the impact on student achievement following the changes?

Not applicable

If applicable, what further changes are needed to improve achievement in this program outcome?

[Pre-2017 Closing the Loop archived results]

## Indirect Measures

### H. Enrollment

*Five-year data for this program will demonstrate that the program's 10-day count is at or above 75% of its enrollment cap.*

Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.

Yes, at 75%. Presented at Davison Count Career Fair, RTEC in Yankton, Exploration days, and cyber-camp.

### I. Retention

*Five-year data for this program will demonstrate that 75% or more of enrolled students complete their program or return to MTI the following year.*

Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.

No. 72%. After meeting with Dean of student success the following minutes/plan was devised.

IST Retention Meeting

Thursday, December 13, 2018

Scott's Office

Attendance: Jen Schumacher, Kelvin Albertz, Mateya Berg, Scott Fossum

1. Tutoring and study table is promoted, but there were very few if any students who requested a tutor or participated in study table. Some options include:
  - a. Give extra credit to those who initially attend a study table.
  - b. Make study table mandatory for those who do not meet minimum skill set entering a class.
    - i. Skill set can be based on previous course work or test given when course begins.
  
1. Share academic information about incoming cohort with instructors prior to the school year.
  - a. High School GPA
  - b. Placement Test Scores
  
1. The 2018 cohort had good test scores, but low high school GPAs.
  - a. Student Success can use a class period to visit with IST students to discuss study skills and test-taking skills specific to IST coursework.
  
1. Encourage instructors to use the Student Alert system to notify the Center for Student Success of student issues – academic, attendance, financial, mental health, etc. – and document student progress.
  
1. Research and develop a "Lab Assistant" program that will allow a student to help the teacher in the classroom and still be paid as a tutor or work-study.

#### J. **Graduation**

*Five-year data for this program will demonstrate that 70% or more of exiting students complete this program with a diploma or degree.*

Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.

Yes. 71%, Refer to retention plan in section I.

#### K. **Placement**

*Five-year data for this program will demonstrate that 80% or more of completing students in the labor market obtain employment in the program field.*

Does the most recent year's data meet this benchmark? If not, explain a single year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.

No, 75%. 2018 grads placement is at 90%. We will continue to evaluate this.

**L. Student Satisfaction**

*Students in this program indicate an excellent level of satisfaction with their instruction, as demonstrated by no gaps exceeding 1.0 on questions related to instructional effectiveness on the most recent Noel-Levitz Student Satisfaction Inventory survey.*

If this benchmark is not met, what strategy or strategies will be implemented to address this measure?

No. We had numerous gaps of 1.0 or higher. This particular class was close and smaller in size. As such, leaders in the class were giving inappropriate direction. 2019 graduating students are much improved and instructor-student relations are much better.

**M. Alumni Satisfaction**

*Institutional surveys of alumni indicate an 80% or greater satisfaction with their career preparation in this program.*

If this benchmark is not met, what strategy or strategies will be implemented to address this measure?

Yes, 100%

**N. Employer Satisfaction**

*Employers respond favorably 80% of the time when surveyed about the quality of this program.*

If this benchmark is not met, what strategy or strategies will be implemented to address this measure?

Yes, 100%.

**O. Professional Development**

*Instructors in this program demonstrate a commitment to their own professional development by completing continuing education activities each year.*

What professional development activities have instructors in this program completed in the last year?

Python training, Powershell training, CompTIA conference, Wild West Hack Fest, and GoldenWest tech conference. 1 day OJT with GoldenWest server admins.

How were these activities used to improve this program?

Updating competencies, information shared with students.

**P. Professional Organizations**

*Instructors in this program are members of professional organizations and encourage their students to pursue such memberships.*

Do faculty members belong to professional organizations associated with this program?      Yes       No

If no, explain why.

Are students made aware of the professional organizations for their career field?

Yes       No

**Q. Advisory Committee Recommendations**

*Suggestions and changes recommended by this program's advisory committee are addressed and implemented by the program.*

What changes will be made to this program based on feedback provided at this year's advisory committee meeting(s)?

Attended Python and Powershell training.

Indicate the personnel responsible for implementing the changes:

Department perso...

Implementation date:

**R. Program Improvement Plans**

*As you review this past year, what changes do you propose for the next school year that will affect the program budget?*

Anticipated costs: