

Review of Performance: (**VEE 225 Business machine servicing**, Spring 2015, 17 students)  
 Submitted by: Nelchor Permitez Ed. D.

**Institutional Learning Outcomes (ILO)**

- ILO1: Effective oral communication.
- ILO2: Effective written communication.
- ILO3: Critical Thinking
- ILO4: Problem Solving
- ILO5: Intercultural knowledge and competence.
- ILO6: Information literacy.
- ILO7: Foundations and skills for life-long learning.
- ILO8: Quantitative reasoning.

**Program Learning Outcomes (PLO)**

- PLO1: Practice Safety and occupational health procedures in the workplace.
- PLO2: Use electronic tools and test equipment competently.
- PLO3: Interpret schematic diagrams and waveforms.
- PLO4: Build electronic projects to a given specification.
- PLO5: Perform troubleshooting techniques to maintain and resolve hardware / software related problems in a personal computer system.
- PLO6: Perform troubleshooting techniques to maintain, diagnose and repair electronic equipment and devices.

SLO#	Program SLO#	I, D, M	ILO	Reflection/Comment
1. Service and repair fax machine.	Perform troubleshooting techniques to maintain, diagnose, and repair electronic equipment and devices.	D	2,3,4,5	<p>The SLO was assess using hands-on troubleshooting and written quiz and examination.</p> <p>Students need more time in hands-on and other practical procedure to reach mastery level</p>

				<p>performance. Need to purchase additional dial tone generator to practice more in fax special features procedures.</p> <table border="1" data-bbox="1339 334 1908 602"> <thead> <tr> <th>Letter Grade</th> <th>Number of student</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>4</td> </tr> <tr> <td>B</td> <td>10</td> </tr> <tr> <td>C</td> <td>3</td> </tr> </tbody> </table>	Letter Grade	Number of student	A	4	B	10	C	3
Letter Grade	Number of student											
A	4											
B	10											
C	3											
<p>2. Service and repair computer printers (laser and deskjet).</p>	<p>Perform troubleshooting techniques to maintain, diagnose, and repair electronic equipment and devices.</p>	<p>D</p>	<p>2,3,4,5</p>	<p>The SLO was assess using hands-on troubleshooting and written quiz and examination.</p> <p>Students need more time in hands-on and other practical procedure to reach mastery level performance. Need to purchase inkjet printers for practice because what the class is using is more on toner type printers.</p> <table border="1" data-bbox="1339 1094 1908 1362"> <thead> <tr> <th>Letter Grade</th> <th>Number of student</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>4</td> </tr> <tr> <td>B</td> <td>11</td> </tr> <tr> <td>C</td> <td>2</td> </tr> </tbody> </table>	Letter Grade	Number of student	A	4	B	11	C	2
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C	2											

3. Service and repair cash registers.	Perform troubleshooting techniques to maintain, diagnose, and repair electronic equipment and devices.	M	2,3,4,5	<p>The SLO was assess using hands-on troubleshooting and written quiz and examination.</p> <p>Students need more time in hands-on and other practical procedure to reach mastery level performance. Need to purchase barcode type of cash registers to cope up on new technology in servicing cash registers.</p> <table border="1"> <thead> <tr> <th>Letter Grade</th> <th>Number of student</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>4</td> </tr> <tr> <td>B</td> <td>10</td> </tr> <tr> <td>C</td> <td>3</td> </tr> </tbody> </table>	Letter Grade	Number of student	A	4	B	10	C	3
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C	3											
4. Service and repair photocopiers.	Perform troubleshooting techniques to maintain, diagnose, and repair electronic equipment and devices.	M	2,3,4,5	<p>The SLO was assess using hands-on troubleshooting and written quiz and examination.</p> <p>Students need more time in hands-on and other practical procedure to reach mastery level performance. Actual troubleshooting and repair</p>								

				<p>of COM-FSM printer is incorporated during the hands-on and was successfully fix the problem. (HR photocopier and Business division photocopier, Math and science department)</p> <table border="1"> <thead> <tr> <th>Letter Grade</th> <th>Number of student</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>5</td> </tr> <tr> <td>B</td> <td>9</td> </tr> <tr> <td>C</td> <td>3</td> </tr> </tbody> </table>	Letter Grade	Number of student	A	5	B	9	C	3
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A	5											
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C	3											
5. Service and repair microwave ovens.	Perform troubleshooting techniques to maintain, diagnose, and repair electronic equipment and devices.	D	2,3,4,5	<p>The SLO was assess using hands-on troubleshooting and written quiz and examination.</p> <p>Students need more time in hands-on and other practical procedure to reach mastery level performance. During the hands-on student s brought their defective microwave oven and was able to repair it the common problem they encounter is the high voltage capacitor and thermal protection circuit.</p> <table border="1"> <thead> <tr> <th>Letter Grade</th> <th>Number of student</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>4</td> </tr> <tr> <td>B</td> <td>10</td> </tr> </tbody> </table>	Letter Grade	Number of student	A	4	B	10		
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**Additional observations:** Needs more hand tools such as torx and pentolobe screw driver, long nose pliers, soldering pumps, soldering tips and diagonal cutter.

**Special comments:** 4 students got A, 10 students got B and 3 student got C.

**Recommendations:** Modify the course outline and increase number of time for hands-on while retaining the 4 credits. Example 2 hour lecture and 9 hrs lab.

Signature: \_\_\_\_\_

Date May 8, 2015

Name typed, position