CONSULTANT RECOMMENDATION REPORT
Planning and Review Committee
Consultant Recommendation

I. **Degree**: B.S. Information and Communication Technologies

**Date of Review**: 2011-2012

**Program Director**: Byron Anderson

**PRC Consultant(s)**: Daisy Pignetti and Kimberly Zagorski

**Purpose of the Review**: First review to check progress of degree program

**Committee Findings**: The PRC recommends continuation of this program through the next scheduled review in 2018 and that the recommendations made by the committee be implemented.

**Abstract**: The B.S. in Information and Communication Technologies (BS-ICT) is a degree completion program, which began in January 2007. As stated by the program director in the self-study: “The program was created to address needs in the information and communication technology field by offering a distance education degree completion program for working adults holding associate degrees.” Since its inception, the program has undergone two revisions and currently offers specializations in Information Communications Technology and Networking. Currently, there are 127 students enrolled as majors, with most majors either finding employment within the field or continuing on to pursue a higher degree. Industry projects indicate an increased demand for BS-ICT majors throughout the decade.

II. **Process Followed for Current Review**:

The PRC consultants met with the program director to review the procedures and offer assistance. Data regarding several aspects of the program were collected from juniors and seniors currently enrolled in the BS-ICT program, key faculty and alumni. The data were analyzed and returned to the program director and PRC members. The program director then completed the self-study report and presented the report to the PRC. The consultants then wrote the recommendation report. This report was forwarded to the dean for his response. The PRC reviewed the dean’s response, approved the recommendation report and forwarded the report to the Faculty Senate.

III. **Previous Review Year**

This is the first time this program has been reviewed.

IV. **Current Year Program Review**:

**Program Strengths-Indicate Source**:
• Online course delivery – allow flexibility for degree completion (Students, Key Faculty, Program Director)

• Strong students with either AA degrees or work experience in technical fields related to ICT who bring real-world experience to the classroom (Key Faculty, PD)

• Classes provide hands on learning and up-to-date curriculum, reflecting Stout’s mission as a Polytechnic University. (Students, Key Faculty, PD)

• Adding in ICT-100 in Fall 2011 to communicate programs goals and information to students (PD report)

Issues of Concern-Indicate Source (NOTE: All issues of concern need to have a recommendation related to it. However, there may be some recommendations that don’t relate to a particular issue of concern):

• Switch to CI model has the potential to limit flexibility in both course offerings and access of lab facilities by online students. (Students, Key Faculty, PD report)

• Inconsistency in delivery of online courses is creating a disconnect between students and instructors. Students are having difficulty establishing relationships with instructors, and understanding both course-specific and program goals (e.g. the need for General Education courses.) (Students, Key Faculty, PD Report)

• Limited number of faculty prevents consistent delivery of courses in emerging areas of network development and security. (PD report)

• The growing disparity between faculty and industry salaries creates a potential scenario where there is loss of faculty to industry and an inability to hire new faculty. (PD report)

Recommendations for the Program Director:

1. Work with faculty and Department Chair to expand course offerings in emerging areas of networking and network security.

2. Work with faculty to provide/recommend professional development workshops for greater consistency in feedback and delivery of material across online courses.

3. Work with faculty and Department Chair to consider how the split in customized instruction [CI] and face-to-face courses will impact the delivery of both types of courses.

4. Develop policies that will foster comparable access to courses and lab facilities for both online and customized instruction students.
**Recommendations for the Chair of Department of Apparel and Communication Technologies:**

1. Work with faculty and Program Director to expand course offerings in emerging areas of networking and network security.

2. Work with faculty to provide/recommend professional development workshops for greater consistency in feedback and delivery of material across online courses.

3. Work with faculty and Program Director to consider how the split in customized instruction [CI] and face-to-face courses will impact the delivery of both types of courses.

4. Develop policies that will foster comparable access to courses and lab facilities for both online and customized instruction students.

5. Work with college Dean to address issues of pay differential with outside industry.

6. Work with college Dean to address the need for additional faculty lines.

**Recommendations for the Dean of the STEM College:**

1. Work with Department Chair to address issues of pay differential with outside industry.

2. Work with Department Chair to address the need for additional faculty lines.