

TECHNICAL SUPPORT SPECIALIST DIPLOMA NETWORK ADMINISTRATION DEGREE, YEAR 1 PROGRAM ASSESSMENT RESULTS - 2021

Technical Support Specialist Program Objective

To prepare the student for employment in end-user application work, computer operations, technical support, or a related computer field. This program is designed to help students prepare for the CompTIA A+ Certification exams for computer technicians. Exam vouchers are provided to students who meet requirements of the Test Pass Assurance (TPA) program.

Cloud Administration Y1 Program Objective

Year one is designed to prepare students for employment in end-user application work, computer operations, technical support, or a related computer field. Through hands-on instruction, students will become proficient utilizing desktop operating systems and various office applications commonly used in today's market. Students will also focus on fundamental networking concepts as well as developing skills necessary for troubleshooting and supporting hardware and software related issues. This program will help students prepare for CompTIA A+ Certification. Exam vouchers are provided for students who meet the requirements of the Test Pass Assurance (TPA) program.

To fulfill the basic goals and objectives the following Technical Support Specialist Program Outcomes have been adopted for the program.

Upon successful completion of this program, students will be able to do the following:

- Assemble components based on customer requirements.
- Install, configure and maintain PCs, mobile devices, and software for end users.
- Understand the basics of networking and security
- Properly and safely diagnose, resolve and document common hardware and software issues.
- Apply troubleshooting skills.
- Provide appropriate customer support.
- Understand the basics of scripting, virtualization, desktop imaging, and deployment.
- Model behavior that reflects confidence, competence, and professionalism.

Technical Support Specialist Courses

COURSE		QUARTER	CLOCK
B112	College Success	1.5	20
B122A	Career Preparation	1.5	20
B122B	Career Preparation	1.5	20
DA104	Essential Computer Concepts	2.5	40
DA123	Word Processing Concepts	2.5	40
DA143	Spreadsheet Concepts	2.5	40
DA152	Database Concepts	2.5	40
DA164	Presentation Concepts	2.5	40
E100	English Fundamentals	5.0	60

KB100	Introduction to Keyboarding	0.0	30
M110	Mathematics in Business	3.0	40
M131A	Mathematics Concepts	2.0	20
TS115	Introduction to Technical Support	6.0	80
TS137	Core Hardware for A+ Technicians	6.0	80
TS146	Operating System Technologies for A+ Technicians	6.0	80
TS155	Technical Support Strategies	4.0	80

49 Quarter Units/730 Clock Hours

42 Weeks (Day)/60 Weeks (Eve)

Cloud Administration Y1 Courses

The first year of the degree program include all classes listed in the Technical Support Specialist Program above, plus:

COURSE		QUARTER	CLOCK
M131B	Mathematics Concepts	2.0	20
E111	Developmental Writing	1.5	20
GE201	English Composition	5.25	60

57.75 Quarter Units/830 Clock Hours

42 Weeks (Day)/66 Weeks (Eve)

Program Learning Outcomes (PLOs) Assessment Report Summary

Findings:

Assessment of TSS/ITNA1 Program Learning Outcomes (PLOs) reflect satisfactory achievement in individual course assessments. PLOs show achievement scores of 70% or higher on assessed items. Assessments measured against the MTI College Universal Outcomes display mostly satisfactory results with one deficient result associated with:

- Problem solving typically required or characteristic of the profession

Extra effort regarding problem solving techniques (troubleshooting) will become a focal point in the 2022 Master Plan cycle. The outcome corresponds to deficiencies seen in course assessment results.

All assessment data occurred during the 2020-2021 period that experienced the global COVID-19 pandemic. MTI courses resorted to a fast conversion to remote learning formats, initially with the expectation that a return to on-campus learning would resume eventually. In July 2021, MTI determined that remote learning would persist indefinitely. This allowed all campus resources to focus on the long-term support of remote learning environments. A full conversion to support a mixed synchronous/asynchronous learning model will be underway in earnest in 2022. Current help desk and IT support jobs show a wide requirement for at least partial remote work with some jobs requiring fully remote work.

Results of the 2021 Annual Student survey reflect general satisfaction with the current state of remote learning. Courses will need to evolve in order to meet the competition offered by a global market of online A+ training.

CompTIA releases update certifications every three years. The previous 2016 TSS program assessment occurred after the release of CompTIA A+ 900 series objectives. This 2021 TSS program assessment occurs at the end of support for CompTIA A+ 1000 series objectives previously released in 2019. In 2022, the TSS program will embrace the CompTIA A+ 1100 series. The future program assessment will refer to previous exams, however, each series of exams supports somewhat different exam objectives, so PLOs and SLOs are not expected to fully match in the future.

Revisions to all TSS courses in 2022 will focus on improving the success rates displayed in the 2021 program and course assessments. The new courses will embrace online, independent learning and access to resources in remote locations. Significant changes in curriculum, materials, and class formats are expected during this transition. The next TSS/ITCA1 course and program assessment is expected in 2024 to evaluate the deployment of remote learning methods and new curriculum to support the CompTIA A+ 1101 and 1102 exams.

Action Items:

Action Item 1	Improve lessons and assignments related to troubleshooting (problem solving)
Action Item 2	Revise all TS courses to refer to CompTIA A+ 220-1101 and 220-1102 exam objectives expected in Q1 2022. Revision to coincide with curriculum deployment to support a true remote learning environment