CONSULTANT RECOMMENDATION REPORT
Planning and Review Committee
Consultant Recommendation

I. Degree: M.S. Information and Communication Technologies

Date of Review: December 16, 2011

Program Director: Dr. Steven Schlough

PRC Consultant(s): Georgios Loizides and Loretta Thielman

Purpose of the Review: This is the first review of the program, 4 years from its beginning.

Committee Findings: We recommend the continuation of the program until the next regular 7-year review in 2018-2019.

Abstract:

The M.S. Information & Communications Technologies program is in its fifth year since its inception. It is career-focused. Its students generally have full-time employment while taking courses and doing research projects. Students develop a professional portfolio as a program requirement. It offers four emphasis areas: Learning Technology, Information Technology, e-Commerce and Visual Communications Technology. The program uses customized instruction for funding. It offers off-campus and online courses. The enrollment has been 15 to 20 students a year. The program is constantly endeavoring to provide students their courses using the most current online delivery methods. Increased staffing would help in removing overloads and reducing the use of “back-fill” faculty.

II. Process Followed for Current Review:

The PRC Chair met with the dean, program director/chair of the primary department to discuss the review process. The PRC consultants also met with the program director to review the procedures and offer assistance. Under guidelines developed by the PRC, information regarding the program was gathered from the Placement Office, Institutional Research, the program director, key instructors, program committee, students, and one-year and three-year graduates. Observations were made by the consultants based on these surveys and institutional data and were reported to and discussed by the PRC. The program director presented a summary of his report to the committee and had an opportunity to address concerns. The consultants then wrote the recommendation report. This report was forwarded to the dean and program director/department chair for their response. The PRC reviewed the response, approved the recommendation report, and forwarded the report to the Faculty Senate.
III. Previous Review Year: This is a new program which began four years ago so there is no previous review.

IV. Current Year Program Review:

Program Strengths-Indicate Source:

Strong, consistent enrollment (P.D. self-study)

High level of student satisfaction (student surveys, not a high response rate)

Access to the IT lab in the ACT department which includes Net Lab. This allows distance students to experience the same laboratory experiences as on-campus students. Capture whiteboards and video production will soon be available in the IT lab as well. (P.D. self-study)

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):

Ongoing need to keep up with new course delivery methods (P.D. self-study)

Additional staff to reduce/remove overloads and use of adjunct faculty, to develop and deliver additional courses, and to support an on-campus cohort of students (student surveys and P.D. self-study)

Recommendations for the Program Director/Chair of Department:

Work with the dean to provide additional faculty to support the distance learning students and develop an on-campus option.

Work with the dean to provide funds to obtain cutting edge technologies for distance course delivery and ongoing training of the staff to become adept at using them.

Recommendations for the Dean of the College of Science, Technology, Engineering and Mathematics

Work with the program director/department chair to provide additional faculty to support the distance learning students and develop an on-campus option.

Work with the program director/department chair to provide funds to obtain cutting edge technologies for distance course delivery and ongoing training of the staff to become adept at using them.