

Course Title: IST 108

Course Leader: Karen Weil-Yates

Expected Learning Outcomes for Course

- *Implement a functional Windows 7/8.1 workstation operating environment*
- *Practice good file management and disk organization*
- *Perform basic Windows 7/8.1 diagnostics using tools and utilities.*
- *Prevent data loss and facilitate security through use of backups, firewalls, antivirus protection*
- *Demonstrate a working knowledge of the Command line and the Registry*
- *Improve performance, add features and increase security*
- *Implement basic troubleshooting skills with the use of system utilities*

Assessment

(How do students demonstrate achievement of these outcomes?)

Throughout the semester students submit solutions to Case Studies on various topics. Students take 2 exams; each instructor builds their own exams relating to system maintenance and advanced utilities. The common assessments are 10 ten-point quizzes (for a total of 100 points) and a 10 minute presentation on a Windows 8.1 topic (to be approved by the instructor). They then must create and present a PowerPoint presentation with a minimum of 3 sources. Students record their Bibliography on the last screen of the slideshow. In addition, they must create a handout (other than the printout of their slides); this handout must be additional information that is not covered specifically in their presentation and can be in a variety of formats: flyer, brochure, FAQ sheet.

Validation

(What methods are used to validate your assessment?)

The presentation is still a very valid assessment (using the same rationale from previous years—this project was co-designed with an adjunct with 25+ years business experience). A rubric was developed and is used by both instructors. It is posted on the Moodle site and is available for students to review from the first day of class. Class time is devoted to reviewing the project expectations, tips for presentations, examples of “good and bad” presentations.

The textbook used is the most extensive and the best for Windows 7: the textbook uses Case Studies presenting real-life computer problems. Student assignments are submitted in various Word formats (letters, step-by-step instructions, etc). I get validation through discussions with internship supervisors and advisory team members supporting the documentation skills and team work learned in this class.

Course Outcomes Guide #4

Results

(What does the data show?)

| Section | Number of Students | Presentation Average | Quiz Average |
|---------|--------------------|----------------------|--------------|
| #1 | 13 | 85% | 67% |
| #2 | 14 | 80%* | 74% |
| #3 | 7 | 66% | 71% |

*Data was not available; course taught by adjunct

The quizzes this semester were re-written to include questions regarding Windows 8.1. In looking at individual scores per student, there is no discernable pattern; ie, one quiz where the grades were all low. Evaluation needs to be question by question.

Generally presentation scores are good; one section had very few students and not all presented. So, one low scores skews the overall results.

Follow-up

(How have you used the data to improve student learning?)

Current instruction includes Internet research, talking to professionals in the business community, incorporating Microsoft applications into assignments as reporting tools, collaborative effects on certain assignments (very productive; very few non-participants).

I have placed annotated examples of past presentations for students to review; we have class discussion of expectations; there are examples of proper documentation for bibliographies along with the Presentation rubric posted on Moodle. I plan to add examples of handouts so that student may have a better idea of what is expected.

The quiz question will be evaluated/reviewed to determine why a large number of students missed the question, to determine whether it was worded incorrectly, could have multiple answers, etc. and the questions re-written.

Budget Justification

(What resources are necessary to improve student learning?) External drives for backups; MSDNAA software (operating systems); Microsoft Office; removable hard drives