

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing form:	Joe Roman Kurt Berger	Curriculum/Department:	Network Administration & Support
Purpose/Mission Statement:		Vision Statement: (3-5 years)	
<p>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.</p>		<p>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.</p>	
Program Strengths:		Program Weaknesses:	
<p>One of the greatest strengths of the Network program is its dedicated classroom that provides students the opportunity to work in a networking environment that can be left incomplete on a daily basis. An additional strength of the program is the faculty that teaches in this area, both within the program and ancillary to the program. The total number of faculty, which serves the program, is closer to six rather than just the two directly associated with the program. Most of these faculty members have numerous IT certifications and/or practical work experience.</p>		<p>An external factor that has significantly impeded growth of this program is the loss of jobs in the Information Technology area since the year 2000. The so-called "Dot Com" crash which reduced the number of new jobs created in IT. After a drop in enrollment the program stabilized and now shows a modest increase in numbers. It is hoped that as economic conditions improve there will be a recovery both in the IT industry and a corresponding increase in the program itself.</p>	
Program Opportunities:		Program Threats:	
<p>A new opportunity may exist in the area of Home Technology Integration (HTI). This is an area in which students and graduates are now finding employment. It is also an area in which small computer/networking oriented businesses in our area are expanding. This includes the installation of home networking and entertainment systems and the integration of technology with the principal environmental systems of a house such as telecommunications, home security, HVAC, cable/satellite/broadband, and structured wiring.</p>		<p>The principal threats to the program are economic. Fortunately networking is one of the strongest areas for continued growth and job stability amongst the various IT fields. In many ways it is the foundation on which the other fields rely. Neighboring community colleges are either too distant or simply do not offer a competing program to be a threat at this time. A nearby university offers a related but at this point complimentary program for advanced study.</p>	

Goal #	Values for Teaching	College Goals	2005-2006 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)
1	3 4 6	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	1 2 6	1	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	6 8	1	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	5 7 9	3	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. Revise graduate questionnaires to measure satisfaction with facilities and equipment. Also add equipment necessary to implement a Home Technology Integration (HTI) component to the Networking program.

Budget Item Description: (Budget items requested from college funds)	Current Year Budget (Total Request):	Ongoing Operational Budget:	Expansion Budget:
Supplies-			
Equipment-	NA	Covered by Cisco funds.	
Travel-	NA	Covered by Cisco funds.	
Program Accreditation-			
Other- Addition of new Cisco Learning Institute (CLI) sponsored curriculum in Home Technology Integration (HTI) during the 2006-2007 year.	\$10,000		\$10,000
TOTALS	\$10,000		\$10,000

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.	<u>Goal:</u> The goal of achieving 80% employment in the field of Information Technology was not met.	There was only one graduate of the Network program during 2005 and although he is employed it is not in an Information Technology field. I expect that we will have 3-5 graduates during 2006 (either in the Spring or Fall) and that we will be more successful in meeting this goal. Forecasting into 2007 we have the possibility of 12 students graduating.
2.	<u>Goal:</u> The goal of student satisfaction with the skills obtained in this program was met in that we had 100% percent satisfaction with the program.	Respondents to both the curriculum program and Cisco certificate program indicated that they were either satisfied or very satisfied with all major evaluations of the program. Results indicate that curriculum is effectively meeting the needs of the students. Will continue to monitor program of study and adjust as needed.
3.	<u>Goal:</u> Graduates did demonstrate an interest in achieving vendor certification.	Although there has been no report of successful completion of certification for this group of respondents the principal reason for their enrollment in the Cisco program was to ultimately achieve Cisco certification. One current student did achieve A+ certification prior to
4.	<u>Goal:</u> The goal of student satisfaction with the skills obtained in this program was met.	The maintenance of facilities and equipment met with graduates' satisfaction. I believe this continues to be strength of the program. We received one free Cisco router bundle upgrade from the Cisco Networking academy program as a result of continued Instructor continuing education. We also purchased two additional upgrade bundles. These bundles of equipment help us to remain current with advances in the technology. The college's application for a Bio-Technology grant from the NCCCS office to fund a new Cisco

		HTI+ curriculum was not successful, but other ways of funding the initiative are being examined by the Director of Community and Resource Development. The hope is still to offer the program during the 2006-2007 academic years.
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