



**COMPUTER SUPPORT INFORMATION TECHNOLOGY
ADVISORY COMMITTEE
MINUTES**

Wednesday, May 13, 2015

6:00—8:00 pm

Joan Stout Hall, Room 248

Members Present: John Jenkins, Lifeline Connections; Aaron Johnson, Jama Software; Paul Yee, SHARP; Patrick Earl, MSVC USA

Members Absent: Chris Larson, IBM

Clark College: Bob Hughes, CTEC Department Head/Instructor; Adam Coleman, CTEC Instructor; Bruce Elgort, CTEC Instructor; Cathy Sherick, Associate Dir. of Instructional Planning and Innovation; Brianna Lisenbee, Career Services; Andreana DiGiorgio, Secretary Sr., Advisory Committees

Pending election of committee officers, member Aaron Johnson called the meeting to order at 6:04 pm. and introductions were made.

Office of Instruction Updates

O.O.I. Associate Director Cathy Sherick let the committee members know what was in their new member welcome packet and made some announcements.

- **Advisory web page.** Cathy showed the members how to negotiate to the CSIT advisory web page and said this will be the primary location for all information regarding the committees. Office of Instruction will be posting articles of interest, economic studies and other information. Members are encouraged to send links and information of interest to post on the site too.
- **Upcoming Advisory Training** for advisory chairs and vice chairs on the Advisory Committees' responsibilities, processes and schedules. Slated for the week of September 14th, 2015, it will be on the Clark main campus. The interactive event will be from 5:30 to 8:30 p.m. and will include dinner.
- **Clark College Strategic Plan 2015-2020** was adopted in March of 2015. The organizational management process was used to set priorities, focus energy and resources, strengthen operations and ensure that stakeholders are working toward common goals. The plan will be the over-arching document linking academic, enrollment, retention and other future plans for the college. Please visit the main Clark College web site to read the plan.
- **Clark College Academic Plan is in the works!** The academic plan process is under way at Clark with faculty and staff gathering ideas and building consensus. Under construction over the coming months it is anticipated to be adopted in the fall of 2015.

Department Report

Bob Hughes gave a quick overview of what this committee will be advising on. The Computer Support and Information Technology (CSIT) Advisory Committee currently provides oversight for the CTEC Computer Support Associate in Applied Sciences (AAS) and Certificate of Proficiency (CP). In addition, we will be asking the committee to provide advisement oversight and input on

- HIIT Transfer with Bellevue College
- Transfer options to the WSUV Business and MIS programs
- Possible new Database Admin or Microsoft Software Developer program
- Service courses for BTEC, Web Development and the Campus at large

Current Enrollment in Computer Support. Bob went over the degrees and how they work together with the Computer Networking Advisory Committee. Current enrollment is at 28 students are in the program with 64 in the pipeline, which means students are enrolled or has completed CTEC 104, PC Support Customer Service Skills, which is course designated for point of entry for this program. He said at any given time there are the equivalent of four to five classes of students pursuing Computer Support.

Accomplishments of program in last two years. Bob presented the Computer Support AAS and what classes are required. Students pursuing the degree now have a choice between options in foundational networking skills: classes: two MTA Networking courses or the NTEC Cisco CCNA I course. Additionally, all students will take courses in IP Sub-netting and two courses based on the CompTIA A+ certification. In addition to prescribed required classes, the degree has an option for 22 credits of related electives where students can select credits that will allow them to specialize in business applications, web media, design, networking, or additional Microsoft Certifications.

The MTA or Microsoft Technology Associate Certificates are a result of Microsoft's efforts to make certifications more attainable. Clark College now features five courses directly based on MTA certifications. The students can take the exams as a part of their classwork at Clark and obtain certificates where formerly they had to spend \$200 and take an exam out of town. Adam reported that this year 47 students took a total of 93 tests and overall had a nearly 75% success rate.

Penguin Help Desk. Bob reported that Adam has had great success with the CTEC 200 PC Help Desk Class. Each quarter 100 to 150 computers are serviced every quarter for a total of about 600 per year. This service is free and open to Clark students and staff and the local community. Students are able to get hands-on experience working on computers, ticket writing, and tracking, all in a team environment. The students work at the help desk and average of 10-12 hours per week and also do service outreach by offering educational programs at the Fort Vancouver Regional Library called "Tech Talks". The library is very happy with this service and wants them to continue doing this teaching educational programs. CTEC 200 is a variable credit course and students can take the course for 3, 4, or 5 credits.

Bob reported that other programs supported by Computer Technology (CTEC) include:

- Foundational computing classes for the College including Intro to Computing, Windows, and Networking;
- Elective classes for the Network Technology (NTEC) and Business Technology (BTEC) programs; Program prerequisites for Allied Health programs (Pharmacy and Radiology);
- CTEC 205 for Business DTA. This is a direct transfer class offered face-to-face, online and hybrid; and
- Health Informatics Information Technology (HIIT) transfer to Bellevue College. Students can take foundational credits at Clark and the last 2 years they can take at Bellevue College—online.

Articulation and Partnering Update – Skills Center & more. Bob and his staff have been working towards renewing the relationship with K-12. High school students at the Clark County Skills Center can take classes and come into Clark with college credits.

Work Plan

Bob spoke about how the work plan works and wanted to do some goal brainstorming for 2015-16 academic year. One goal is to expand the committee membership. The committee can be anywhere from a minimum of five members to as many as 15; however a larger group may be a bit cumbersome. Per state requirements the committee needs have a 50-50 ratio of employer and employee representation. An employer is one who has

hiring and firing capabilities. Two other goals to think about are marketing the program and student recruitment, and internships and instructor pool. Internships are very important to the program and students.

New Business

Election of officers. Aaron opened the floor to nominations for the chair and vice chair positions. John Jenkins offered to step forward and be elected chair. *A motion was made and seconded to elect John Jenkins as chair. The motion passed unanimously.* Aaron agreed to be elected vice chair. *A motion was made and seconded to elect Aaron Johnson as chair. The motion passed unanimously.*

Curriculum Development. Bob said there is a need for an introductory programming course with no or very low math requirements so that students can see if they have an aptitude for programming. The course the department proposes to develop, CTEC 112, Programming Essentials differs from the department's flagship CTEC 121 Introduction to Programming and Problem Solving, which requires a MATH 095 prerequisite. The committee was asked for feedback. Paul asked what this course will cover. Bob said the course will cover a little of everything including Java, Python, macros, Excel and Word. *After a bit of discussion a motion was made for Bob and his staff to pursue this course. The motion was seconded and unanimously approved.* Bob will work with Bruce Elgort on the course material this summer and the committee will vote on the actual course curriculum at the fall meeting.

To .NET or not to .NET and other development MTAs. Bob showed a chart of Microsoft MTA options in Software Development. He asked if they should offer .Net courses again. Paul said at SHARP they are looking for people with .Net experience. Aaron said he would like to see students experiencing .NET. John asked questions about the software developer industry. These developers need programming experience or knowledge. Could be a glass ceiling there. Patrick thought it could be more appealing to the community. A CTEC 135 class would not replace but be offered in addition to the 121 course. Bob said these are foundational steps they are taking towards possible expansion for further MS MTA software development options. *A motion to develop curriculum to support pursuing CTEC 135, based on the MS MTA in Software Development. The motion was seconded and passed unanimously.*

Next Meeting Date

The committee agreed that the next meeting will be Wednesday, October 14, 2015 at 8:30 am. Location to be announced later. Andreana will send a Save the Date and an Outlook invitation. Coffee and donuts were suggested.

The meeting was adjourned at 7:50 pm.