

2004 – 2005 PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing form:		Joe Roman		Curriculum/Department:		Network Administration & Support	
Purpose/Mission Statement				Vision Statement, 3-5 years			
The mission of the Networking program is to produce competent, qualified networking professionals who are ready to join the workforce and begin a successful career as network administrators.				To achieve a first class training program with state of the art facilities, which annually produces ten or more students who have not only met all statewide requirements for a degree in Network Administration and Support but are prepared to achieve national certification by various information technology programs, such as Cisco, CompTIA, Microsoft, and Novell.			
Goal #	Values for Teaching	College Goals	2004 – 2005 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)		
1.			To achieve employment of graduates within the field of networking or other information technology areas.	Employment statistics as provided by Institutional Research and Planning Office should indicate 80% employment in field of Information Technology.	Monitor results of survey of graduates as conducted as part of the annual program review. Help students identify employment opportunities. Encourage their resume preparation, and prepare them for interview process by classroom and individual contact.		
2.			Graduates should be satisfied with the skills they obtain in this program.	Achieve 80% satisfaction rate per surveys.	Monitor survey results as part of the annual program review.		
3.			Graduates will demonstrate interest in information technology certifications such as Microsoft, Novell, Cisco and CompTIA within a year of graduation.	Achieve 50% certification from at least one major vendor within one year of graduation. Achieve 70% attempt at certification within one year of graduation.	Monitor statistics as provided by Institutional Research and Planning Office after graduation for certification successes and through communication with students after graduation. Emphasize importance of certification through classroom instruction and prepare students for exams by classroom lesson plans. Also help secure testing discounts for students when available.		
4.			Maintain facilities and equipment to support a creative learning environment and reflect current industry standards.	Achieve 90% satisfaction level amongst graduates with the equipment and facilities of the Network Administration and Support program.	Identify materials and equipment needed and budget accordingly. Secure classroom resources as part of the budgeting process adequate to the needs of the students for learning the latest technologies.		

Goal	Criteria Results Be sure to utilize most current data available	End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to your program, contingencies, etc.) Describe how you used the results to improve your program
1.	Three of last year's four graduates have secured jobs in the Information Technology area for a 75% success rate. The remaining graduate has gone on to pursue a Bachelor's degree at Western Carolina University.	Employment goal was achieved. I am continuing to help students identify employers and we were successful in the past month with finding another position at Macon Bank for a former graduate who wasn't working in the IT field.
2.	The graduate survey indicated 100% satisfaction with skills obtained in the Network Administration and Support Program.	Goal achieved. Will continue to monitor graduate feedback. I will continue to work with Delos Monteith to improve the feedback forms.
3.	Three of last year's graduates earned their A+ certification and are pursuing other certifications.	This goal has been achieved also. I continue to emphasize the importance of certification through classroom instruction. I will propose an additional class be added to the curriculum just for Cisco CCNA test preparation.
4.	Feedback indicates that graduates are satisfied with the curriculum facilities.	We have secured additional equipment from the Cisco Networking Academy program for use in classroom training at no cost to the College.