



# Assessment Report

## PART 1: CONTACT & PROGRAM IDENTIFICATION

Report Year and Contact Information:								
2019-2020	Nathan Saline	nsaline@cnm.edu						
<b>Academic Year</b>	<b>Contact Person</b>	<b>Email</b>						
Name of Program:		Courses:						
CIS Computer Support Specialist		CIS 1275	CIS 1410	CIS 1415	CIS 1610	CIS 1680	CIS 1715	CIS 2520
		CIS 2670						

## PART 2: PROGRAM SUMMARY

Provide a high-level review of the program to include highlights, successes, challenges, significant changes, and significant resources needed to support the program.
Although COVID-19 impacted face-to-face classes late in the year, all capstone projects were completed, and students met all program targets. CNM’s robust community worked hard to mitigate the impacted this the pandemic. For example, CNM offered loaner computers and on-campus WIFI.

**Part 3: DATA REVIEW**

<b>Program Data</b> <b>(Each Review Year is defined as Summer, Fall, and Spring terms)</b>	<b>Review Year</b> <b>19-20</b>	<b>Review Year</b> <b>18-19</b>	<b>Review Year</b> <b>17-18</b>
Annual number of graduate awards is greater than 10	13	6	1
Number of declared majors	41	53	41
Average class size	19	20	22
Annual Average class retention rate is 70% or above (SAGE 65%)	79%	84%	86%
Annual C-Pass rate for coursework is 60% or above	63%	65%	70%
Average class fill rate at 60% or above capacity within a term or over a year	65%	67%	77%
Transfer numbers/percent	NA	1 (17%)	0 (0%)
Full-time to part-time faculty ratio	58: 14	54: 16	50: 14

**Summarize how your program met or did not meet the target measures based on the data above.**

This program has seen an increase in the number of graduates every year since 2017-2018 catalog. In catalog year 2017-2018 it had 1 graduates and now enjoys 13 graduates in catalog year 2019-2020. All other program targets were meet.

**Part 4: PROGRAM LEARNING OUTCOME ANALYSIS.**

Learning Outcome	Population or Course(s) Assessed	Assessment Methods	Summary of Assessment Results
Basic installation and administration of network	CIS1415	Test or quiz, Class project, In-class activities, Certification exam, and Homework assignments.	met over 75%
Demonstrate and administer Linux operating system	CIS1680	Test or quiz, Class project, In-class activities, Certification exam, and Homework assignments.	met over 75%
Demonstrate proper security	CIS2670	Test or quiz, Class project, In-class activities, and Certification exam.	met over 75%
Diagnose and repair common hardware and software issues	CIS1410 and CIS1610	Test or quiz, Class project, In-class activities, Certification exam, and Homework assignments.	met over 75%

Interpretation of Assessment findings
<p>Students met all assessments targets. For CIS 1680 our Linux course. Our overall passing rate of the TestOut Linux Pro cert exam is at 70.7% which compares favorably to the 58.33% from other NM colleges and a 40.26% for US colleges.</p>

**Part 6: ADDITIONAL ACTION PLAN IN SUPPORT OF STUDENT LEARNING (IF APPROPRIATE)**

Upcoming year	Changes planned for the upcoming year	Data motivating this change
2020-2021	NA	N/A
2020-2021		
2020-2021		

**Please Select all the following that characterize the types of changes described in the above action plan:**

- Assessment criteria revision
- Assessment methodology revision
- Assignment revision
- Budgetary reallocation
- Change in teaching approach
- Course content revision
- Curricular Revision
- Faculty training/development
- Process revision

**Part 6: COMMENTS**

<p><b>Use this section to record any comments, notes, or questions from individuals who reviewed this report.</b></p>
<p><b>School Dean:</b></p>
<p><b>SAAC Representative:</b></p>