UAA Community &
Technical College
UNIVERSITY of ALASKA ANCHORAGE

3211 Providence Drive, SSB 214
Anchorage, Alaska 99508-4614
tel: 907 786-6400
www.uaa.alaska.edu/ctc/

Date: February 2, 2020

To: John Stalvey, Interim Provost

Cc: Talis Colberg, Director, MatSu College

From: Denise Runge, Dean

Re: AY20 Expedited Program Review Findings

Program/s in this review: CISCO (OEC) Computer & Network Technology (AAS) & Computer Systems Technology (AAS) *combined review*

Specialized accrediting agency (if applicable): n/a

Campuses where the program is delivered: Anchorage**,** MatSu

Members of the program review committee:

- David Morrison, Associate Professor, Anchorage
- Harry Banks, Professor, MatSu College
- Chris Foster, Assistant Professor, Anchorage

Centrality of Program Mission and Supporting Role The Computer & Network Technology/Computer Systems Technology programs are well-aligned with the mission of UAA, CTC, and the MatSu College campus. The programs meet a clear workforce need, preparing individuals who may find employment in positions within Information Technology departments across a diverse array of industries. The two programs are in the process of combining into a single program, delivered at two locations. Current partnerships and industry advisory boards for both programs appear to be fairly strong, although it is unclear how the program structures will be merged and what impact this may have on external support or opportunities for students and graduates. Employment prospects for all three programs' graduates are strong and the majority appear to remain in Alaska, earning good salaries across a wide range of employers.

Program Demand (including service to other programs), Efficiency, and Productivity Demand for the programs has remained relatively stable, although it has declined slightly in the past three years. Combined, the two campuses' programs served an average of 135 majors per year during the review period. In 2019, 78 students were in the Anchorage programs and 34 in the MatSu programs, for a combined total of 112. Combined the programs produced 24 graduates in 2019, 7 of them at MatSu and 17 in Anchorage. With a combined average class size of 10.2 and $188.9 tuition dollars per SCH at a cost of $210.6 for a ratio of 89.6%, the programs have remained relatively efficient. As noted by the review committee, when the Anchorage program lost one faculty it was not refilled, and in 2019-2020 the Anchorage program reduced several duplicate sections, so efficiency should

continue to rise. Even so, the program continues to see declining enrollment, with excess or unused capacity, and somewhat high costs.

Program Quality, Improvement and Student Success Markers of quality and student success, including course pass rates, support of advisory boards, and employment success of graduates, are all relatively high. Pass rates in the program's courses are consistently high, and as noted in the review there are numerous examples of successful graduates. The average credits to degree is still rather high; the program should dig deeper into these data to see what excess credits their graduates are taking in order to address this concern. Additionally, while the review report states that most students are older, the relevant demographic data shows that about half of students enrolled in the programs on the two campuses in Fall 2019 were under the age of 25. The same data reveal that the average student credit hour load was almost ten credits, suggesting that more of the program's students are somewhat "traditional" than the faculty may have realized. This may have implications for future curriculum, scheduling, and pedagogic approaches.

Program Duplication / Distinctiveness Duplication: UAF offers a similar program, offering a few courses through distance delivery. However, the two UAA programs, (CNT at Anchorage and CST at MatSu) are in the process of combining. The review did not discuss how the UAA programs differ from a curricular standpoint. A brief review of the UAF degree reveals that it offers some unique emphases such as cybersecurity that are not offered in the UAA degrees, while UAA offers some courses focused on VOIP technology that are not available through UAF.

Commendations and Recommendations Commendations: The program is commended for its recent effort to revise its curriculum to stay current with the industry. The program is further commended for its efforts to combine the two smaller programs into one. Recommendations: The (newly-combined) program should engage in a deeper analysis of its enrollment patterns and of the potential market for new students. The program should review and coordinate its schedule across both locations to avoid offering duplicate sections of low-enrollment courses.

The combined program should explore options for sharing courses to lower costs. Finally, the combined program should proactively monitor the progress of enrolled students and offer support as needed to ensure they can complete their degrees. The program should report back on its progress on these items in a follow up report.

Decision *Continued Review:* Program is required to address specific issues and to undergo another review within the next two academic years.