

BASIC PROGRAM INFORMATION

Program Review is a self-study of your discipline. It is about documenting the plans you have for improving student success in your program and sharing that information with the college community. Through the review of and reflection on key program elements, program review and planning identifies program strengths as well as strategies necessary to improve the academic discipline, program, or service to support student success. With that in mind, please answer the following questions:

Discipline Name: Computer Network Administration

Department Name: Computer Science and Information Technology (CSIT)

Division Name: Arts, Media, Business and Computer Science (AMBCS)

Please list all participants in this Program Review :

Name	Position
Rand Green	Faculty
Aaron Hudson	CSIT Systems Analyst

Number of Full Time Faculty: _____ **Number of Part Time Faculty:** _____

Please list the Classified positions (and their FTE) that support this discipline:

Department ADA 38%
 Systems Analyst 30%

What additional hourly staff support this discipline and/or department:

Lab assistants

Discipline mission statement: [Link to "How to Build a Mission Statement"](#)

The mission of the Computer Network Administration discipline at Palomar College is to offer our students current and valid training and certification preparation for both transfer and direct employment in the industry of Computer Network Administration. Studies in Computer Network Administration lead towards multiple Associate of Science degrees and preparation for multiple industry certifications from the most accepted and current certification vendors. As a strong CTE program, students will train to be well-rounded professionals in the field and will be prepared to enter a rapidly growing industry.

List any new degrees and certificates offered within this discipline since your last comprehensive review:

N/A

Discipline Level Data: <https://sharepoint2.palomar.edu/sites/IRPA/SitePages/PRP%20Summary%20Source.aspx>

SECTION 1: PROGRAM REFLECTION

1A. Program Analysis: Reflect upon and provide an analysis of your summary data.

Enrollment

CSNT enrollment at census has increased this year, from 516 in 2014/15 to 622 in 2015/16. While Palomar College is struggling with enrollment, the Computer Network Administration Discipline has remained stable and shown some growth.

Fill rates have increased substantially by 15% from last year.

Course Success and Retention

Success rates and retention rates have increased substantially from last year from 64.9% to 86.2%. This increase is due to the single full-time faculty member spending many hours advising students and tutoring through the use of web conferencing. However, it is still much lower than pre 2010 rates which were in the high 90% ranges. This is important to note, because in 2010 the CSIT department lost much of the student support. The school has not replaced this student support. Previous to the 2010 academic year, the CSIT department had 2 instructional support assistants which staffed open lab and tutored students. This has not been available to students for many years and it has impacted the success of students in the programs, and has decreased the enrollment in capstone classes.

Degrees and Certifications

Students that complete the programs and earn certifications has dramatically decreased from last year from 37 to 21 students earning degrees. This is the lowest it has ever been. There is no doubt it is due to the lack of student support and tutoring. The capstone classes struggle to fill, which means less graduates. While the foundational courses are still full, less students are making it through to the capstone courses.

We have tracked students receiving industry certification by the Testout! Corporation. Over 95% of students who complete our fundamentals courses and desire to be certified are successfully earning industry certification in the areas of Networking and Hardware and OS fundamentals. That is an outstanding success rate for very difficult exams. Students are walking away with a certification at the end of class for their portfolios.

1B. Standards: ACCJC requires that colleges establish institutional and program level standards in the area of course success rates. These standards represent the lowest success rate (% A, B, C, or Credit) deemed acceptable by the College. In other words, if you were to notice a drop below the rate, you would seek further information to examine why the drop occurred and strategies to address the rate.

Discipline Level Course Success Rate:

- The College's institutional standard for course success rate is **70%**.
- Review your discipline's course success rates over the past five years.
- Identify the minimum acceptable course success rate for your discipline. When setting this rate, consider the level of curriculum (e.g., basic skills, AA, Transfer) and other factors that influence success rates within your area. If you set your discipline standard below the College's standard, please explain why.

Standard for Discipline Course Success Rate: 70

Why?

CSNT had a success rate of 78.8%

This is much lower than pre-2010 academic years. The students do not have the support and tutoring that they once had when we had 2 instructional support assistant positions staffing open lab time.

Students continually state that they need more dedicated lab time and tutoring. Since we have lost the staffing resources of our Instructional Support Assistants, the students do not have these resources available to them to succeed.

1C. Program Update: Describe your proudest moments or achievements related to student success and outcome.

There have been many student successfully taking and passing industry exams. There have also been numerous students that have found employment with local companies in the industry.

1D. Program Improvement: What areas or activities are you working on this year to improve your program? Please respond to new data as well as feedback from last year's program review.

This year the CSNT discipline has reached out to numerous high schools and developed dual enrollment, articulations, and transfer

agreements. In addition, the CSNT department will be developing courses and program in Cybersecurity as well as hiring a new faculty member whose focus will be Cybersecurity.

1E. Unanticipated Factors: Have there been any unanticipated factors that have affected the progress of your previous plan?

It is always a struggle to find qualified part-time faculty as many potential candidates are working in the industry and have very high paying jobs.

We believe that having qualified student support such as instructional support assistants will greatly increase student success and reduce the heavy work load on faculty. The lack of student support including lab time, and qualified tutors continues to plague the program. In regards to the ISA positions, this resource has been presented over the past 5 years in PRPs, and SLOs; the need has been ignored by the college.

1F. SLOACs: Describe your course and program SLO activities this past year. How have you used the results of your assessments to improve your courses and programs? [Refer to the SLO/PRP report – https://outcomes.palomar.edu:8443/tracdat/](https://outcomes.palomar.edu:8443/tracdat/)

All course and programs were assessed last year. No course revisions were needed as the outcomes were acceptable for the resources that this discipline has.

However, it is evident that students need tutoring assistance to increase success and retention rates.

We will also continue to reach out to industry partners to edit current SLOs, ensuring that the outcomes match with industry needs.

SECTION 2: PROGRAM GOALS

2A. Progress on Previous Year's Goals: Please list discipline goals from the previous year's reviews and provide an update by checking the appropriate status box .

Goal	Completed	Ongoing	No Longer a Goal
Establish Voice and Data Cabling Lab	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Establish Industry Testing Center to serve all of North County	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Transfer of more course and degrees into four-yr institutions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
To become the premiere training center for industry in the areas of V	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2B. New Discipline Goals: Please list all discipline goals for this three-year planning cycle (including those continued from previous planning cycle):

GOAL #1	
Program or discipline goal	New Faculty Hire
Strategies for implementation	The hiring committee has been formed and the process is currently moving forward.
Timeline for Implementation	ASAP
Outcome(s) expected (qualitative/quantitative)	Matching industry needs.
GOAL #2	
Program or discipline goal	New permanent, full-time Instructional Support Assistant/ISA3 lab assistant position to help with CSCI tutoring.
Strategies for implementation	A new Instructional Support Assistant position has long been required to work in the CSIT Department computer labs. Essential duties include support of computing resources in the labs; support of student learning in the labs.
Timeline for Implementation	ASAP
Outcome(s) expected (qualitative/quantitative)	Improved student success rates and program completers.
GOAL #3	
Program or discipline goal	An additional permanent full-time CSNT faculty member to focus on Voice and Data Cabling, Virtualization, Home Automation, and Internet of Things.
Strategies for implementation	Continue to request the position and show growth in discipline after the new hire this year.
Timeline for Implementation	ASAP
Outcome(s) expected (qualitative/quantitative)	Matching Industry Needs

**Department Chair/
Designee Signature:** _____

Date: _____

Division Dean Signature: _____

Date: _____

Vice President Signature: _____

Date: _____