

Program Name:	Outcomes	BUS-145 Customer Service	IST-102 Introduction to Information Technology	IST-103 PowerPoint	IST-105 Fundamentals of Word	IST-106 Excel	IST-107 Access	IST-108 Windows	IST-109 Linux/Unix	IST-150 PC Tech/Troubleshooting	IST-151 PC Tech/OS	IST-154 Networking Basics	IST-204 Help Desk Technology & Services	WEB-101 Web Design I
Program Outcome #1	Implement critical thinking skills in navigating, installing and troubleshooting Windows based operating systems and navigating and installing Linux based operating systems on stand alone and networked systems, navigating, configuring and synchronizing mobile devices (Windows, Apple and Android based)		Evaluate and employ safe security computing practices					Implement a functional Windows 7 workstation operating environment; Practice good file management and disk organization; Perform basic Windows 7 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, increase security and implement basic troubleshooting skills; Develop a sound, efficient system maintenance plan	Choose appropriate UNIX operating system commands to make effective use of the environment; Solve problems using shell programming techniques; Demonstrate limited system administration functions		Install, configure and maintain the operating system in both single and dual boot configurations within the Windows family of operating systems; Perform advanced file management operations in order to organize, maintain personal computer systems in a workplace or home environment; Utilize system utilities to allocate and organize storage and manage peripheral devices; Demonstrate customer service, troubleshooting and preventative maintenance skills; Configure, navigate, and synchronize mobile devices, including netbooks and tablets; Prepare for certification			
Program Outcome #2	Demonstrate critical thinking and problem-solving skills in building, repairing, upgrading, and networking microcomputer systems and associated peripherals and mobile devices		Critically evaluate data through technology resources; Evaluate and employ safe security computing practices							Assemble, setup, and upgrade personal computer systems and mobile devices including netbooks and tablets; Diagnose, isolate faulty components; Demonstrate customer service, troubleshooting and preventative maintenance skills; Prepare for certification		Demonstrate a working knowledge of networking technologies (including: local area networks, wide area networks, protocols (such as the TCP/IP protocol suite), topologies, transmission media, and security). Students will be able to prepare for certification	Analyze and assess user needs for computer systems, software and network products	
Program Outcome #3	Exhibit skills in customer service, both online and interactively through courtesy, dependability, timeliness, preparedness	Understand and define the key concepts that are vital to the understanding of the field of	Process and communicate information through technology resources; Evaluate and employ safe security computing practices							Demonstrate customer service troubleshooting and preventative maintenance skills	Demonstrate customer service troubleshooting and preventative maintenance skills		Assist and support others in applying appropriate technology in a business environment in a variety of methods; one-on-one consultation, formalized training, written documentation	Plan and implement handicap accessibility and 501 compliance on websites; Process and communicate information through technology resources; Evaluate and employ safe computing practices
Program Outcome #4	Demonstrate mastery of software applications through their use, installation & troubleshooting on both stand alone and networked systems		Compare, contrast and select appropriate technology to enhance personal and professional tasks; Critically evaluate data through technology resources	Plan, research, develop, and present effective presentations using PowerPoint	Create, edit, modify, and format new and existing documents; analyze a workplace scenario and generate the appropriate document using Word tools & utilities; will be prepared to take the Microsoft Word Exam, Expert level	Use Excel software in a variety of business and organizational settings to make calculations on financial and statistical data and present the results in a manner that is informative and useful to the reader	Demonstrate the value of using a Database Management System to store and retrieve information; Understand the basic design and implementation strategies for the development of online databases; Develop a working knowledge of a particular Database Management System; Develop sophisticated queries and reports based on the database; Learn how queries and reports can support the business decision-making processes; Learn how to export data from the database to an HTML file accessible over the Internet; Use the database to integrate with other programs such as Word Processing and Spreadsheet	Develop a sound, efficient system maintenance plan						Write valid and accessible HTML; create images optimized for the web; create and implement multimedia solutions; plan and implement handicap accessibility and 501 compliance on websites; Compare, contrast and select appropriate technology to enhance personal and professional tasks; Critically evaluate data through technology resources; Process and communicate information through technology resources; Evaluate and employ safe computing practices
Program Outcome #5	Demonstrate understanding of Help Desk organization and management using written and oral communication skills, mathematical skills, networking skills, administration, including working with diverse customers/client populations (ethnic, socio-economic, religious) and the impact of globalization within the IT community	Understand and define the key concepts that are vital to the understanding of the field of customer service; Understand the different needs of customers in a customer-oriented service environment; Identify the skills required for delivering a quality service; Use effective communication skills; Handle customer dissatisfaction and refocus efforts on ways to meet customer expectations	Compare, contrast and select appropriate technology to enhance personal and professional tasks; Process and communicate information through technology resources; Evaluate and employ safe security computing practices				Learn how queries and reports can support the business decision-making processes; Use the database to integrate with other programs such as Word Processing and Spreadsheet	Develop a sound, efficient system maintenance plan		Demonstrate customer service troubleshooting and preventative maintenance skills	Demonstrate customer service troubleshooting and preventative maintenance skills		Demonstrate competence in working with a call center system and professional help desk software; Assist and support others in applying appropriate technology in a business environment in a variety of methods: one-on-one consultation, formalized training, written documentation; Implement effective strategies to evaluate computer products and define standards for an organization; Analyze and assess user needs for computer systems, software and network products; Implement good facilities management procedures, including security, media backups, preventative maintenance, ergonomics, recycling; Utilize user support information resource	Process and communicate information through technology resources; Evaluate and employ safe computing practices