Year- End Report

2013-2014

Department: Computer Information Systems

Network Administration - 147

Document Prepared By:

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Department Information

**Annual Updates**

**Review & Documentation:**

**Current year goals & outcomes**
The goals for this program over this academic year were to evaluate the efficacy of existing courses in the program, the determination of additional courses, and the integration of industry-recognized certifications into the curriculum. Work toward this goal has begun, but it is not yet complete. This program is part of a comprehensive rebuild of all of the programs in the department, and the list is prioritized. This program has not yet been fully addressed due to higher priority programs ahead of it. That said, some progress has been made.

**Goals for next year**
The goal for 2014-15 is to utilize the skills and expertise of our new faculty member(s) who have expertise in this area to help us accomplish the current year goals we have set out to accomplish. We plan to have a solid set of courses keyed to appropriate certifications. We also hope to begin the building or acquisition of lab facilities so that students can work with actual network equipment. The ability to work with network equipment is critical for this program and has been severely lacking in our current environment.

**Internal collaborations and partnerships**
We intend to involve the Communications Department in order to implement a plan to market the degree via social media. We also rely on the IT department to continue to develop infrastructure to insure students have adequate resources for online learning.

**External collaborations and partnerships**
We also expect to partner with certification bodies so that students can take or obtain vouchers for the appropriate certifications, i.e. CISCO, CompTia A+, etc.

**Departmental needs for support from other departments within the college**
Reviewed under internal collaborations. In addition, Katie Daniels and Erin Busscher will assist in the creation of curricular alignment and transferability of courses and degree.

**Program accreditation Updates**
N/A
Description of departmental advising plan and outcomes

Students enrolled in this program will be advised via email and through departmental advising activities throughout the year. As we will be modifying courses, we will make students aware of all changes impacting the degree. We wish to enhance our advising for this degree by bringing in the value of certifications in the industry and how our program can help students obtain them.

Departmental professional development activities

Faculty who teach courses in this program should become certified in the various certifications we offer to students, i.e. CISCO, CompTia A+, etc. Said faculty should also be able to teach content in the courses that are addressed in these certifications.

Student Awards

N/A

Other department updates

As is the case with all CIS degrees, there is substantial curriculum revision taking place to insure the courses and degree as a whole are well suited to industry so that students can obtain employment.
Faculty & Staff

Faculty & Staff Annual Updates

Professional Development Activities
2013-2014 has been a huge year of learning for CIS faculty in terms of curriculum revisions and degree alignment. We have met a total of 20 hours in 2013-2014 as a staff with Katie Daniels and Erin Busscher to learn the intricacies of what is needed to improve our degree offerings for students and realign both AA transfer degrees and AAAS workforce development degrees. These efforts have not been without frustration as we try to develop processes along the way. We are making progress, however, and have realigned our degrees in such a way that students will be able to make clearer choices. Furthermore, our transfer partners will see programs that are more universally familiar and recognizable. Individual courses have been more closely aligned with transfer partners of GVSU, FSU and Davenport for AA degrees throughout the curriculum.

EOL/Release Time Work
N/A

Faculty & Staff Accomplishments/Awards
N/A

Faculty Development for Upcoming Year
We need additional training and development in curricular alignment and a better overall understanding of the academic program review process. Furthermore, faculty will need to be trained and given the ability to take and become certified in whatever industry certifications we apply to this program.
Perkins Indicators

<table>
<thead>
<tr>
<th>CIP Code</th>
<th>Program Code</th>
<th>Program</th>
<th>1p1 Technical Skills</th>
<th>2p1 - Degree/Cert Award</th>
<th>3p1 Retention &amp; Transfer</th>
<th>4p1 Placement</th>
<th>5p1 Non Trad Participation</th>
<th>5p2 Non Trad Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.0901</td>
<td>147</td>
<td>Computer Networking</td>
<td>N/A</td>
<td>no</td>
<td>yes</td>
<td>no</td>
<td>yes</td>
<td>no</td>
</tr>
</tbody>
</table>

**Perkins Indicators Analysis & Summary**

Perkins data suggest that we are not placing students adequately in the workforce, nor are we moving enough students through the program. We believe that the improvements we will be making to this degree program will address these concerns and have a significant, positive impact upon this data.
Assessment of Student Learning

Computer Applications – Computer Network Administration 147

Program Outcomes:

1. Provide students who complete an AAAS degree the skills needed to successfully seek employment as a local area network (LAN) support specialist, network administrator, or telecommunications analyst.
2. Provide students who complete an AA degree the ability to transfer to a university to seek a degree in network administration.
3. Provide students who complete an AA degree the ability, through transfer, to obtain an advanced degree employed as network engineers or systems/applications security managers.

<table>
<thead>
<tr>
<th>Program Learning Outcomes</th>
<th>ILO</th>
<th>Measure</th>
<th>Findings/ Improvements/Impact</th>
<th>Status, Fall 13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicate effectively with co-workers in person and in writing.</td>
<td>Communication</td>
<td>In-class lab projects and presentations</td>
<td>Effective</td>
<td>Complete</td>
</tr>
<tr>
<td>Maintain and troubleshoot networks to ensure proper performance</td>
<td>Critical Thinking</td>
<td>In-class lab projects</td>
<td>Needs improvement – revise curriculum and integrate certification exam content into courses; build lab infrastructure to give students better hands-on access to equipment.</td>
<td>Complete</td>
</tr>
<tr>
<td>Diagnose network inefficiencies and malfunctions and implement effective solutions</td>
<td>Critical Thinking</td>
<td>In-class lab projects</td>
<td>Needs improvement – revise curriculum and integrate certification exam content into courses; build lab infrastructure to give students better hands-on access to equipment.</td>
<td>Complete</td>
</tr>
<tr>
<td>Ensure that computer networks are secure and protected from invasion</td>
<td>Critical Thinking</td>
<td>Test questions on network security.</td>
<td>Results showed a need to strengthen curriculum – changes have been made to alter course structure.</td>
<td>Analyzed data and planned improvements.</td>
</tr>
<tr>
<td>Program Learning Outcomes</td>
<td>ILO</td>
<td>Measure</td>
<td>Findings/ Improvements/Impact</td>
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<tr>
<td>------------------------------------------------------------------------------------------</td>
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<tr>
<td>Read and write technical documents</td>
<td>Communication</td>
<td>In-class lab projects</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interact with individuals of diverse social, cultural and ethnic backgrounds to be able to diagnose and solve problems with network performance and reliability.</td>
<td>Social Responsibility</td>
<td>In-class lab projects</td>
<td>Effective</td>
<td>Complete</td>
</tr>
<tr>
<td>Develop timeliness, reliability and organizational skills demonstrated by regular attendance and participation in class.</td>
<td>Personal Responsibility</td>
<td>Assignments and assessment of attendance</td>
<td>Effective</td>
<td>Complete</td>
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</tbody>
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