

## Course Outcome Guide

**Date:** April 2013

**Course/Program Title:** IST 264 Server Management II

**Course Instructor(s):** Jonathan Morse

**Programs:** IST Network Administration, Information Systems Technology  
IST Computer Support Specialist, Information Systems Technology

### **Expected Learning Outcomes:**

- Think critically
- Communicate effectively with both verbal and written forms
- Understand Microsoft Windows 2008 DHCP and show the ability to configure.
- Understand Microsoft Windows 2008 DNS and show the ability to configure.
- Understand Microsoft Windows 2008 File Server using DFS and show the ability to configure.
- Understand security concepts used in a Microsoft Windows 2008 network and show the ability to configure.
- Troubleshoot problems in a Microsoft Windows 2008 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 70-642 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 70-642 Certification mock tests are helpful in passing the certification exam.

**Follow-up:**

- Implemented Microsoft Official Academic Online Labs
- Introduced Microsoft Exam 70-642 practice exams into the program.

**Budget Justification:**

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