Action Plan Proposal Format

1. Action Plan Title: CIS Networking Wide Area Network (WAN) Equipment Upgrade

2. Unit Submitting Action Plan: CIS

3. Contact Person(s)/Action Plan Leader(s): Dan Calderwood

4. Date of Initial Proposal: 3/3/08

5. Action Plan Description (100 words or fewer):

The goal of this plan is to upgrade CIS Networking WAN hardware to conform to industry standards. The CIS department strives to provide students access to hardware that is found in industry and that will increase their employability.

The CIS Networking lab is currently populated with student sets of Cisco 2500 routers. Cisco 2500 routers were introduced by Cisco Systems in 1993 and are no longer sold or supported. The bottom line is that the hardware students are using for WAN training is 15 years old, rarely found in industry, and in dire need of upgrading.

The existing equipment was purchased using one-time grant money. To date, general funds have not been allocated to replace the aging equipment, which has proven to be a real challenge for this popular program.

6. Action Plan Link to Program Review (discuss how the Action Plan is linked to program review goals, objectives and/or Quality Improvement Plans of programs impacted by this plan):

This plan links to the CIS Networking Comprehensive Program Review objective “keep hardware current” as described in section C3 of CIS Networking’s IPRS. In addition, this plan is linked to item 6 of CIS Networking’s QIP: “Pursue un-interrupted funding stream to update hardware, software, and tools.”

7. CR Strategic Goal(s) and 2008-09 Objective(s) specific to the Action Plan:

This plan will address the following Planning Goals and Objectives:

a. Goal 1 – Enable student attainment of educational goals

C:\Websites\CR-Internal\StrategicPlanning\ActionPlanning\CIS Networking Action Plan S08.doc
i. Objective 1.4 – Increase number of degrees and certificates earned.
   *The goal is to increase interest and retention, and therefore increase the number of awards earned, in the program by offering a program that aligns well with industry, including skill sets taught and hands-on experience with contemporary technology.*

b. Goal 3 – Build a culture of assessment resources to effectively support the learning environment.
   i. Objective 3.3 – Integrate budgeting process with program review and planning.
      *This objective is met via participating in the Action Plan process. This need is well documented in the CIS-Networking comprehensive program review and the Action Plan process ties funding to the program review process.*

c. Goal 4 – Contribute to the economic, cultural and social well-being of the Northcoast community.
   i. Objective 4.1 – Increase employer satisfaction with CR graduates.
      *Five students enrolled CIS 30 (networking essentials) were hired by local network-technology companies in the fall of 2007. These students were hired BEFORE they even finished the CIS-Networking program, which demonstrates the demand for technology skills locally and how well aligned CIS-Networking curriculum is to skill sets desired by local industry. Currently there are four local businesses that have an interest in CIS-Networking graduates (Nylex.net, Network Management Services, SuddenLink, and Infinite Consulting Services). By keeping curriculum and hardware current, our graduates are better prepared for employment in the local technology sector.*

   ii. Objective 4.4 – Increase the number of students who enter the workforce in jobs paying higher than minimum wage.
      *Jobs in the local network-technology sector start at $12 - $25 per hour. Student successfully completing the CIS-Networking program are well prepared for these jobs.*

   iii. Objective 4.6 – Improve partnerships with area employers.
As mentioned, by keeping our technology current, we demonstrate to local employers our commitment to providing CIS-Networking students exposure to current technology and preparing them for employment.

d. Goal 5 – Ensure student access
   i. Objective 5.4 – Improve K-12 outreach. The CIS department currently has an outreach program that involves area high schools. Our goal is to communicate to students at the high school level about educational opportunities in CIS at CR, as well as the potential for local employment. Providing access to contemporary technology improves our ability to recruit high school students because it lends legitimacy to our program.

8. Key Performance Indicators specific to the Action Plan:

This plan will most affect or impact the following Key Performance Indicators:

- Number of degrees and certificates granted
- Employer satisfaction
- High school college-going rate
- Community satisfaction
- Student satisfaction
- Number of high school students concurrently enrolled
- Number of enrollments in CIS Networking

9. ACCJC/WASC Accreditation Standard(s) specific to the Action Plan

The action plan is directly applicable to the following accreditation standards:

IIA. Instructional Programs: CIS Networking is an emerging field with a strong local demand for CR, CIS Networking graduates.

IIC. Technology Resources: Funds earmarked for CIS Networking equipment upgrades supports compliance with this standard based on the fact that equipment purchased via this project will directly support student learning and help sustain institutional effectiveness.

10. Data supporting the intent of the Action Plan (include enrollment data, committee minutes, etc):

A key supporting data point for this plan is the demand for CIS Networking. Enrollment of CIS 30 has grown by 87% between the fall of 2005 (15 students) and the fall of 2007 (28 students). In spring 2008, the follow up course to CIS 30, CIS 31,
closed (34 students) for the first time since the CIS Networking program was created. The evidence points to an increase demand for network technology training, which is echoed by local industry. The president of Nylex.Net, a local networking installation and maintenance company wrote the following to the CIS department via email:

“Please let me know when a good time to get together might be. We are having a hard time finding good people fast enough, and have come to the conclusion that we will need to grow them to be successful. The intern position(s) are obviously paid, start at $9-12 per hour DOE, and we are flexible with students’ class schedules. I look forward to meeting with you.”

11. Intended Action Plan Outcomes (include baseline data where applicable):

Contemporary equipment helps maintain the quality and relevance of a program in the eyes of students and employers. We anticipate the following outcomes by implementing this Action Plan:

1. Increase student and employer interest in the CIS Networking program.
2. Continue to increase enrollment in CIS Networking courses.
3. Increase the number of students hired by local technology firms.
4. Increase the number of local high school students enrolled in CIS Networking courses.

12. Action Plan Activities and Proposed Timeline:

August 2008 Draft purchase requisitions for lab sets of Cisco 2800 series routers and 2960 switches.

September 2008 Install and test routers and switches. Routers and switches will be installed into portable, student accessible IT racks for use in networking course labs.

October 2008 Student use of routers and switches in hands-on labs in CIS 30, 31 and CIS 98 courses. (enrollment 60/semester).

13. Is the Action Plan an inter-unit project? If yes, describe.

13.A. Contact information of involved manager(s) (name, title, email, phone)

14. Identify any additional organizational areas that may be affected or involved in this Action Plan:

- Facilities/Maintenance
- ITS/TSS
- Library
- Student Services (List Specific Department(s):

□ Facilities/Maintenance □ Marketing
□ ITS/TSS □ Other: ______________________
□ Library □ Disabled Students Programs/Services
□ Student Services (List Specific Department(s): ______________________
15. Identify the impact on resources and anticipated costs of the Action Plan.

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<th>Budget Items</th>
<th>Estimated Dollar Amount</th>
<th>Justification/Notes</th>
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<tbody>
<tr>
<td>Supplies (expendable, consumable)</td>
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<td><strong>Equipment (non-expendable)</strong></td>
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<td>Total Expected Cost</td>
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16. Manager Review: ____________________________  Date: ____________________________

(name and title)

Impacted Area Review (for all units/departments listed in items 12 and 13):

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