

This program enables students to become skilled technicians who are capable of providing administrative and technical support to local and wide area networks, their users, and management.

Outcome 1	Measurable Criteria	Measurement Tool	Time Frame
Network Administration Students will be employed as network support or technical support professionals & will be demonstrating relevant skills.	80 % of graduates will be employed in a technical support or network administration position within a year after graduation	Employer Survey	Fall: Survey designed. Winter: Mailed. Improve contacts with employers. Spring: Analyze.
Results:			
Analysis and Action:			

Outcome 2	Measurable Criteria	Measurement Tool	Time Frame
Network students will indicate skills obtained during their studies in the Network Administration Program are useful in performing their job.	90 % of students who are working in Network Administration or Technical Support will indicate their learning objectives were satisfied.	Annual CIS department Survey	Spring Qtr
Results: Results from the Spring 2000 survey indicated that 71% of the students surveyed felt that their learning objectives were met (N=89). The network program was in a major transition during the 2001-02 school year. There were many comments in the survey about the lack of hands-on training.			

Results from the Spring 2002 survey indicate
<p>Analysis and Action:</p> <p>For students to experience hands-on during presentations, network courses that were strictly lecture-driven have been converted to a mix of lecture and hands-on made possible by the creation of a dedicated room to networking in 2001-02.</p> <p>For 2002-03,</p>

Outcome 3	Measurable Criteria	Measurement Tool	Time Frame
Network Administration Students will demonstrate their skills designing and implementing a client server network.	70% of students will pass the capstone course CNT 253 with a C+ or better, where they will design and implement a client server network as a member of a design and implementation team.	Project Evaluation Peer Evaluation	Spring Quarter
Results:			
Analysis and Action:			

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Outcome 4	Measurable Criteria	Measurement Tool	Time Frame
Students are systematically prepared for each level of coursework.	Students will be required to earn a 2.5 or better before advancing to the next course in a sequence.	Grades reported for 222, 270, 271, 272, 273, & 281.	Fall through Spring.
Results:			
Analysis and Action: Enforce prerequisite checking on CIS 222, CIS 270, CIS 271, CIS 272, CIS 273, and CIS 281.			