

Course Outcome Guide

Date: April 2013

Course/Program Title: IST 260 MCSA/E Windows Professional

Course Instructor(s): Jonathan Morse

Programs: IST Computer Support Specialist, Information Systems Technology
IST Networking Technology, Information Systems Technology

Expected Learning Outcomes:

- Think critically
- Communicate effectively with both verbal and written forms
- Installing, Upgrading, and Migrating to Windows 7
- Deploying Windows 7
- Configuring Hardware and Applications in a Microsoft Windows 7 environment
- Configuring Network Connectivity in a Microsoft Windows 7 environment
- Configuring Access to Resources in a Microsoft Windows 7 environment
- Configuring Mobile Computing in a Microsoft Windows 7 environment
- Monitoring and Maintaining Systems that Run Windows 7
- Configuring Backup and Recovery Options in a Microsoft Windows 7 environment
- Troubleshoot problems in a Microsoft Windows 7 environment
- Develop a working knowledge of VMWare Workstation, as a tool for building Microsoft virtual environments.

Assessment:

- Satisfactory scores on exams and assigned labs that are provided as part of the Microsoft Official Academic Curriculum.
- Participation in class activities, to include lab demos, online labs, and class discussions.
- Completion of assigned Microsoft Exam 70-680 Certification mock tests.

Validation:

- Approval of Information Systems Technology Advisory Council
- Faculty Review
- Tests questions provided by Microsoft Subject Experts
- Labs written by Microsoft Subject Experts

Results:

- Students that successfully completed all required coursework, received a passing grade in the class
- Completing the Microsoft Official Academic Labs prepare the students for entry level employment by giving them hands-on experience.
- Using the Microsoft Exam 70-680 Certification mock tests are helpful in passing the certification exam.

Follow-up:

- Implemented Microsoft Official Academic Online Labs
- Introduced Microsoft Exam 70-680 practice exams into the program.

Budget Justification:

- Deploy a virtual environment in the classroom which would allow the textbook labs to be setup.