

Program Name	Outcomes	BUS-145 Customer Service	CSC-102 Introduction to Information Technology	ISY-103 PowerPoint	ISY-105 Fundamentals of Word	ISY-106 Excel	ISY-107 Access	ISY-108 Windows	ISY-109 Linux/Unix	ISY-150 PC Tech/Troubleshooting	ISY-151 PC Tech/OS	ISY-154 Networking Basics	ISY-204 Help Desk Technology & Services	ISY-241	WEB-101 Web Design I	ISY-123 Diversity	
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 tablet devices and networked systems, including, configuring and synchronizing mobile devices (Windows, Apple and Android based)		Evaluate and employ safe security computing practices					Implement a functional Windows workstation operating environment. Practice good file management and data organization. Perform basic Windows diagnostics using tools and utilities. • Protect critical facilities user and available operating system files. 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 LINUX operating system commands to make effective use of the environment. Write efficient, effective scripts with documentation		Install, configure and maintain the operating system in both single and dual boot configurations within the Windows family of operating systems. Utilize system utilities to allocate and organize storage and manage portable devices. Demonstrate customer service, troubleshooting and preventative maintenance skills using critical thinking skills. Configure, manage, and synchronize mobile devices, including methods and tools. Prepare for certification	Students will be able to use critical thinking skills in troubleshooting problems in an existing network environment. Students will be able to demonstrate knowledge of network architecture through theory and site assessment through written documentation					Demonstrate and use software designed to help people with disabilities
Program Outcome #2	Demonstrate critical thinking and problem-solving skills in handling, 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		Analyze a workplace scenario and generate the appropriate document using Word tools & utilities			Use critical thinking and demonstrate the ability to perform basic system troubleshooting skills	Choose appropriate LINUX operating system commands to make effective use of the environment.	Assemble, setup, and upgrade personal computer systems and modules. Develop, install, modify and format existing documents. Ready components using critical thinking skills. Demonstrate customer service, troubleshooting and preventative maintenance skills. Prepare for certification	Demonstrate customer service, troubleshooting and preventative maintenance skills using critical thinking skills	Students will be able to troubleshoot, configure, use and manage "CITP" on both wired and wireless. Prepare user manuals. Students will be able to prepare for certification	Analyze and assess user needs for computer systems, software and network products. Troubleshoot an enterprise server environment				
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 customer service. Understand the different needs of customers in a customer-oriented service environment. Identify	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				Demonstrate customer service, troubleshooting and preventative maintenance skills	Demonstrate customer service, troubleshooting and preventative maintenance skills	Assist and support others in selecting appropriate technology in a business environment in a variety of methods. One-on-one consultation, formalized training, written documentation				Plan and implement hardware accessibility and S21 compliance on websites. Process and communicate information through technology resources. Evaluate and employ safe computing practices	Identify people who have contributed to advances in diversity and technology (combined topics) and emerging technologies.
Program Outcome #4	Demonstrate mastery of database applications through file use, installation & troubleshooting on both stand alone and networked systems		Compare, contrast and select appropriate technology to enhance personal and professional goals. Critically evaluate data through technology resources	Plan, research, develop, and present effective presentations using PowerPoint	Plan, research, develop, and present effective presentations using PowerPoint	ISY- modify, and format 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	Research and present information and resources, utilizing search commands					Plan and implement hardware accessibility and S21 compliance on websites. Process and communicate information through technology resources. Evaluate and employ safe computing practices	Identify people who have contributed to advances in diversity and technology (combined topics) and emerging technologies.	
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 subcultures/populations (ethnic, socio-economic, religious) and the impact of globalization within the 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 redirect efforts on ways to meet customer expectations	Compare, contrast and select appropriate technology to enhance personal and professional goals. Critically evaluate data through technology resources	Process and communicate information through technology resources. Evaluate and employ safe security computing practices	Analyze a workplace scenario and generate the appropriate document using Word tools & utilities		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 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; improve 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 backup, preventative maintenance, ergonomics, recycling. Obtain user support information resource			Process and communicate information through technology resources. Evaluate and employ safe computing practices	Demonstrate and use software designed to help people with disabilities
Program Outcome #6	Demonstrate the ability to work with Windows Server (2016) in installing, configuring, helping, and managing resources													Install and configure Microsoft Server 2016 system. Troubleshoot an enterprise server environment. Prepare for the Microsoft Exam 70-410			