Review of Performance: Course: **VEE223 PC Hardware & Software** No. of Student: 7 Semesters: *Fall 2019*

Submitted by: Gardner Edgar

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.

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| --- | --- | --- | --- | --- |
| **SLO#** | **Program** **SLO#** | **IDM** | **ILO** | **Reflection/Comment** |
| 1. Define information technology (IT) and describe the components of a personal computer.
 | 35 | I, DI | 1, 3 | All SLOs were assessed by written test questions and skill-based performance exam using the assessment criteria as stated in the course outline. Result of assessment is shown below:

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| --- | --- | --- |
| No. of students | Score | Comment |
| 0 | 69 or less | failed |
| 7 | 70-79 | passed |

**Observation:** A lot of information (assigned reading materials for students) to cover in this SLO. **Note:** The use of Internet research was also an effective tool to engage students in this SLO. |
| 1. Describe how to protect self, equipment, and the environment from accidents, damage, and contamination.
 | 12 | I,D,MM | 1, 3, 4 |

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| --- | --- | --- |
| No. of students | Score | Comment |
| 0 | 69 or less | Failed (unacceptable) |
| 2 | 70-89 | Passed (developing) |
| 5 | 90-100 | Passed (exemplary) |

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| 1. Perform a step-by-step assembly of a desktop computer and install and navigate an operating system.
 | 12345  | D,MD,MMD,MD,M | 3, 4 |

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| --- | --- | --- |
| No. of students | Score | Comment |
| 0 | 69 or less | Failed (unacceptable) |
| 1 | 70-89 | Passed (developing) |
| 6 | 90-100 | Passed (exemplary) |

**Observation:** The use of demonstration by instructor and then the use of virtual desktop (independent work) and followed by individual hands-on, the result had more students satisfactorily completed this SLO. One student failed to due absenteeism. |
| 4. Explain and perform preventive maintenance of a personal computer system and the steps of the troubleshooting process. | 1-5 | M | 1, 2, 3 |

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| --- | --- | --- |
| No. of students | Score | Comment |
| 0 | 69 or less | Failed (unacceptable) |
| 0 | 70-89 | Passed (developing) |
| 7 | 90-100 | Passed (exemplary) |

**Observation:** Students are more engaged in the lessons when lessons are delivered in deep learning strategy: Students are divided in groups to form technician teams. Each team is given a project to complete within a specific time. Their tasks are to perform hardware and software maintenance on computers on campus. Performances are assessed and evaluated by instructors and other team. This engaged students into discussions. |
| 1. Describe operating system capabilities, the installation process, navigation, basic preventive maintenance, and troubleshooting.
 | 5 | M | 1, 2, 3 |

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| --- | --- | --- |
| No. of students | Score | Comment |
| 0 | 69 or less | Failed (unacceptable) |
| 2 | 70-89 | Passed (developing) |
| 5 | 90-100 | Passed (exemplary) |

**Observation:** Students need more opportunity to practice to become very confident and exemplary competent in this SLO. Due to limited time and pace of class, student did not fully cover Windows 7. |
| 1. Identify the main components of laptops and portable devices, basic preventative maintenance, and troubleshooting.
 | 1, 5 | M | 1, 2, 3 |

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| --- | --- | --- |
| No. of students | Score | Comment |
| 0 | 69 or less | Failed (unacceptable) |
| 5 | 70-89 | Passed (developing) |
| 2 | 90-100 | Passed (exemplary) |

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| 1. Identify and describe the differences between printers and scanners, installation and configuration, basic preventative maintenance, and troubleshooting.
 | 1,5, 6 | M | 1, 2, 3 |

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| --- | --- | --- |
| No. of students | Score | Comment |
| 0 | 69 or less | Failed (unacceptable) |
| 5 | 70-89 | Passed (developing) |
| 2 | 90-100 | Passed (exemplary) |

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| 1. Identify and describe basic network components, technologies, basic preventative maintenance, and troubleshooting.
 | 1, 2, 5 | M | 1, 2, 3 |

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| --- | --- | --- |
| No. of students | Score | Comment |
| 0 | 69 or less | Failed (unacceptable) |
| 5 | 70-89 | Passed (developing) |
| 2 | 90-100 | Passed (exemplary) |

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| 1. Identify and describe security threats, procedures, basic preventative maintenance, and troubleshooting.
 | 1, 5 | M | 1, 2, 3 |

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| --- | --- | --- |
| No. of students | Score | Comment |
| 0 | 69 or less | Failed (unacceptable) |
| 5 | 80-89 | Passed (developing) |
| 2 | 90-100 | Passed (exemplary) |

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| 1. Apply good communications skills and professional behavior to assess customer needs and provides solutions and recommendations for hardware, operating systems, networking, and security.
 | 1-5 | M | 1, 2, 3, 5 |

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| --- | --- | --- |
| No. of students | Score | Comment |
| 0 | 69 or less | Failed (unacceptable) |
| 1 | 70-89 | Passed (developing) |
| 6 | 90-100 | Passed (exemplary) |

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FINAL GRADES:

A = 1 B = 3 C = 3 D = 0 F = 0

**Additional observations & recommendations:**

***Observation 1:*** *The course used the latest version of the Cisco’s IT Essentials curriculum. It introduced Windows 10 OS and mobile devices, such as smartphones and tablets. It also covered Android, IOS, virtualization, and Linux.*

***Recommendations:***

1. *Modify course outline to include a personal computer (laptop, desktop, mobile device) as a requirement for students.*

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