

Course Outcomes Guide

Course Title: IST 261 MCSA/E: Windows Server

Course Leader: Karen Weil-Yates

Programs: IST Computer Support Services, IST Networking Track I, IST Networking Track II, Forensics, CYB Cybersecurity

Expected Learning Outcomes

- *Students will be able to install and configure Microsoft Server 2012 systems,*
- *Students will be able to troubleshoot an enterprise server environment*
- *Students will prepare for and take the Microsoft Exam 70-410*

Assessment (How do students demonstrate achievement of these outcomes?)

Satisfactory scores on exams and projects.

Satisfactory scores on exams modeled after industry standard certification exams. Models are developed from the following certification exams: Microsoft MCP, Microsoft MCSA.

Hands-On Projects

Validation (What methods are used to validate your assessment?)

1. Approval of Information Systems Technology Advisory Council
2. Tests comparable to Industry Standard Certification Exams.
3. Faculty Review
4. Microsoft curriculum content

Results (What do the data show?)

The results are as follows:

	Quizzes	HOPs	Transcender
Fall 2107	92.7%	90.0%	40.3%
Spring 2018	93.4%	88.4%	78.1%

The text book maps to the Microsoft 70-410 exam; so the quizzes and the HOPs (Hands-On Projects) are helping student to prepare for the exam and allow them to practice installation, configuration and troubleshooting. . This year for the purposes of a DLLR grant students were also required to take the CompTIA exam before the end of the course. The CompTIA exam was recorded as an assignment and worth 5% of the grade; just for taking the exam (Pass/Fail) students were given 100% for the assignment. Those that passed the exam were given 100% for their final (10% of the grade) instead of taking the Transcender the second time.

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For the Fall semester the majority of the students opted to take the CompTIA cert giving them 100% for that assignment and yet no one passed the exam (it is a very difficult exam); they were then required to also take the Transcender certification prep exam—the results were not good. I think it was too much stress/pressure. In the spring semester, no one took the CompTIA exam and thus everyone also had to take the Transcender; however, they studied for that exam. Their scores were much higher.

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

The CompTIA exam will not be a part of the course next year. We are also upgrading to server 2016 and thus changing text books. TestOut does a comparison of Server 2012 and 2016 and includes a chapter on PowerShell which is a big component of Server Management. TestOut also includes quizzes which will continue to be included in the assessment data.

Budget Justification

(What resources are necessary to improve student learning?)

PC lab hardware; switches, routers, projection unit, cabling, tools, printers, PCs, servers
Server software
Hard drives, NICs
Simulation software, Virtual PC licenses.
Testing Software.
Course Management software
Classroom Management system software