

# Program Review Executive Summary

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## Information Technology Sciences

Majors Reviewed:

- *Information Technology: Network Specialist Concentration (BNW), B.S.*
- *Information Technology: Technical Support Technology Emphasis (TU), A.A.S.*

May 2016



As a part of the regular program review cycle, the Information Technology: Network Specialist Concentration (BNW) and Information Technology: Technical Support Technology Emphasis (TU) majors were evaluated during the 2015/16 academic year. These majors were reviewed together as they are closely related in purpose and in content. BNW is a bachelor's degree major that prepares students to work as networking professionals in the IT industry. TU is an associate's degree major that teaches students a broad range of IT skills in preparing them to provide technical support for an organization; the TU curriculum feeds naturally into the BNW major.

The BNW and TU majors prepare students for a variety of careers related to network design, installation, and maintenance. Specifically, students gain proficiency in the technical aspects of a network, including monitoring, resource management, user management, and performance issues. The curriculum is in line with the college's core values as it provides a hands-on education.

Below are the findings and recommendations that resulted from the program review.

**Findings:**

- In the last decade, collective enrollment in these programs has been in decline.
- External demand nationally shows steady growth in the job market.
- Major competition comes from lower-cost proprietary and state-owned institutions, as well as more certification-based programs.
- The 2013 revision re-organized BNW to better facilitate transfer students
- Six-year graduation rates remain higher than other IT programs at Penn College

**Recommendations:**

- Modify courses and sequences for the entire program and streamline outcome objectives during curriculum revision in 2016-2017.
- Invest in increasing the visibility of the majors, such as expanded mobile marketing or search engine optimization.