

CWU Department/Program Assessment Plan Preparation Form

Department: ITAM

Program: **Bachelor of Science** in Information Technology and Administrative Management

Department/Program Goals	Related College Goals	Related University Goals	Method(s) of Assessment (What is the assessment?)	Who/What Assessed (population, item)	When Assessed (term, dates)	Criterion of Achievement (Expectation of how good things should be)
1. Students will demonstrate the knowledge, skills, and attitudes necessary to be successful in their chosen career.	<p>1. Provide for an outstanding academic and professional growth experience for students at all CWU locations.</p> <p>2. Prepare students to participate in an increasingly diverse economy and environment.</p>	<p>1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.</p> <p>2. Provide for an outstanding academic and student life at the university centers.</p>	<p>a. Completion of pre-admission courses with a C- or better prior to completion of 30 credits earned in the major.</p> <p>b. Successful performance in capstone courses with an earned grade of B- or better.</p> <p>c. Successful participation in internships.</p> <p>d. Demonstration of knowledge in the Student Learner Outcomes.</p>	<p>a. Students</p> <p>b. Students</p> <p>c. Students and employers</p> <p>d. Students</p>	<p>a. Fall, Winter, Spring; pre-entry to major</p> <p>b. Fall, Winter, Spring</p> <p>c. Summer</p> <p>d. Fall, Winter, Spring in capstone courses; exit to major.</p>	<p>a. ___ of students will meet this standard prior to completion of 30 credits earned in major.</p> <p>b. ___ of students will earn a B- or better in the capstone courses.</p> <p>c. ___ of students will receive mean scores of 3 or higher in each category of their employer evaluation.</p> <p>d. ___ of students will score 75% or better on exit exam.</p>
2. Faculty will provide outstanding curriculum, programs, and advising in the areas of Information Technology, Administrative Management, and Retail Management and Technology.	<p>1. Provide for an outstanding academic and professional growth experience for students at all CWU locations.</p> <p>2. Prepare students to participate in an increasingly diverse economy and environment.</p>	<p>1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.</p> <p>2. Provide for an outstanding academic and student life at the university centers.</p> <p>5. Achieve regional and national prominence for the university.</p>	<p>a. Yearly curriculum retreat</p> <p>b. Accomplishments of Student Advisory Council</p> <p>c. Progress toward ABET Accreditation</p> <p>d. Accomplishments of ITAM Advisory Council</p> <p>e. Advising meetings with students at 75 credits and 115 credits</p>	<p>a. Faculty</p> <p>b. Student Advisory Council</p> <p>c. Department</p> <p>d. ITAM Advisory Council</p> <p>e. Faculty</p>	<p>a. Yearly</p> <p>b. Yearly</p> <p>c. Yearly</p> <p>d. Yearly</p> <p>e. Yearly</p>	<p>a. 100% participation of faculty.</p> <p>b. Student Advisory Council will convene Spring 2008 and meet a minimum of once per quarter to discuss curriculum and other issues.</p> <p>c. Fund 3 faculty participants in ABET Assessment workshop.</p> <p>d. ITAM Advisory Committee will convene Spring 2009 and meet a minimum of twice yearly to discuss curriculum and other issues.</p> <p>e. 90% of students meet with advisor at 75 credits and 115 credits.</p>
3. Department will recruit and retain qualified faculty.	<p>1. Provide for an outstanding academic and professional growth experience for students at all CWU locations.</p> <p>2. Prepare students to participate in an</p>	<p>1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.</p> <p>2. Provide for an outstanding</p>	<p>a. Recruitment plan for hiring diverse populations</p> <p>b. Retention of faculty who meet ITAM, CEPS, and CWU criteria of teaching, scholarship, and service</p> <p>c. Participation in faculty development</p>	<p>a. Faculty</p> <p>b. Faculty</p> <p>c. Faculty</p>	<p>a. Search process</p> <p>b. Yearly Activity Report</p> <p>c. Yearly Activity Report</p>	<p>a. Recruitment pools will meet CWU diversity goals maintained by OEO.</p> <p>b. At least 50% of FTEF will be tenure-track or tenured.</p> <p>c. 100% of all full-time faculty will participate in at least one professional development activity.</p>

	<p>increasingly diverse economy and environment.</p> <p>3. Recruit and retain a diverse and highly qualified faculty to develop and sustain prominent programs.</p>	<p>academic and student life at the university centers.</p> <p>5. Achieve regional and national prominence for the university.</p>				
<p>4. Department will strengthen partnerships with industry, professional groups, and alumni.</p>	<p>4. Build mutually beneficial partnerships with alumni, industry, professional groups, institutions, and the communities surrounding our campus locations.</p>	<p>4. Build mutually beneficial partnerships with the public sector, industry, professional groups, institutions, and the communities surrounding our campus communities.</p>	<p>a. Accomplishments of ITAM Advisory Council</p> <p>b. Sponsorship of industry, professional, or development workshop</p> <p>c. Maintenance of internship relationships with employers</p> <p>d. Alumni participation in program</p> <p>e. Database of ITAM alumni</p> <p>f. Professional membership in organizations</p> <p>g. Accomplishments of BAS-ITAM Advisory Council</p>	<p>a. ITAM Advisory Committee</p> <p>b. Department</p> <p>c. Department</p> <p>d. Alumni</p> <p>e. Database</p> <p>f. Faculty</p> <p>g. BAS-ITAM Advisory Committee</p>	<p>a. Spring</p> <p>b. Spring</p> <p>c. Fall, Winter</p> <p>d. Spring</p> <p>e. Yearly</p> <p>f. Yearly</p> <p>g. Yearly</p>	<p>a. ITAM Advisory Committee will convene Spring 2009 and meet a minimum of twice yearly to discuss curriculum and other issues.</p> <p>b. Department will support a minimum of one industry, professional, or development workshop.</p> <p>c. Thank you letters in Fall to employers of previous-summer internships; follow-up letters in Winter encouraging employer participation for upcoming summer internships.</p> <p>d. At least four alumni will participate in ITAM programs.</p> <p>e. Develop database and begin populating in Spring 2008.</p> <p>f. Tenure and tenure-track faculty will belong to a minimum of one professional organization germane to their area of teaching, scholarship, and/or service.</p> <p>g. BAS-ITAM Advisory Committee will convene Fall 2009 and meet a minimum of twice yearly to discuss curriculum and other issues.</p>
<p>5. Department will support and maintain resources sufficient to provide faculty and students with</p>	<p>5. Provide professional, high-quality staffing, facilities, technologies, and</p>	<p>3. Strengthen and further diversify our funding base to support academic and student</p>	<p>a. Grant preparation to achieve regional prominence</p> <p>b. Course fees are reinvested into technology resources for faculty</p>	<p>a. Faculty</p> <p>b. Department Chair</p>	<p>a. Spring</p> <p>b. Spring</p>	<p>a. Develop plan to prepare a grant.</p> <p>b. 85% of funds will be allocated over a 3-year period.</p>

classroom and lab experiences necessary to be competitive in the information technology industry.	appropriate resources to ensure the highest levels of academic and professional development.	progress. 5. Achieve regional and national prominence for the university.	and students			
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CWU Student Learning Outcome Assessment Plan Preparation Form

Department: ITAM

Program: **Bachelor of Science** in Information Technology and Administrative Management

NOTE: Student Learner Outcomes Mapped to 2008-2009 ABET Accreditation Learner Outcomes

Student Learning Outcomes (performance, knowledge, attitudes)	Related Program/ Departmental Goals	Related College Goals	Related University Goals	Method(s) of Assessment (What is the assessment?)	Who Assessed (Students from what courses, population)	When Assessed (term, dates)	Standard of Mastery/Criterion of Achievement (How good does performance have to be?)
(a) An ability to apply knowledge of technology and mathematics appropriate to the discipline.	1. Students will demonstrate the knowledge, skills, and attitudes necessary to be successful in their chosen career.	1. Provide an outstanding academic and professional growth experience for students at all CWU locations. 2. Prepare students to participate in an increasingly diverse economy and environment.	1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.	a. Course grade b. Project dealing with trigonometry and graphics in Flash CS3 c. Project plan d. Cases e. Labs f. Assignments g. Assignments h. Assignments i. Exam	a. Students b. Students c. Students d. Students e. Students f. Students g. Students h. Students i. Exam	a. ADMG 271 quarterly (knowledge of mathematics) b. IT 428 quarterly when offered c. ADMG/IT 374 d. IT 362 quarterly when offered e. IT 457 quarterly when offered f. IT 461 quarterly when offered g. IT 462 quarterly when offered h. IT 351 quarterly when offered i. IT 351 quarterly when offered	a. 75% of students will satisfactorily complete their first attempt at ADMG 271. b. 75% of students will satisfactorily complete the trigonometry and graphics project. c. 75% of the teams are able to produce a professional plan for a medium-sizes project d. 75% of students will obtain a C or above to their total score for the cases. e. 75% of students will complete the lab exercises with a C or above f. 75 % of students will complete the assignments with a C or above. g. 75% of students will complete the assignments with a C or above. h. 75% of students will complete the assignment with a C or better i. 75% of students will complete the exam with a C or above
(b) An ability to analyze a problem, and identify and define the requirements appropriate to its	1. Students will demonstrate the knowledge, skills, and attitudes necessary to be	1. Provide an outstanding academic and professional growth	1. Maintain and strengthen an outstanding academic and student life on	a. Final Project b. Cases c. Assignments	a. Students b. Students c. Students	a. IT 248 quarterly; IT 422 quarterly; IT 426 quarterly when offered;	a. 75% of students will satisfactorily complete the Final Project b. 75% of students will obtain a C

<p>solution.</p>	<p>successful in their chosen career.</p>	<p>experience for students at all CWU locations.</p> <p>2. Prepare students to participate in an increasingly diverse economy and environment.</p>	<p>the Ellensburg campus.</p>	<p>d. Exam Questions</p> <p>e. Assignments</p> <p>f. Exam</p>	<p>d. Students</p> <p>e. Students</p> <p>f. Exam</p>	<p>IT 428 quarterly when offered; IT 470 quarterly when offered.</p> <p>b. IT 362 quarterly when offered</p> <p>c. IT 461 quarterly when offered</p> <p>d. IT 461 quarterly when offered</p> <p>e. IT 351 quarterly when offered</p> <p>f. IT 351 quarterly when offered</p>	<p>or above to their total score for the cases.</p> <p>c. 75% of students will complete the assignments with a C or above.</p> <p>d. At least 50% of students will complete the requirements' problem in the exam with a C or above.</p> <p>e. 75 % of students will complete the assignments with a C or better.</p> <p>f. 75% of students will complete the assignments with a C or better.</p>
<p>(c) An ability to design, implement, and evaluate a computer-based system, process, component, or program to meet desired needs.</p>	<p>1. Students will demonstrate the knowledge, skills, and attitudes necessary to be successful in their chosen career.</p>	<p>1. Provide an outstanding academic and professional growth experience for students at all CWU locations.</p> <p>2. Prepare students to participate in an increasingly diverse economy and environment.</p>	<p>1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.</p>	<p>a. E-R Model Project that includes E-R diagram, logical model, and physical model of system.</p> <p>b. Project</p> <p>c. Assignments</p> <p>d. Exam</p>	<p>a. Students</p> <p>b. Students</p> <p>c. Students</p> <p>d. Students</p>	<p>a. IT 468 quarterly when offered</p> <p>b. IT 462 quarterly when offered</p> <p>c. IT 351 quarterly when offered</p> <p>d. IT 351 quarterly when offered</p>	<p>a. 75% of students will satisfactorily complete the E-R Model Project</p> <p>b. ?</p> <p>c. 75% of students will complete the assignment with a C or above</p> <p>d. 75% of students will complete the exam with a C or above</p>
<p>(d) An ability to function effectively on teams to accomplish a common goal.</p>	<p>1. Students will demonstrate the knowledge, skills, and attitudes necessary to be successful in their chosen career.</p>	<p>1. Provide an outstanding academic and professional growth experience for students at all</p>	<p>1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.</p>	<p>a. Selling Plan</p> <p>b. Project – progress report and individual closing report</p>	<p>a. Students</p> <p>b. Students</p>	<p>a. ME 340 quarterly</p> <p>b. ADMG/IT 374 quarterly when offered</p>	<p>a. 75 % of students will satisfactorily complete the Selling Plan.</p> <p>b. 75% of the students in each team declare that their team worked well together to</p>

		CWU locations. 2. Prepare students to participate in an increasingly diverse economy and environment.					accomplish a common goal.
(e) An understanding of professional, ethical, legal, security, and social issues and responsibilities.	1. Students will demonstrate the knowledge, skills, and attitudes necessary to be successful in their chosen career.	1. Provide an outstanding academic and professional growth experience for students at all CWU locations. 2. Prepare students to participate in an increasingly diverse economy and environment.	1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.	a. Exam question concerning information backup and recovery of transactional database. b. Exam questions concerning wireless security issues c. Blackboard discussion question concerning ethical decisions in the workplace d. Blackboard discussion question concerning diversity issues in the workplace e. Case Studies	a. Students b. Students c. Students d. Students e. Students	a. IT 468 quarterly when offered b. IT 362 quarterly when offered c. ADMG 310 quarterly when offered d. ADMG 310 quarterly when offered e. IT 301 quarterly when offered	a. 75% of students will answer the question correctly. b. 75% of students will answer the question correctly. c. 75% of students will receive a satisfactory grade based on a grading rubric d. 75% of students will receive a satisfactory grade based on a grading rubric e. 75% of students will complete the Case Studies with a C or above
(f) An ability to communicate effectively with a range of audiences.	1. Students will demonstrate the knowledge, skills, and attitudes necessary to be successful in their chosen career.	1. Provide an outstanding academic and professional growth experience for students at all CWU locations. 2. Prepare students to participate in an increasingly diverse economy and environment.	1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.	a. Good-news letter; bad-news letter; persuasive letter; analytical report b. Project presentation c. Project presentation	a. Students b. Students c. Students	a. ADMG 385 quarterly b. ADMG/IT 374 quarterly when offered c. IT 461 quarterly when offered	a. 75 % of students will satisfactorily complete a good-news letter, a bad-news letter, a persuasive letter, and an analytical report. b. All teams will have at least a C in the project presentation. c. All teams will have at least a C in the project presentation.
(g) An ability to analyze the local and	1. Students will demonstrate the	1. Provide an outstanding	1. Maintain and strengthen an	a. Case Studies	a. Students	a. IT 301 quarterly when	a. 75% of students will complete the Case Studies with a C or

global impact of technology on individuals, organizations, and society.	knowledge, skills, and attitudes necessary to be successful in their chosen career.	academic and professional growth experience for students at all CWU locations. 2. Prepare students to participate in an increasingly diverse economy and environment.	outstanding academic and student life on the Ellensburg campus.	b. Exam Questions	b. Students	offered b. IT 301 quarterly when offered	above b. 75% of students will complete the Exam Questions correctly
(h) Recognition of the need for and an ability to engage in continuing professional development.	1. Students will demonstrate the knowledge, skills, and attitudes necessary to be successful in their chosen career.	1. Provide an outstanding academic and professional growth experience for students at all CWU locations. 2. Prepare students to participate in an increasingly diverse economy and environment.	1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.	a. Case studies concerning: self-concept, perception, active listening, values, personal goal setting, time management, stress management, trust, disclosure, and power of influence.	a. Students	a. ADMG 310 quarterly when offered	a. 75% of students will earn a satisfactory grade on the case studies.
(i) An ability to use current techniques, skills, and tools necessary for technology practice in the students' chosen career.	1. Students will demonstrate the knowledge, skills, and attitudes necessary to be successful in their chosen career.	1. Provide an outstanding academic and professional growth experience for students at all CWU locations. 2. Prepare students to participate in an increasingly diverse economy and environment.	1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.	a. Final Project Grade b. Exercises c. Exercises d. Labs	a. Students b. Students c. Students d. Students	a. IT 248 quarterly; IT 422 quarterly; IT 426 quarterly when offered; IT 428 quarterly when offered; IT 470 quarterly when offered. b. ADMG/IT 374 quarterly when offered c. IT 461 quarterly when offered	a. 75% of students will satisfactorily complete the Final Project. b. At least 50% of the students will obtain a C or above in the exercises. c. At least 50% of the students will obtain a C or above in the exercises. d. 75% of students will complete the lab exercises with a C or above

						d. IT 457 quarterly when offered	
(j) An ability to use and apply current technical concepts and practices in the core information technologies.	1. Students will demonstrate the knowledge, skills, and attitudes necessary to be successful in their chosen career.	1. Provide an outstanding academic and professional growth experience for students at all CWU locations. 2. Prepare students to participate in an increasingly diverse economy and environment.	1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.	a. E-R Model Project that includes E-R diagram, logical model, and physical model of system. b. Exam	a. Students b. Exam	a. IT 468 quarterly when offered b. IT 351 quarterly when offered	a. 75% of students will satisfactorily complete the E-R Model Project. b. 75% of students will complete the exam with a C or above
(k) An ability to identify and analyze user needs and take them into account in the selection, creation, evaluation, and administration of technologies.	1. Students will demonstrate the knowledge, skills, and attitudes necessary to be successful in their chosen career.	1. Provide an outstanding academic and professional growth experience for students at all CWU locations. 2. Prepare students to participate in an increasingly diverse economy and environment.	1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.	a. Cases b. Assignments c. Project d. Assignments e. Exam	a. Students b. Students c. Students d. Students e. Exam	a. IT 362 quarterly when offered b. IT 461 quarterly when offered c. IT 462 quarterly when offered d. IT 351 quarterly when offered e. IT 351 quarterly when offered	a. 75% of students will obtain a C or above to their total score for the cases. b. 75% of the students will complete the assignments with a C or above. c. 75% of students will complete the project with a C or above d. 75% of students will complete the assignments with a C or above e. 75% of students will complete the exam with a C or above
(l) An ability to effectively integrate IT-based solutions into the user environment.	1. Students will demonstrate the knowledge, skills, and attitudes necessary to be successful in their chosen career.	1. Provide an outstanding academic and professional growth experience for students at all CWU locations.	1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.	a. Cases b. Project	a. Students b. Students	a. IT 362 quarterly when offered b. IT 462	a. 75% of students will obtain a C or above to their total score for the cases. b. 75% of the students will complete the project with a C or above.

		2. Prepare students to participate in an increasingly diverse economy and environment.					
(m) An understanding of best practices and standards and their application.	1. Students will demonstrate the knowledge, skills, and attitudes necessary to be successful in their chosen career.	1. Provide an outstanding academic and professional growth experience for students at all CWU locations. 2. Prepare students to participate in an increasingly diverse economy and environment.	1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.	a. Assignments b. Exam	a. Students b. Students	a. IT 351 quarterly when offered b. IT 351 quarterly when offered	a. 75% of students will complete the assignments with a C or above b. 75% of students will complete the exam with a C or above
(n) An ability to assist in the creation of an effective project plan.	1. Students will demonstrate the knowledge, skills, and attitudes necessary to be successful in their chosen career.	1. Provide an outstanding academic and professional growth experience for students at all CWU locations. 2. Prepare students to participate in an increasingly diverse economy and environment.	1. Maintain and strengthen an outstanding academic and student life on the Ellensburg campus.	a. Project	a. Students	a. ADMG/IT 374 quarterly when offered	a. 75% of the students will complete the project with a C or above.

*Method(s) of assessment should include those that are both direct (tests, essays, presentations, projects) and indirect (surveys, interviews) in nature

**Data needs to be collected and differentiated by location (Ellensburg campus vs University Centers – see NWCCU standard 2.B.2)

***Timing of assessment should be identified at different transition points of program (i.e., admission, mid-point, end-of-program, post-program)