

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing form:	Joe Roman	Curriculum/Department:	Networking Technology
Purpose/Mission Statement:		Vision Statement: (3-5 years)	
<p>The mission of the Networking Technology 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. Perhaps course work could be provided during the 2008-2009 budget year.</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 competing programs to be threats 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	2007-2008 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)	Plan of Action (including resources needed)
1	3 4 6	1	Graduates will be employed 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Monitor survey results as part of the annual program review.
3	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.	<ul style="list-style-type: none"> • 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. • Monitor survey results as part of the annual program review.
4	1 2 5 6	1	Students will demonstrate the ability to design, install and test structured cabling systems.	99% of students will successfully cut, strip, install plugs and jacks and test their work or repeat the labs until they can successfully do so. The only	<ul style="list-style-type: none"> • Provide a learning environment where students will: <ul style="list-style-type: none"> • Participate in cable labs in either NET 110 or NET 125. • Participate in laboratory exercises using industry standard cabling equipment to

				<p>exceptions being certain students with physical limitations.</p>	<p>cut, strip, and crimp CAT5 cable.</p> <ul style="list-style-type: none"> • Test their cables with various testing equipment such as multimeters and Fluke network equipment. • Monitor results of student performance.
5	1 2 5 6	1	<p>Students will demonstrate the ability to install network operating systems such as Windows and Linux.</p>	<p>All students (100%) will successfully install and test client and server operating systems in the following classes: NOS 110, NOS 120, NOS 220, NOS 130, and NOS 230.</p>	<ul style="list-style-type: none"> • Provide a learning environment where students will: <ul style="list-style-type: none"> • Be assigned computers on which to install both client and server operating systems for Windows and Linux platforms. • Successfully network their computers with other computers in the classroom. • Successfully connect to the internet thru switches and routers. • Monitor results of student performance.
6	1 2 5 6	1	<p>Students will demonstrate the ability to configure switches and routers.</p>	<p>All students (100%) will successfully configure switches in the following classes: NET 126, NET 225, and NET 226.</p> <p>All students (100%) will successfully configure routers in the following classes: NET 126, NET 225, and NET 226.</p>	<ul style="list-style-type: none"> • Provide a learning environment where students will: <ul style="list-style-type: none"> • Participate in laboratory exercises using switches from various vendors to create and troubleshoot local area networks. • Participate in laboratory exercises using Cisco routers to create and troubleshoot local and wide area networks. • Monitor results of student performance.

Budget Item Description: (Budget items requested from college funds)	Current Year Budget (Total Request):	Ongoing Operational Budget:	Expansion Budget:
Supplies-	Covered by Cisco funds.	Covered by Cisco funds.	
Equipment-			
Travel-	Covered by Cisco funds.	Covered by Cisco funds.	
Program Accreditation-			
Other-			
TOTALS			

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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.	Goal met. 89% of graduates were employed in networking the summer following graduation. The 2007 Spring class had nine students who received either a degree or a diploma. All of those nine students have also received a Cisco certificate. Eight of those nine were employed.	I will continue to help students identify employment opportunities and assist in their resume preparation. Also encourage them to prepare for interviews both by classroom and individual contact and utilization of Southwestern Community College's support services. Results indicate that the program is effective in preparing employable graduates.
2.	Goal met. Graduates who responded to the student satisfaction survey indicated they were either satisfied or very satisfied with all measures of the program and if they were to begin again they would choose to attend Southwestern Community College.	I will continue to monitor results of survey of graduates as conducted as part of the annual program review and work with the office of planning on improving feedback from students. Results indicate that the program is effective in meeting the expectations of our majors/graduates.

3.	Goal met. Graduates who responded to the student satisfaction survey indicated they were either satisfied or very satisfied with facilities and equipment.	I will continue to maintain the classroom in a manner which meets the needs of the students for learning the latest technologies. Results indicate that the program facilities and equipment contribute to a satisfactory learning environment.
4.	Goal met. All graduates and current second year networking majors have demonstrated the ability to cut, strip, and install plugs and jacks. They have also used testing equipment to insure success.	I will continue to work with students in laboratory exercises designed to make them proficient in the manufacture and installation of structured cabling. Results indicate that instruction and curriculum is effective in preparing students for the fundamental tasks of designing, installing and testing structured cabling systems.
5.	Goal met. All graduates and current second year networking majors have demonstrated the ability to install and test client and server operating systems.	I will continue to work with students in laboratory exercises designed to make them proficient in client and server operating systems. Results indicate that instruction and curriculum is effective in preparing students to install and test client and server operating systems.
6.	Goal partially met. Graduates of 2007 have met the goal of configuring switches and routers. Students pending graduation have either successfully completed the Cisco curriculum or are currently enrolled in classes but have shown the ability to successfully complete the classwork.	I will continue to work with students in Cisco laboratory exercises designed to make them proficient in configuring switches and routers. Additionally I have taken a "refresher" course in the Cisco curriculum and will be making program changes during the summer of 2008.