

Department Plan

Long Beach City College

Dept - Computer and Office Studies (formerly CBIS & CAOT)

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Mission: The mission of the Computer and Office Studies (COS) Department is to:

- Train students and retrain displaced workers for immediate employment upon graduation or completion of COS certificate requirements.
- Prepare students in both academic and vocational majors to attain computer and office skills for employment, information systems/ computer science education, soft skills necessary for workplace success, advanced proficiency for administrative careers, and other skills to meet students' personal goals.
- Meet the college's major goals of preparing students for employment, helping them understand technology as it relates to today's society, and preparing them to enroll in a four-year institution.
- Provides professional development and training for individuals employed or seeking entry level positions in the Computer Information Systems / Information Technology job markets.

Description: The Computer and Office Studies Department consists of eight distinct instructional areas: BCOM (business communications courses), COSA (computer application courses), COSW (work experience courses), COSK (keyboarding/ typing courses), COSN (networking, OS and hardware courses), COSP (programming and system analysis courses), COSS (security courses), and COSW (web design courses).

Summary of Access, Productivity & Effectiveness: The COS department retention report provided data analysis of summer 2007 through 2010 an average 74%, fall 2007 through 2010 an average of 67%, spring 2008-2010 an average of 70% which yields an overarching 70% result. Taking into account budget reductions the CBIS department shall strive to increase student retention by 5% by providing essential core and transferable courses based on student needs.

The COS department success rate, retention rate and completion rate report provided data analysis percentage of success measured in percentage of A?s through C?s plus CR grades, retention rate measure in percentage of A?s through F? plus NC and Incomplete grades, and completion rate measured in percentage of A?s through D?s plus CR grades of summer 2007 through 2010 an average 63.34%, fall 2007 through 2010 an average of 54%, spring 2008 through 2010 an average 56%. The overarching 21.47% yields the CBIS department is below the average; a red flag is raised to review assessment tools based on student learning outcomes with obtainable goals of measurements.

FTES increased by 36% from 2005-2006 to 2007-2008.

WSCH also increased by 36% from 2005-2006 to 2007-2008.

A.S. degrees increased by 57% from 2005-2006 to 2007-2008.

Certificates of Accomplishment remained stable for the same time frame and Certificates of Achievement declined.

Internal Conditions (see Technology:

Help for list): Classroom computers are covered under the school-wide technology plan that provides for a three-year rotation schedule. That plan has been suspended due to current state economic conditions. There is a current need to update all computer classrooms. Faculty computers are not adequately maintained or replaced. Faculty computers need to be updated with current hardware and software for curriculum development and distance learning delivery. To meet advisory committee recommendations and industry trends, the department makes major curriculum changes every two three years.

Budget:

The budget for classroom and office supplies is currently sufficient but should be increased as enrollments and new hires grow. The budget for adjunct faculty, over-load teaching, and substitutes has been severely restricted due to the state's budget crisis. The LTE budget (to provide classroom support) has been eliminated.

Staffing:

Due to retirements over the last several years, the COS Department has 7 fewer full-time instructors compared to FY2006-2007. A reduction that has had negative consequences on the department's ability to offer a stable teaching environment for students, the lack of input on the development of curriculum, and the ability to participate on college-wide committees. The ratio of adjunct instructors to full-time instructors is seriously affecting student success in the program.

Resources:

The department cannot maintain currency in the discipline without funding for conferences and software training.

Facilities:

Inadequate classroom space exists on both campuses for the program. The lack of classroom space affects the number of classes offered. Also, inadequate office space exists for the adjunct instructors on both campuses to

meet with students to ensure their success.

External Condition- The COS department is requesting a full-time faculty with the expertise of Information Security and Assurance.
Regulatory/Legislative The development of Cyber Security Lab qualified and trained Instructors are needed to teach these new courses.

Changes: Licensing mandates a Certified Certificated individual teach Cyber Security Courses.

A number of COS courses prepare students for Industry certifications such as the CompTia's PC Hardware and Software server and repair, Microsoft's Administrative networking certifications, and MOUS certification. These certifications change every 3 years requiring faculty professional development training to stay current with new trends and techniques.

External Condition- Grants The COS Department, as members of the Regional Information Systems Security Consortium (RISSC) and Cal
Available: Poly Pomona has jointly acquired a grant to develop Homeland Security and Cyber Defense Curriculum.

Many faculty within the COS Department apply for Foundation Grants and VTEA grants each year to fund miscellaneous supplies/equipment for classrooms (printers, and large screen monitors) as well as grants to fund workshops/conferences for students.

External Condition- The COS department has reviewed SB 1440 with recommendations to review and revise transferable
Accreditation prerequisite courses.

Recommendations:

Accreditation recommendations have required a significant amount of time and thought away from the regular business of teaching, creating curriculum, and serving on committees. Faculty are busy writing Student Learning Outcomes, assessment plans, and complying with the newly imposed program planning process, under the extreme pressure of a tight deadline.

External Condition- The Advisory Committee participates on an annual basis to review programs and courses and provides valuable
Advisory Committee Input: insight from the business community.

The COS department has received recommendations from its advisory committee to continue its efforts in research and development of core courses in the area cyber security with two track emphasis of data security and network security. The California State University Dominguez Hills has articulated with Long Beach City College two year transfer program with continuation to a four year degree in Information Security.

External Condition- The COS department works jointly with Mt. SAC community college RISSC grant and Information Security and
Community Assurance curriculum with partnership Computer Science clubs in the development of robotic technologies.

Outreach/Partnership:

External Condition- Industry U. S. Criminal Statistics states E-mail harassment and illegal downloading of copyrighted materials will increase
& Labor Market Trends: the demand for forensics investigators. Recently training courses for computer forensics were limited. The Consortium of Computer Sciences in Colleges suggests that computer forensics training course should be available to anyone.

Also, see documents in the Labor Trends folder.

External Conditions- Other : The president of the United States initiative encourages displaced workers to gain an education with employable skills.

Faculty & Staff : 11 full-time faculty
20-25 adjunct faculty
2 Instructional Assistants (45%)
2 Instructional Assistants (11 months)
1 Instructional Associate (45%)
2 Lab Technicians (100%)
1 Networking (100%)

Names & Titles of Program Dr. Tahir Aziz, Professor

Review Participants: Therese Butler, Professor
Gene Carbonaro, Department Chair/Professor
Susan Cully, Professor
W. Neil Gailey, Professor
John Hugunin, Professor
E. Colin Ikea, Professor
Gerry Jenkins, Professor
Miriam Lynch, Professor
Rena Powell, Professor
Olympia Salmas, Professor

2009-2010 The COS Department Accomplishments:

Accomplishments: Assessment Survey completed by SLO Officer yielding results of the effectiveness of course outcomes
The Cyber Security lab memory upgrade and the purchase site license agreement of forensic software.

Obtained an additional computer classrooms (M114 and M116)
Obtained two multimedia carts for PCC classrooms
Completed a major revision of all curriculum guides
Created an open lab center for all COS students on both campuses
Completed the development of SLOs and Rubrics for all COS classes
Restructured traditional, hybrid, and distance learning classes
Revised department marketing materials

2010-2011 Merged the CAOT and CBIS departments

Accomplishments: Awarded a \$20,000 grant to restructure our Advisory Committee
Increase student Success, Retention, and Completion by more than 20%
Created 4 open access labs for all students on both campuses
Obtained new video projectors and screens for M114 and M116

Goal: Increase Student Success and Retention

Increase Student Success and Retention by 3 percent per year.

Year: 2009 - 2010

2010 - 2011

2011 - 2012

Start Date: 08/17/2009

Goal Status: In Progress

Goal Priority: High

Rationale: Over the past few years, the department has experienced a decline in student success and retention. This is a great concern to our faculty, and we are now making it our top priority.

Strategies:

1. Discontinue the self-paced mode of instruction and convert all courses into lecture/lab, hybrid, and online courses. This allows students who have not succeed in self-paced format to have alternative instructional deliveries. By incorporating many methods of instruction, it will allow us to focus on individual learning and provide extra time as needed for many under prepared students.
2. Hire 4 full-time faculty members to replace retirees (see resources in Goal 1).
3. Put more pre-assessment tools in place so we can determine what students know/do not know starting class(es).
4. Evaluate our current textbooks to see if appropriate reading-level textbooks are being used. If not, adopt more appropriate textbooks.
5. Due to the nature of our courses, have more instructional support staff available to help students work through material.
6. Place multiple textbook copies for every course on reserve in the campus Libraries. A significant number of students do not start class assignments because they cannot afford materials or their financial aid is delayed.
7. Contact enrolled students by email prior to the class start date.
8. Contact absent students weekly by email and telephone, encourage them to contact the instructor, and reply to students promptly.
9. Ensure that instructors enter No Show grades for students not likely to continue the class.
10. Query Data Depot to compare retention and student success for the 2008-09 school year with that of 2007-2008 for CAOT, the School, and overall student population. Compare the levels achieved before and after CAOT's staffing and curriculum changes.

Responsible Parties: All COS faculty

Campus supported by this Both

goal:

Specify if goal is for Department/ Program

department or sub-area:

Other Area impacted by this Institutional Effectiveness

goal:

Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: Faculty

Resources Needed Hire 4 full-time replacement faculty

Description:

Inter-Level/ VP Level Group Not Approved

Decision:

Fiscal Year: 2011 - 2012

Duration: On-going

Estimated Cost: 400000.0000

Type of Resource: Personnel - Faculty

Requested:

Justification for Resource: Due to the loss of full-time faculty because of retirement, the COS department requires four full-time

Request: replacement faculty to increase the student success and retention rate.

Department Code: 053800 CAOT

Requested Funding Source: General Fund

Goal: Cyber Security Program

A full time faculty member is needed for the COS Areas of Networking and Computer Forensics

Year: 2010 - 2011

Start Date: 10/01/2010

End Date: 07/31/2012

Goal Status: NEW

Goal Priority: High

Rationale: The COS department full time faculty has been reduced by 7 full time faculty members due to retirement/resignation, one full-time faculty member to 50% reduced work load semi retirement.

Strategies: The COS Department will work closely with Human Resources in developing criteria in soliciting a new faculty member with the desired qualifications.

Responsible Parties: COS Department

Campus supported by this goal: Both

Specify if goal is for

department or sub-area: Educational Pathway

Other Area impacted by this goal: Institutional Effectiveness

Specify if goal is for

Other Area(s) impacted by this goal: Professional Development Programs

Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: Full-Time Faculty

Resources Needed: We need to hire a full-time faculty member for this new program.

Description:

Inter-Level/ VP Level Group: NEW

Decision:

Fiscal Year: 2011 - 2012

Duration: One-time

Estimated Cost: 120000.0000

Type of Resource: Personnel - Faculty

Requested:

Justification for Resource: We created a new program and we need a qualified faculty member to teach the courses.

Request:

Department Code: 070100 CBIS

Requested Funding Source: General Fund

Goal: Increase and Update Computer Classrooms

To increase the number of classrooms and computer technology for the Computer and Office Studies department.

Year: 2009 - 2010

2010 - 2011

2011 - 2012

Start Date: 09/18/2009

End Date: 04/07/2011

Goal Status: In Progress

Goal Priority: High

Rationale: The department needs more classroom space and computer technology to increase class offerings.

Strategies: New architectural plans have been approved for two improved/upgraded self-paced classrooms on the PCC campus. Work with the School Dean to convert one of these newly configured multi-course classrooms into a lecture-format classroom to house increased lecture offerings. Keep one of the new multi-course classrooms for the critically needed multi-course program.

Responsible Parties: Computer and Office Studies department and the Dean of the School of Business & Social Science.

Campus supported by this Both
goal:
Specify if goal is for Department/ Program
department or sub-area:
Other Area impacted by this Facilities
goal:
Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: Classroom Space

Resources Needed Reconfigure and add classroom space and technology.

Description:

Inter-Level/ VP Level Group Approved & Funded

Decision:

Fiscal Year: 2011 - 2012

Duration: Both (i.e., initial & maintenance costs)

Estimated Cost: 200000.0000

Type of Resource Facilities

Requested:

Justification for Resource At the present time, the COS department does not have adequate classroom space or the technology to convert

Request: self-paced classes into traditional classes. The department is requesting more classroom space and additional technology.

Department Code: 053800 CAOT

Requested Funding Source: Capital Outlay

Goal: Update Curriculum

Revamp all curriculum guides and advisory committee to make sure we are preparing our students for today's job market.

Year: 2010 - 2011

2011 - 2012

Start Date: 01/10/2011

End Date: 08/01/2012

Goal Status: In Progress

Goal Priority: High

Rationale: Many jobs require students to have current skills. We need to make sure our students are being taught the most current curriculum to meet the current job skills requirements.

Strategies: We will develop a new advisory committee to make sure we are providing our business partners with students who are well training and current in their field of study.

Responsible Parties: COS Department

Campus supported by this Both

goal:

Specify if goal is for Department/ Program
department or sub-area:

Other Area impacted by this Community Relations & Marketing

goal:

Other Area(s) impacted by Articulation office

this goal:

Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: Curriculum

Resources Needed The COS department needs to focus on Curriculum and Advisory Committee

Description:

Inter-Level/ VP Level Group Not Approved

Decision:

Fiscal Year: 2011 - 2012

Duration: On-going

Estimated Cost: 5000.0000

Type of Resource Other

Requested:

Justification for Resource With current budget cuts we need to make sure our students are receiving the proper training before entering the

Request: workforce.

Department Code: 053800 CAOT

Requested Funding Source: VTEA

Goal: Develop Assessment Tools and Plans

Define tasks and write criteria by which student success in all Computer and Office Studies Department classes will be measured.

Year: 2009 - 2010
2010 - 2011
2011 - 2012

Start Date: 09/18/2009

Goal Status: In Progress

Goal Priority: High

Rationale: This task has been necessitated by accreditation requirements but will also be used to assess and refine course delivery, if necessary.

Strategies: Department faculty will develop plans, tools, and time-lines to complete the tasks over a multi-year period. Department-wide discussion during meetings and Flex Day activities will direct the overall development.

Responsible Parties: All COS faculty

Campus supported by this Both

goal:

Specify if goal is for Department/ Program

department or sub-area:

Level of Support Needed: Department

Related Resources Needed

* Resources Needed Name: Release Time

Resources Needed The COS Department would like to have the adjunct faculty participate in developing assessment tools and plans.

Description:

Inter-Level/ VP Level Group Not Approved

Decision:

Fiscal Year: 2011 - 2012

Duration: On-going

Estimated Cost: 5000.0000

Type of Resource Other

Requested:

Justification for Resource TheCOS department would like input from our adjunct faculty. The adjunct faculty need to be compensated for

Request: their time to participate in the assessment tools and planning process.

Department Code: 053800 CAOT

Requested Funding Source: VTEA

Goal: PLO Assesment

We need to formalize our program level outcomes and then complete a mail survey of past students to assess our program level goals.

Year: 2009 - 2010
2010 - 2011
2011 - 2012

Start Date: 11/01/2009

End Date: 10/01/2013

Goal Status: In Progress

Goal Priority: High

Rationale: The COS department has a mail survey mechanism for assessment of student success in our programs. The actual program level goals that we which to track needs to be formalized and we need to do the assessment as per PLO reporting requirements under our accreditation agency.

Strategies: 1. Review our past informal assessment questions and formalize our actual PLOs.
2. Obtain funding and help from academic research to do a new survey
3. Design and complete the survey
4. Analyze the results

Responsible Parties: All COS Faculty

Campus supported by this Both

goal:

Specify if goal is for Department/ Program

department or sub-area:

Level of Support Needed: Department

Related Resources Needed

* Resources Needed Name: Printing and Mailing

Resources Needed To print and mail or email the required survey instructions to past COS students every 3 years.

Description:

Inter-Level/ VP Level Group Not Approved

Decision:

Fiscal Year: 2010 - 2011

Duration: On-going

Estimated Cost: 500.0000

Type of Resource Supplies

Requested:

Justification for Resource Our department budget does not cover this cost.

Request:

Department Code: 070100 CBIS

Requested Funding Source: VTEA

* Resources Needed Name: Staff Help

Resources Needed Money to compensate staff to design, administer and produce a final report for PLO mail/email survey.

Description:

Inter-Level/ VP Level Group Not Approved

Decision:

Fiscal Year: 2010 - 2011

Duration: On-going

Estimated Cost: 2500.0000

Type of Resource Other

Requested:

Justification for Resource Specialized clerical help is required for conducting our regular PLO outcome assessments.

Request:

Department Code: 070100 CBIS

Requested Funding Source: General Fund

Goal: Consolidate Programs

Consolidate our four state programs into one. The COS department would create a new program: Information Technology Degree. The program would have a core set of classes and then the student would meet a minimum total required units by completing one or more skill sets identified by our certificate programs.

Year: 2009 - 2010

2010 - 2011

Start Date: 10/01/2009

End Date: 10/01/2012

Goal Status: In Progress

Goal Priority: Medium

Rationale: The flexibility of having one program will increase the number of students specializing in one or more skills and a competitive edge in the job market for students according to the COS Department Advisory Committee.

Strategies: Complete a new curriculum guide to reflect the redesign, and then work with the AD/GE committee and Academic services to get approval by the local board and the state.

Responsible Parties: ALL COS Faculty

Campus supported by this Both

goal:

Specify if goal is for Department/ Program

department or sub-area:

Level of Support Needed: Department

Related Resources Needed

* Resources Needed Name: Faculty Time

Resources Needed Faculty time for working on redesign, documentation, and working through to process of program approval.

Description:

Inter-Level/ VP Level Group Not Approved

Decision:

Fiscal Year: 2010 - 2011

Duration: One-time

Estimated Cost: 10000.0000

Type of Resource Other

Requested:

Justification for Resource Extra faculty time required

Request:

Department Code: 070100 CBIS

Requested Funding Source: General Fund

Goal: Homeland Security and Cyber Defense Initiative3

Due to the wide range of skills required, there are many paths of entry to a information security and cyber networking jobs. Training requirements for these positions vary, but many employers prefer to hire applicants with some formal college education. The COS department will package resources hardware, software, and people.

Year: 2011 - 2012

Start Date: 01/18/2010

End Date: 11/30/2011

Goal Status: NEW

Goal Priority: High

Rationale: With the advent of Homeland Security and Cyber Defense initiative demand for additional courses are needed with the articulation transfer program initiative with CSUDH and Cal Poly has increased. The COS department has lost 7 full time faculty members and another faculty member to 50% load.

Strategies: 1. COS class size averages increased Fall 2006-35.6, Fall 2007-35-2, and Fall 2008-39-7
2. Program Load (WSCH/FTE) CBIS Depart Fall 2006-459, Fall 2007-540, and Fall 2008-589, well have increase overall approximately 80% over the college-wide Program Load (WSCH/FTE).

Responsible Parties: The COS department

Campus supported by this Both

goal:

Specify if goal is for Department/ Program
department or sub-area:

Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: Full time faculty

Resources Needed Hire one full time faculty

Description:

Inter-Level/ VP Level Group Not Approved

Decision:

Fiscal Year: 2010 - 2011

Duration: On-going

Estimated Cost: 240000.0000

Type of Resource Personnel - Faculty

Requested:

Justification for Resource One faculty member lost to Dean?s position and a second faculty member to 50% reduction work load. The

Request: subject content areas are in need of a qualified replacement.

Department Code: 070100 CBIS

Requested Funding Source: General Fund

Goal: Homeland Security and Cyber Defense Initiative

The COS department has crafted Information Security and Cyber Defense courses COSS 270 Introduction to Information Security, COSS 271 Network Security Fundamentals, COSS 272 Forensics Digital Analysis and Validation, and COSS 273 Computer Forensics and Analysis in Track 4-Networking. This program has been articulated with CSUDH BA degree program Computer Technology-Homeland security Track. This fully supports Presidents Eloy?s initiative to encourage more students to transfer from LBCC to CSUDH.

The COS department is a member of the Regional Information Systems Security Consortium (RISSC) which includes a new Security Club at LBCC. The object of the Security Club is to participate in the Regional Cyber Defense Competition held at Cal Poly Pomona. The COS department has worked closely with Lou Anne Bynum on creating the LBCC Port Security Grant application. This is a direction she would like to see our Department follow.

The RISSC has been an ongoing program for over 2 years. We are not at the point where we need to add the Cyber Defense Lab and security instructor to enhance our LBCC security Curriculum and further enhance the relationships we have developed with CSUDH and Cal Poly Pomona.

Year: 2011 - 2012

Start Date: 01/18/2010

Goal Status: In Progress

Goal Priority: High

Rationale: According to the United States Labor of labor <http://www.bls.gov/oco/ocos268.htm#training>, a number of companies are becoming more flexible about requiring a college degree for support positions. In the absence of

a degree, however, certification and practical experience are essential. Certification training programs, offered by a variety of vendors and product makers, may help some people to qualify for entry-level positions.

Strategies: The COS department shall define, describe, duplicate, and identify skills necessary in this program by using methods, concepts, and theories in new situations and problem solving.

Responsible Parties: The COS department

Campus supported by this Both

goal:

Specify if goal is for Department/ Program

department or sub-area:

Level of Support Needed: Department

Related Resources Needed

* Resources Needed Name: Information Assurance Laboratory

Resources Needed A dedicated lab for training students.

Description:

Inter-Level/ VP Level Group Approved & Funded

Decision:

Fiscal Year: 2010 - 2011

Duration: Both (i.e., initial & maintenance costs)

Estimated Cost: 80000.0000

Type of Resource Equipment

Requested:

Department Code: 070100 CBIS

Requested Funding Source: Grants

Goal: Homeland Security and Cyber Defense Initiative2

Create a cyber security lab to support new curriculum for cyber security, network security, and information assurance. In an isolated computer lab for students to simulate various security intrusion scenarios and create defenses against those intrusion attempts.

Year: 2011 - 2012

Start Date: 01/12/2009

End Date: 08/01/2011

Goal Status: Complete

Goal Priority: High

Rationale: The lab is needed to support Homeland Security and Cyber Defense Initiative in the COS Dept.

Strategies: COS Dept. Cyber Defense Computer Lab established Room M116

3/1/11 - Submit Buy-Out for upgrade memory

Teaching existing courses: CBIS 41, CBIS 212, CBIS 270 CBIS 271

Responsible Parties: All COS faculty

Campus supported by this Both

goal:

Specify if goal is for Department/ Program

department or sub-area:

Name of sub-area, if Homeland Security and Cyber Defense Initiative

applicable:

Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: Computer and Networking Equipment

Resources Needed 30 Dell 5400 laptop computers @ \$1500 each

Description: 12 LinkSys routers @ \$100 each

1 Dell Desktop computer for use as an ISA web server @ \$1000

Inter-Level/ VP Level Group Approved & Funded

Decision:

Fiscal Year: 2010 - 2011

Duration: One-time

Estimated Cost: 47200.0000

Type of Resource Equipment

Requested:

Justification for Resource Increased class enrollments.

Request:

Providing skilled cyber security labor force in the local community.

Department Code: 070100 CBIS

Requested Funding Source: Grants

Goal: Web Development Certificate Program Redesign

Redesign the class that make up the Web developer skills certificate to better align them into distinct modules that correspond to classes at other institutions, available text books.

Year: 2009 - 2010

Start Date: 10/01/2009

End Date: 10/03/2011

Goal Status: Complete

Goal Priority: Medium

Rationale: Our current web curriculum has a very non standard sequence of classes. Most schools have separate classes for each technology dealing with web construction.

We should have a basic sequence that start with the COS 220 internet technologies, then HTML and CSS, the javascript dynamic web construction, and then a server side script/DB class. Electives would include AJAX, Frameworks, and more advanced web classes.

Strategies: Redesign CBIS 211AD Web Construction II into one new class COSW 10AD and CBIS 207E into one new class COSW 20, and make both classes transferable to CSU. Redesign the Certificate for Web development.

Responsible Parties: Gene Carbonaro and Gerry Jenkins

Campus supported by this Both

goal:

Specify if goal is for Department/ Program

department or sub-area:

Level of Support Needed: Department

Related Resources Needed

* Resources Needed Name: Faculty Time

Resources Needed We need faculty time and possible compensation for curriculum redesign

Description:

Inter-Level/ VP Level Group Approved & Funded

Decision:

Fiscal Year: 2010 - 2011

Duration: One-time

Estimated Cost: 7200.0000

Type of Resource Other

Requested:

Justification for Resource Requires extra faculty time

Request:

Department Code: 070100 CBIS

Requested Funding Source: Grants

Goal: Update the Microsoft Windows Certification Program

Update CBIS 225 (Client OS), 226 (Server Admin), 227 (Server Networking) and 228 (Active Directory) classes as Microsoft changes over to Windows 7 (2009) and Window Server (2011?) operating systems.

The new classes are now called COSN 225 (Microsoft Windows Server O.S.), COSN 230 (Microsoft Windows Networking), COSN 235 (Microsoft Windows Directory Services, and COSN 240 (Microsfot Windows Client O.S.)

Year: 2009 - 2010

2010 - 2011

2011 - 2012

Start Date: 01/01/2009

End Date: 10/03/2011

Goal Status: Complete

Goal Priority: Medium

Rationale: The COS department accomplishments in the areas of the development of a Cyber Security Club and the increase number of students in Work Experience students in Administrative Networking, Computer Technical support has warranted an update in the Microsoft Windows Certification Program.

When Microsoft introduces a new operating system, the certification exams also changes. New operating

systems require classes such as CBIS 225 be updated. Instructors and the teaching materials used in the class must also change.

Strategies: Locate training and resources to update instructor teaching the classes.

Responsible Parties: Gene Carbonaro, Tony Compolongo and Tom Wilson

Campus supported by this goal: Both

Specify if goal is for Area of Concentration

department or sub-area:

Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: Resources for Updating the Windows Certification Program

Inter-Level/ VP Level Group Approved & Funded

Decision:

Fiscal Year: 2010 - 2011

Duration: On-going

Estimated Cost: 20000.0000

Type of Resource Other

Requested:

Justification for Resource Must update classes and instructors on the new Microsoft Operating Systems.

Request:

Department Code: 070100 CBIS

Requested Funding Source: General Fund

Goal: Instructional Aide/Assistant

Provide Instructional assistance for the COS instructional laboratories supporting COSA classes.

Year: 2009 - 2010

2010 - 2011

2011 - 2012

Start Date: 08/17/2009

Goal Status: Complete

Goal Priority: Low

Rationale: Working in an collaborative effort with the Student Success Center students will enhance skills by having instructional aides devoted to assisting students with their basic IT skills and class laboratory work will increase retention, transfer into other IT/COS classes and to the 4 year university programs in Computer Science/Information Technology.

Strategies: The COS department will assign an at least two aides/assistants to the PCC to provide at least 8 hours of support per day, five days a week.

Responsible Parties: Gene Carbonaro

Campus supported by this goal: Both

Specify if goal is for Department/ Program

department or sub-area:

Name of sub-area, if applicable: Information Compentency skills for the college campus

Other Area impacted by this goal: Institutional Effectiveness

Level of Support Needed: School or VP

Related Resources Needed

* Resources Needed Name: Three Instructional Aides

Resources Needed 3 full time instructional aides with experience to tutor Microsoft Office Applications, such as Word, Excel, Access,

Description: and Power Point.

Inter-Level/ VP Level Group Approved & Funded

Decision:

Fiscal Year: 2011 - 2012

Duration: Both (i.e., intial & maintenance costs)

Estimated Cost: 120000.0000

Type of Resource Personnel - Classified/ Manager

Requested:

Justification for Resource This will improve instructional effectiveness and retention in our introductory and core classes.

Request:

We merged with CAOT and they have instructional support that we will utilize.

Department Code: 070100 CBIS

Requested Funding Source: Other