Review of Performance: Course: **VEE223 PC Hardware & Software** No. of Student: **11**  Semesters: **Fall 2017**

Submitted by: **Gardner Edgar**

Institutional Student Learning Outcomes (ISLO):

ISLO1: Effective oral communication

ISLO2: Effective written communication

ISLO3: Critical thinking

ISLO4: Problem solving

ISLO5: Intercultural knowledge and competence

ISLO6: Information literacy

ISLO7: Foundations and skills for life-long learning

ISLO8: Quantitative Reasoning

Program Student Learning Outcomes (PSLO)

***PSLO5: Perform troubleshooting techniques to maintain and resolve hardware/software related problems in a personal computer system.***

PSLO6: Perform troubleshooting techniques to maintain, diagnose, and repair electronic equipment and devices.

Note: The course was offered using the latest version from Cisco IT Essentials (version 6.0)

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| **SLO#** | **Program** **SLO#** | **IDM** | **ILO** | **Reflection/Comment** |
| 1. Define information technology (IT) and describe the components of a personal computer.
* Chapter 1
 | 5 | I,D | 6,7 | *SLO was assessed by written & performance exams as stated in the course outline. 11 out of 11 or 100% of students successfully completed the SLO. Target met.* |
| 1. Describe how to protect self, equipment, and the environment from accidents, damage, and contamination.
* Chapter 2
 | 5 | I,D | 7 | *SLO was assessed by written exam as stated in the course outline. 11 out of 11 or 100% of students successfully completed the SLO. Target met.* |
| 1. Perform a step-by-step assembly of a desktop computer and install and navigate an operating system.
* Chapter 3, Chapter 5, Chapter 6
 | 5 | I,D | 7 | *SLO was assessed by written & performance exams as stated in the course outline. 11 out of 11 or 100% of students successfully completed the SLO. Target met.* |
| 1. Explain and perform preventive maintenance.
* Chapter 4
 | 5 | I,D | 7 | *SLO was assessed by written & performance exams as stated in the course outline. 11 out of 11 or 100% of students successfully completed the SLO. Target met.* |
| 1. Explain the steps of the troubleshooting process and perform basic troubleshooting.
* Chapter 4
 | 5 | I,D | 7, 4 | *SLO was assessed by written exam as stated in the course outline. 11 out of 11 or 100% of students successfully completed the SLO. Target met.* |
| 1. Upgrade or replace components of a laptop, printer, or scanner based on customer needs.
* Chapter 9, Chapter 10, Chapter 11
 | 5 | I,D | 7 | *SLO was assessed by written & performance exams as stated in the course outline. 11 out of 11 or 100% of students successfully completed the SLO. Target met.* |
| 1. Configure computers to attach to an existing network.
* Chapter 7 and Chapter 8
 | 5 | I,D | 7 | *SLO was assessed by written & performance exams as stated in the course outline. 11 out of 11 or 100% of students successfully completed the SLO. Target met.* |
| 1. Implement basic physical and software security principles.
* Chapter 12
 | 5 | I,D | 7 | *SLO was assessed by written & performance exams as stated in the course outline. 11 out of 11 or 100% of students successfully completed the SLO. Target met.* |
| 1. Apply good communications skills and professional behavior while working with customers.
* Chapter 13
 | 5 | I,D | 1 | *SLO was assessed by written & performance exams as stated in the course outline. 11 out of 11 or 100% of students successfully completed the SLO. Target met.* |
| 1. Assess customer needs, analyze possible configurations, and provide solutions or recommendations for hardware, operating systems, networking, and security.
* Chapter 14
 | 5 | I,D,M | 1,4,7 | *SLO was assessed by written & performance exams as stated in the course outline. 5 out of 11 or 46% of students successfully completed the SLO. Target is not met**Recommendation: Students who are not performing as expected need more additional time to study the materials and practice to improve hands-on skills.* |

**I – Introduced, D – Developing, M - Mastery**

FINAL GRADES:

A = 5 students B = 5 students C = 1 student D = none F = none

**Recommendations:**

1. Modify course outline to make CA100 as a pre-requisite
2. Purchase hardware, including 6 motherboards, 6 hard drives, 6 optical drives, 6 sets of memory modules, 6 wireless adopter cards, 6 monitors, and 6 sets of mouse/keyboard
3. Purchase software, including Windows 10 (for 12 computers)
4. Purchase accessories, including 2 wireless access point, 2 Android smartphones or tablets, 2 Apple smartphones or tablet

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