

Bakersfield College

Program Review – Annual Update

Program Name: CompTIA

Program Type: Instructional Student Affairs Administrative Service Other

Bakersfield College Mission: Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students' abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

Describe how the program supports the Bakersfield College Mission: Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students' abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

The Bakersfield College CompTIA Program supports this mission by providing a pathway to obtain CompTIA Certification. Students earning these certificates will obtain skills for employment and be prepared to work in the CompTIA field with technical, critical thinking, and communication skills for success.

Program Mission Statement: The program curriculum prepares students interested in learning computer concepts and technologies; preparing them for employment in many areas of Information Technology. Each course in the program approaches topics in a vendor-neutral (more generalized) fashion so that they can easily be applied to specific industries. The curriculum is designed to support students seeking to pass CompTIA's certification exams. CompTIA is an internationally recognized certification program for the information technology industry. Acquiring such certifications will assist students in finding employment in Information Technology and Computer Infrastructure related fields. Some of these fields include:

- Network and Systems Administrators
- Computer Network Architects
- Computer Network Support Specialists
- Computer Support Specialists
- Information Security Analysts
- Network and Computer Systems Administrators
- Information Security Analysts
- Computer Hardware Support

Instructional Programs only:

- A. List the degrees and Certificates of Achievement the program offers Certificate of Achievement: CompTIA
- B. If your program offers both an A.A. and an A.S. degree in the same subject, please explain the rationale for offering both and the difference between the two.

C. If your program offers a local degree in addition to the ADT degree, please explain the rationale for offering both.

Progress on Program Goals:

A. List the program's current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section. Please provide an action plan for each goal that gives the steps to completing the goal and the timeline.

Program Goal	Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)	Progress on goal achievement (choose one)	Status Update – Action Plan
1. Continue to support students seeking to pass CompTIA's certification exams.	<input checked="" type="checkbox"/> 1: Student Learning <input checked="" type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	<input type="checkbox"/> Completed: _____ (Date) <input type="checkbox"/> Revised: _____ (Date) <input checked="" type="checkbox"/> Ongoing: ___2017___ (Date)	CompTIA continually updates the content of their certifications; therefore, course curriculum is continually updated to reflect such changes.
2. Continue to offer hands-on labs related to course curriculum.	<input checked="" type="checkbox"/> 1: Student Learning <input checked="" type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	<input type="checkbox"/> Completed: _____ (Date) <input type="checkbox"/> Revised: _____ (Date) <input checked="" type="checkbox"/> Ongoing: ___2017___ (Date)	Continue to develop custom hands-on lab work and requesting the purchase of computer equipment/software.

B. List new or revised goals (if applicable)

New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
NA	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	

Best Practices:

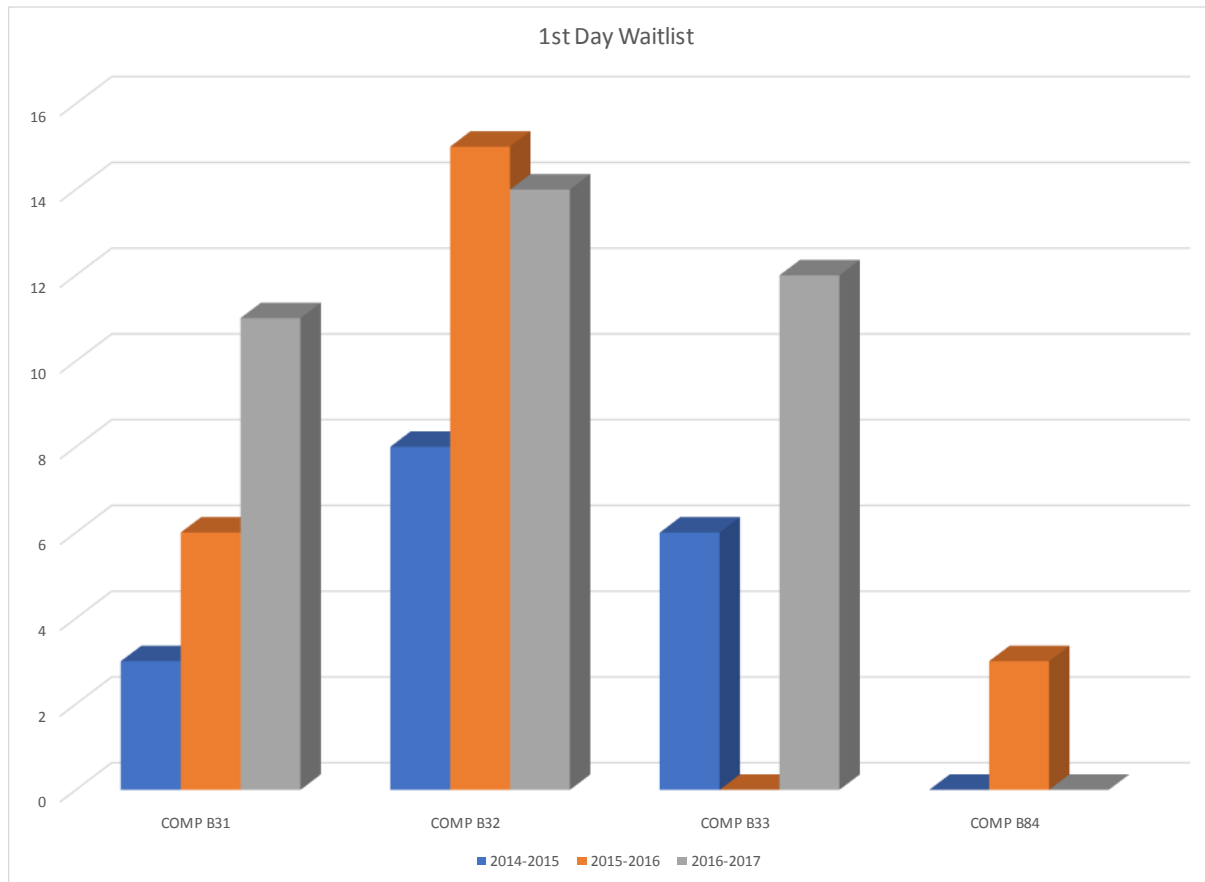
Programs often do something particularly well; usually they have learned through assessment – sometimes trial and error – what solves a problem or makes their programs work so well. These are often called Best Practices and can help others. Please share the practices your program has found to be effective.

Continually offering courses in classrooms with computers and developing hands-on lab work has significantly increased student interest, retention, and success rates.

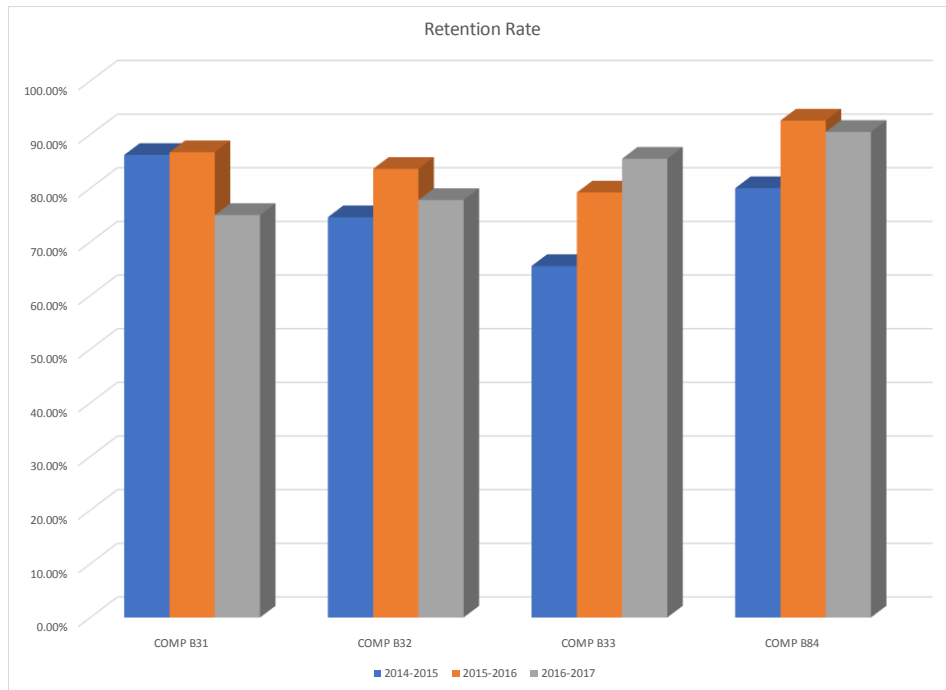
Program Analysis:

Take a look at your trend data (all programs should have some form of data that is used to look at changes over time).

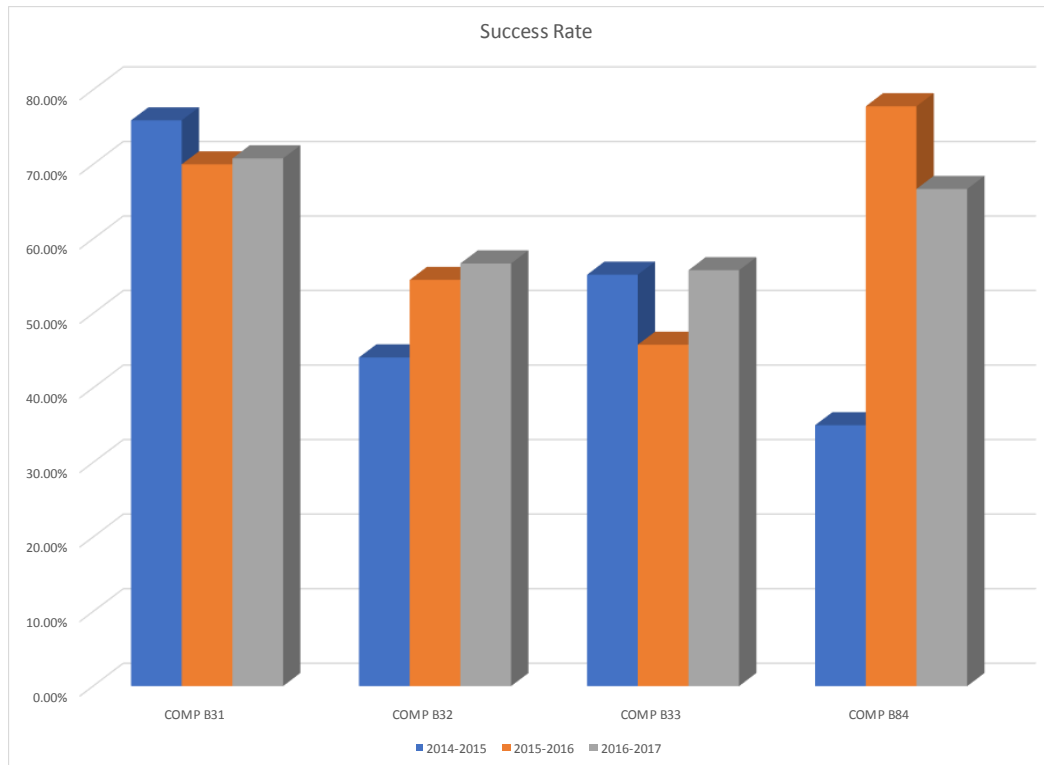
1. Please report on any unexpected changes or challenges that your program encountered this cycle:



For most of the courses the 1st Day Waitlist count has increased.



For most of the courses the Retention Rate has remained strong.



For most of the courses the Success Rate percentages changed very little over time.

In 2016-2017 3 students successfully completed all the required program courses.

2. How does your trend data impact your decision making process for your program?

Each course will continue to be offered in classroom lab environments, which will allow students to perform hands-on activities related to the course curriculum. Therefore, the development of hands-on activities will continue to be a priority and hopefully help to increase student success rates.

3. Were there any changes to student success and retention for face-to-face, as well as online/distance courses?

NA

4. Were there any changes to student demographics (age, gender, or ethnicity) for the past cycle?

The program is new and therefore there is no previous past cycle data to compare.

Resource Request and Analysis:

Resource Request		If Fulfilled, Discuss How Previous Year's Requests Impact Program Effectiveness?
Positions: <i>Discuss the impact new and/or replacement faculty and/or staff had on your program's effectiveness.</i>	<input type="checkbox"/> 1: Classified Staff <input type="checkbox"/> 2: Faculty	There have been no replacement faculty in CompTIA program.
Professional Development: <i>Describe briefly, the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last cycle</i>	<input type="checkbox"/> 1: Provided Professional Development <input checked="" type="checkbox"/> 2: Attended Professional Development	One faculty member has been attending conferences related to the subject matter of the CompTIA program
Facilities: <i>If your program received a building remodel or renovation, additional furniture or beyond routine maintenance, please explain how this request or requests impacts your program and helps contribute to student success.</i>	<input type="checkbox"/> 1: Space Allocation <input checked="" type="checkbox"/> 2: Renovation <input checked="" type="checkbox"/> 3: Furniture <input type="checkbox"/> 4: Other <input type="checkbox"/> 5: Beyond Routine Maintenance	Classroom B5 was remodeled and designed specifically for student and course needs.
Technology: <i>If your program received technology (audio/visual – projectors, TV's, document cameras) and computers, how does the technology impact your program and help contribute to student success?</i>	<input checked="" type="checkbox"/> 1: Replacement Technology <input type="checkbox"/> 2: New Technology <input type="checkbox"/> 3: Software <input type="checkbox"/> 4: Other _____	New computers were installed in the classrooms. New external SSD hard drives were purchased which are used continuously during student hands-on exercises. Additional lab supplies were purchased to replace old and missing computer related components. These purchases are extremely necessary to continually support the hands-on components of each course. Giving students the ability to work hands-on with the technology helps them to better understand the technologies discussed in class and therefore helps them become more successful in and out the classroom.
Resource Request		Discuss How Effective Request is for Student Success?

<p>Other Equipment: <i>If your program received equipment that is not considered audio/visual or computer equipment technology, please explain how these resources impact your program and help contribute to student success.</i></p>	<p><input type="checkbox"/> 1: Replacement <input type="checkbox"/> 2: New <input type="checkbox"/> 3: Other _____</p>	
<p>Budget: <i>Explain how your budget justifications will contribute to increased student success for your program. (Fiscal requests will be submitted by the faculty chair and/or area administrator.)</i></p>		<p>Replacing computer equipment on a regular basis should be considered a priority. As technologies continue to advance, students need to be working with modern and relevant equipment.</p> <p>Increasing the budget in this area will help provide the tools students need to succeed in this area of study and provide them the opportunity to work with currently used technologies.</p>

Conclusions & Snapshot:

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract or synopsis of your program’s current circumstances and needs. Consider this a snapshot of your program, if someone were to only read this portion of your annual program review.

Having the ability to teach each course in a classroom with computers has seemed to increase the overall student interest in the CompTIA program. This point stood out in the results of the last faculty evaluation process. Many of the students commented positively on the increased number of hands-on activities that were developed by the instructor. Therefore, having a suitable budget to support the CompTIA program is very critical to the continuation of relevant hands-on student exercises. Such lab work gives the students real life experience with the technologies being discussed throughout the courses and is necessary to help increase overall student success rates.