

Academic Program Review  
Computer Information Technology  
College of Business  
Ferris State University

August 2015

My signature below indicates that I was a contributing member of the Program Review Panel responsible for completion of the final Academic Program Review report submitted for review by the Academic Program Review Council, Academic Senate, Provost, and President of Ferris State University and attest to its completeness and soundness.

----- Signature and Date	Dan Tuuri PRP Chair 231-591-3198      tuur2@ferris.edu
----- Signature and Date	Jim Woolen Department Head (Inception – 8/2015) 231-591-2019      jimwoolen@ferris.edu
----- Signature and Date	Larry Bajor Department Chair (8/2015 – Current) 231-591-2436      lawrencebajor@ferris.edu
----- Signature and Date	Clyde Hardman Program Coordinator 231-591-2822      clydehardman@ferris.edu
----- Signature and Date	Jimmie Joseph Program Faculty 231-591-2492      jimmiejoseph@ferris.edu
----- Signature and Date	Devon Chopp Alumni / Special Interest in the Program 616-558-7797      dvnchp@gmail.com
----- Signature and Date	Ron Mehringer Faculty from Outside the College 231-591-3064      ronaldmehringer@ferris.edu

My signature below indicates that I have reviewed the Academic Program Review report submitted for review by the Academic Program Review Council, Academic Senate, Provost, and President of Ferris State University and attest to its completeness and soundness.

----- Signature and Date	David Nicol Dean, College of Business 231-591-2422      davidnicol@ferris.edu
-----------------------------	-------------------------------------------------------------------------------------

## Contents

Program Name and History.....	7
Program Description:.....	7
Program History:.....	7
Mission Statement.....	7
Ferris State University Mission Statement.....	7
College of Business Mission Statement.....	7
Accounting, Finance, and Information Systems Mission Statement.....	7
Program Mission Statement.....	8
Alignment of the Mission Statement.....	8
Program Goals.....	8
Describe what the program hopes to accomplish.....	8
Describe how the program goals are incorporated.....	8
Program Strategic Plan.....	8
Goal Attainment and Progress.....	9
Program Curriculum.....	9
Curriculum Details.....	9
Program Checksheets.....	9
Course Syllabi.....	10
Program Policies and Procedures.....	10
Evaluation of General and Experiential Education.....	10
Description of General and Experiential Education.....	10
Communication.....	10
Evaluation of Curricula Changes (Implemented).....	10
Evaluation of Curricula Changes (Pending).....	11
Evaluation of policy and procedure quality and consistency.....	11
Relevance of Curricula.....	11
Assessment of Student Learning – Program Outcomes.....	12
Program Level Outcomes Defined.....	12
Assessment and Implementation of Program Level Outcomes.....	12
Outcome Collection and Reflection Processes.....	14
Communication of Outcome Results.....	14
TracDat Results.....	14

Program Outcome to Course Mapping .....	14
Implemented Actions as Result.....	14
Integration of Data with Strategic Plan.....	14
University Needs.....	14
Program Profile .....	15
Enrollment Headcount.....	15
On-Campus Enrollment .....	16
Off-Campus Enrollment.....	16
Total Enrollment.....	16
Recommended Enrollment.....	16
Evaluation of Data .....	16
Program Action Response .....	16
Student Credit Hour Trends.....	17
Productivity.....	18
Enrollment – Residency.....	18
Enrollment – Gender and Ethnicity.....	18
Retention.....	18
Program Graduates.....	19
Six Year Graduation Rate.....	19
Graduate Average GPA.....	19
Graduate Average ACT.....	19
State and National Examinations.....	20
Program Value beyond Productivity and Enrollment Numbers.....	20
Program Flexibility and Access.....	20
Number of Offsite Locations.....	20
Online Availability of Coursework.....	20
Accelerated Program Completion.....	20
Summer Program Offerings.....	20
Entry Points to Program.....	20
Program Trends.....	20
How Is Flexibility and Access Addressed? .....	20
Visibility and Distinctiveness .....	21
Competitive Programs .....	21

Comparison of Programs.....	21
Identification of Benchmarks.....	21
Competitive Advantages.....	21
Response and Action Plan.....	21
Preeminent Program Description.....	21
What is the Difference.....	21
What Can CITS Emulate.....	21
Ten Year Actions.....	21
Program Demand.....	22
Demand.....	22
Why do students enrolled in the program choose FSU?.....	22
Would students choose FSU again?.....	22
Would students market FSU to others?.....	22
Would alumni choose FSU again?.....	22
Would alumni recommend?.....	22
What is alumni perception of demand?.....	22
Job and Industry Outlook.....	22
National Data.....	22
State Data.....	23
Student Achievement and Engagement.....	23
RSO Engagement.....	23
Student Government Engagement.....	23
Honors Engagement Student Employment Student Research Student Awards and Honors Student Community and Volunteer Service Trends of Student Achievement Reflection and Action.....	23
Employability of Graduates.....	24
Post-Graduation Employment Data.....	24
Stakeholder Perception Data.....	24
Reflection and Action.....	24
Faculty Composition and Engagement.....	24
Organization.....	24
Faculty Load and Prep Information.....	24
Curriculum Vitae.....	26
Service.....	35

Research .....	37
Continuing Education .....	37
Stakeholder Perceptions .....	37
Program Policies and Procedures .....	37
Hiring and Retention .....	38
Program Administration and Support .....	38
Administration .....	38
Staff .....	38
Support Services .....	38
Facilities and Equipment .....	38
Space .....	38
Computers .....	38
Equipment .....	38
Perceptions of Overall Quality .....	38
Implementation of Findings .....	39

## Program Name and History

Bachelor of Science

Computer Information Technology – Systems Administration and Security

### Program Description:

<sup>1</sup>The Computer Information Technology program is for students who want to work in the business world and give technical assistance to computer systems end users in businesses and organizations. Individual business departments, corporations, and multi-national enterprises need professionals who can apply their technical skills to problem-solve computer systems issues within the business environment. The CIT curriculum provides students with a broad understanding of core business functions, and provides the skill sets required for computer support specialists, help-desk support, network and computer systems administration, and computer security. This curriculum prepares you for industry certifications such as CompTIA's A+, Network+, Linux+, and Security+ certifications, and Microsoft's MCSA or MCTS. The hands-on approach in the bachelor degree gives students a real-world look at their professional field.

### Program History:

The CIT program has a relatively young tenure at Ferris State University. The program was initially proposed and developed during the 2008-2009 academic year and began offering classes in the Fall of 2010. One of the original cornerstone foundations was to develop a program that would better articulate with the community college products. While traditional CIS programming curriculum remained the increase of the number of CIT network and systems administration students was realized at the community college partners.

## Mission Statement

### Ferris State University Mission Statement

<sup>2</sup>Ferris State University prepares students for successful careers, responsible citizenship, and lifelong learning. Through its many partnerships and its career-oriented, broad-based education, Ferris serves our rapidly changing global economy and society.

### College of Business Mission Statement

<sup>3</sup>We in the College of Business are committed to academic excellence, ethical conduct, and a learner-centered environment characterized by quality teaching, outcomes assessment, and continuous improvement. Our students can take pride in their developed competencies and the distinctiveness of the College's programs. We shall be noted for being responsive to changes in workforce needs;

---

<sup>1</sup> <http://catalog.ferris.edu/catalog/2015-2016/program/4811>

<sup>2</sup> <http://www.ferris.edu/htmls/ferrisfaq/mission.htm>

<sup>3</sup> <http://www.ferris.edu/business/mission-vision-values>

building/maintaining good relationships with employers and community; preparing our students to excel in a global environment; and providing high-quality interns and graduates who meet and exceed employer expectations, deal effectively with change, and are committed to lifelong learning.

#### Accounting, Finance, and Information Systems Mission Statement

The Accounting, Finance, and Information Systems Department does not have a defined Mission Statement and instead adopts the principles of the College and University missions.

#### Program Mission Statement

The overall mission of the CIT Systems Administration & Security Program is to prepare graduates for employment in business, industry, or government setting at career-entry level in computer support.

#### Alignment of the Mission Statement

The CIT Mission Statement does align with the university statement by ensuring that students are prepared for an in-demand career field.

### Program Goals

Describe what the program hopes to accomplish.

The program will accomplish the following goals:

1. Develop regular program meetings dedicated to CIT.
2. Formally discuss a CIT specific advisory board.
3. Adopt formal program policies.
4. Improve efficiencies as related to the attainment and recognition of certification for credit.
5. Assess and evaluate current transfer guides and articulation agreements.
6. Increase enrollment by 5%.
7. Increase staffing by 1FTE.

Describe how the program goals are incorporated.

The program does not have current program goals beyond those expressed in the initial PCAF.

#### Program Strategic Plan

The program does not have an established strategic plan.



SWOT Analysis

<p><u>Strengths</u>          Community College Relationships          Strong &amp; Equitable Articulation          Certification Testing In-House          Business Core          External Partners          Approval from Saudi Arabian Govt.          Strong Industry Demand          Third Party Credentialing          Enrollment Strength          Regular Curriculum Updates          Internal and External Advisory Boards          Strong Placement and Promotions</p>	<p><u>Weaknesses</u>          Distinction Between IT Programs          Little Collaboration Other Programs          Lack of Vision and Strategy          On/Off Campus Experience Differs          Transfer Stu. Complete 2 CIT Classes          No OS-X Competencies in Program          CITS480 Stu Who Did Not Graduate          Students Don't Complete Certification          IT Edu Exists in: CAS, CET, CEHS, COB</p>
<p><u>Opportunities</u>          Incorporate Research          Consider Associates Degree          Consider Degree w/o Certification          Develop Adjunct Pool          Review and Acquire Program Data          Reduce Electives by 3 Credits          Promote Faculty Development / Cert.          Streamline Prior Learning Assessment          Consider Competency Model          Define Program Policies          Consider CIT Advisory Board          Develop Strong Alumni Base          Celebrate Student and Alumni Stories          Develop Open Lab / Study Space</p>	<p><u>Threats</u>          Students Don't Value Certifications          Certifications Won't Teach Everything          Cert-Prep Perception by Students          High Cost of Materials, Including Labs          Faculty Skills Quickly Become Dated          No Single FTE CIT Faculty          Risk of Outdated Articulations          Low Admissions Criteria          CC's Articulating with Online (WGU)          Poor Online Course Design</p>

Goal Attainment and Progress

	PCAF	8/2014
Enrollment:	152	96
Faculty FTE:	4	1.875 (22.5Cr)

Program Curriculum

Curriculum Details

Program Checksheets

The current program check sheet is located in the College of Business file share at: [\\ferris.local\COB ALL\ChecksheetsFinal\Bachelors\CIT\\_BS\\_BU201401white.pdf](\\ferris.local\COB ALL\ChecksheetsFinal\Bachelors\CIT_BS_BU201401white.pdf)

## Course Syllabi

All syllabi are kept on file in the College of Business file share located at:  
<\\ferris.local\COB ALL\Syllabi\CITS>

## Program Policies and Procedures

The program has no specifically applied policies and procedures. There has been conversation over the past year, as a result of this process to consider adoption of the following:

- Policy to override or waive the Internship for students who are working or have worked in a professional capacity within the IT field.
- Policy to over-ride the requirement of the A+ credential in lieu of a higher level certification.
- Policy describing a listing of acceptable certifications to meet degree requirements.
- Policy to guide the awarding of credits for prior certification.

## Evaluation of General and Experiential Education

The program has included service learning components in the CITS480 Capstone course and requires completion of an Internship experience. Evaluative data on the student experiences is not readily available.

## Description of General and Experiential Education

The program has included service learning components in the CITS480 Capstone course and requires completion of an Internship experience. The CITS480 course no longer incorporates service learning.

## Communication

### Evaluation of Curricula Changes (Implemented)

#### Item 11-074

Approved March of 2011

Summary: This was the first change to the program. Specifically an additional Microsoft Server course (CITS360) was created and added to the program, course outcomes were revised (CITS255), the sequencing of the gateway course (CITS150/160) was revised, and the Security (CITS320) course was renumbered to allow for greater flexibility in transferring community college credits.

Review: Each of these actions was necessary and continues to be appropriate for the program. The CITS255 course has very specific vendor defined objectives that are currently in the process of revision to reflect changes to the certification exam.

### [Item 13-052](#)

Approved March of 2013

Summary: This was the establishment of a Minor for CIT.

Review: The Minor has served a purpose for CIS students desiring additional credentialing in Systems Administration.

### [Item 14-004](#)

Approved September of 2013

Summary: The program was updated to remove one of two Linux courses (CITS380), introduce a Virtual System Administration (CITS370) class, and realign content in the Security+ and capstone classes (CITS320, CITS480). Additionally the overall number of credits in the degree was reduced by 3.

Review: Due to the scheduling of this change the new courses have been taught one time. Feedback from students indicates a desire for greater immersion in the virtualized and cloud environments. This change was positive for the program.

### [Evaluation of Curricula Changes \(Pending\)](#)

During the 2014–2015 academic year a fairly substantial curriculum update was presented to the College Curriculum Committee after receiving support at the program and department levels. What this change would allow for is greater flexibility in the technologies and software versions that are being taught. This will allow instructors to be more agile in approaching and delivering modern technology instruction. In one example, a course currently requires instruction in a variety of Windows XP topics. The need for Windows XP has substantially reduced in the marketplace since the Operating System was discontinued and reached the End of Life date with Microsoft.

The curriculum has been reviewed by the University Curriculum Committee Chair as well as the University Registrar and is prepared to move forward when the committee begins meeting for the 2015–2016 academic year.

### [Evaluation of policy and procedure quality and consistency.](#)

The CIT program does not currently have defined policies. Given that this is a newer program the first few years have been spent looking for and learning about the opportunities for our students. It is expected that the policies mentioned above will continue to be discussed and defined.

### [Relevance of Curricula](#)

The relevance of the curriculum is validated through multiple sources:

1. The program holds an annual advisory board meeting.
2. The program holds a joint session advisory board meeting with the CIS program.

3. The program is a member of an NSF funded project “Collegiate College Network” which hosts multiple advisory board (Business and Industry Leadership Team) meetings. Curriculum trends and considerations are discussed openly amongst the member schools.
4. The certifications that the curriculum aligns with undergo a continuous monitoring process as required by the ANSI accreditation that each holds. These certification domains are reflected in each of our courses.

## Assessment of Student Learning - Program Outcomes

### Program Level Outcomes Defined

The current program level outcomes are as follows:

**Technical Understanding:** Students will demonstrate technical understanding of computer technology, networking and security, as well as the communications skills and professional knowledge required for an entry-level IT professional.

**Apply IT Knowledge and Skill:** Students will demonstrate application of IT knowledge and skills with ‘hands-on’ scenarios in which troubleshooting and tools are applied to resolve problems.

**Windows Servers:** Students will implement and manage Windows servers including mastering an array of monitoring and profiling tools that optimize and manage the server environment.

**Linux Server Platform:** Students will execute functions in the Linux server platform system architecture, Linux installation and package management, GNU and UNIX commands, devices, Linux file systems, and the file system hierarchy standard.

**Technician Competency:** Students will display technician competency in managing, maintaining, troubleshooting, installing and configuring basic network infrastructure.

**Project Management:** Students will construct, execute, and analyze a strategic project demonstrating knowledge necessary to complete on time, while maintaining cost, scope, and quality.

**Security:** Students will construct and critique security strategies for responding to current, emerging, and future application, desktop, network, and server threats and opportunities.

### Assessment and Implementation of Program Level Outcomes

The program **Technical Understanding:** Students will demonstrate technical understanding of computer technology, networking and security, as well as the communications skills and professional knowledge required for an entry-level IT professional.

**Assessment Method:** Third Party Certification, CompTIA A+

**Related Courses:** CITS 150 A+ Certification 1, CITS 160 A+ Certification 2

Apply IT Knowledge and Skill: Students will demonstrate application of IT knowledge and skills with 'hands-on' scenarios in which troubleshooting and tools are applied to resolve problems.

Assessment Method: Third Party Certification, CompTIA A+

Related Courses: CITS 150 A+ Certification 1, CITS 160 A+ Certification 2

Windows Servers: Students will implement and manage Windows servers including mastering an array of monitoring and profiling tools that optimize and manage the server environment.

Assessment Method: Examination

Related Courses: CITS 250, CITS 255, CITS 260, CITS 360

Linux Server Platform: Students will execute functions in the Linux server platform system architecture, Linux installation and package management, GNU and UNIX commands, devices, Linux file systems, and the file system hierarchy standard.

Assessment Method: Examination

Related Courses: CITS 280

Technician Competency: Students will display technician competency in managing, maintaining, troubleshooting, installing and configuring basic network infrastructure.

Assessment Method: Examination

Related Courses: CITS 270

Project Management: Students will construct, execute, and analyze a strategic project demonstrating knowledge necessary to complete on time, while maintaining cost, scope, and quality.

Assessment Method: Project

Related Courses: CITS 480, PROJ 320

Security: Students will construct and critique security strategies for responding to current, emerging, and future application, desktop, network, and server threats and opportunities.

Assessment Method: Project

Related Courses: CITS 320 level outcomes are:

#### Outcome Collection and Reflection Processes

Outcomes are reported to TracDat. There currently is not a formalized reflection process for the CIT program.

#### Communication of Outcome Results

There are reporting capabilities within TracDat for faculty to review the results.

#### TracDat Results

This is attached following the report.

#### Program Outcome to Course Mapping

There is a noted deficiency in the alignment of the program outcomes and course mappings. Much of this is due to the broad nature of the defined outcome statements. In the curriculum proposal under consideration the outcomes will become more clearly mapped.

#### Implemented Actions as Result

To date the program has not utilized or monitored program outcomes in a significant way.

#### Integration of Data with Strategic Plan

The program does not have an established Strategic Plan.

#### University Needs

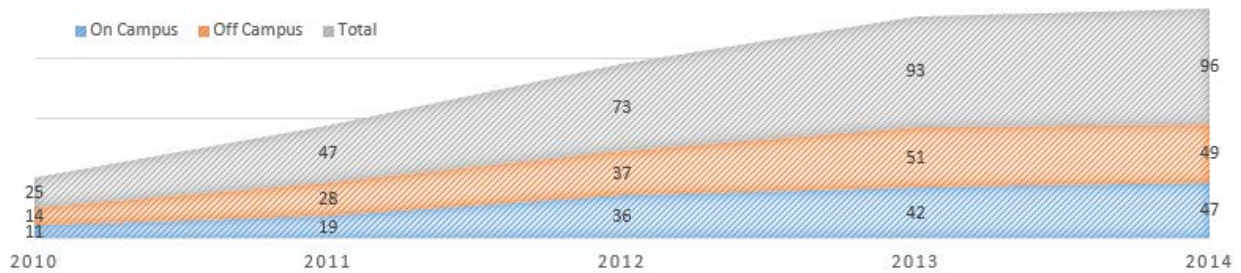
The program has not aligned with the organizational Strategic Plan.

## Program Profile

### Enrollment Headcount

#### Enrollment (Headcounts) - On-Campus, Off-Campus, On-Line and Total

		<u>On-Campus</u>	<u>Off-Campus</u>	<u>On-Line</u>	<u>Total</u>
Term					
201008	Freshman	5	0	0	5
	Sophomore	2	1	0	3
	Junior	3	6	0	9
	Senior	1	7	0	8
	Masters	0	0	0	0
	1st Professional	0	0	0	0
201108	Freshman	7	0	0	7
	Sophomore	4	2	0	6
	Junior	3	10	0	13
	Senior	5	16	0	21
	Masters	0	0	0	0
	1st Professional	0	0	0	0
201208	Freshman	4	1	0	5
	Sophomore	12	2	0	14
	Junior	10	7	0	17
	Senior	10	27	0	37
	Masters	0	0	0	0
	1st Professional	0	0	0	0
201308	Freshman	4	0	0	4
	Sophomore	6	1	0	7
	Junior	12	8	0	20
	Senior	20	42	0	62
	Masters	0	0	0	0
	1st Professional	0	0	0	0
201408	Freshman	6	0	0	6
	Sophomore	6	2	0	8
	Junior	7	4	0	11
	Senior	28	43	0	71
	Masters	0	0	0	0
	1st Professional	0	0	0	0



The diagram above shows On Campus students and Off Campus students, as well as the composite sum of the two groups.

#### On-Campus Enrollment

The On-Campus enrollment has maintained somewhat steadily over the past several years. The program would benefit from additional recruiting efforts to high school students. In the past several years there has been a stronger interest in IT careers in general.

The number of students classified as freshman does not include students who may be enrolled in associate degree programs. Students receiving certain financial aid packages may intend on pursuing the degree, however, they might be originally registered into General Business or Computer Information Systems.

Because of the design of the program a large percentage of students who come to Ferris will begin their studies at their local community college.

#### Off-Campus Enrollment

The Off-Campus Enrollment is difficult to interpret. Because the CIT program only delivers two CIT courses to our off campus sites there is difficulty in tracking each CIT student. The number of advisees may or may not be accurate.

#### Total Enrollment

The cumulative enrollment is slightly lower than the initial goal.

#### Recommended Enrollment

The program will need additional staffing dedicated to the program if a substantial increase in enrollment is to be realized. In addition to the specific CIT students served there are multiple programs which encourage CIT courseware as electives within their programs.

#### Evaluation of Data

The program data is not routinely reviewed.

#### Program Action Response

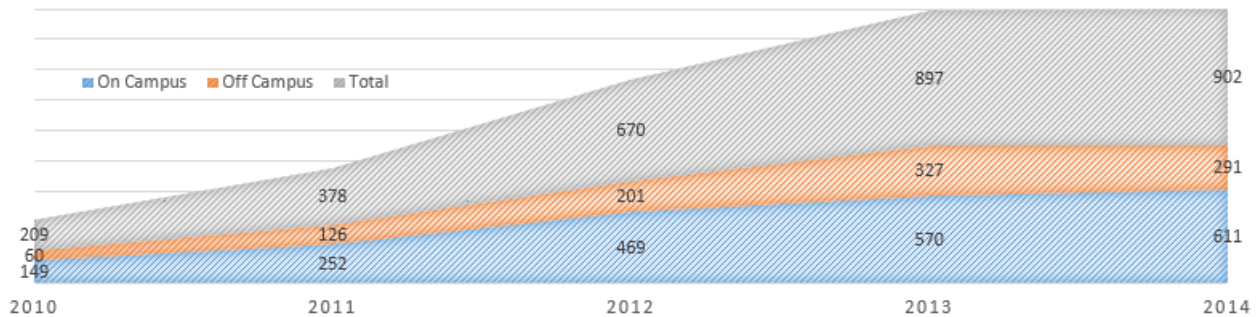
The program will take action towards the goals specified above.



Student Credit Hour Trends

**Student Credit Hours - On-Campus, Off-Campus, On-Line and Total**

		<u>On-Campus</u>	<u>Off-Campus</u>	<u>On-Line</u>	<u>Total</u>
Term					
201008	Freshman	70	0	0	70
	Sophomore	30	3	0	33
	Junior	40	27	0	67
	Senior	9	30	0	39
	Masters	0	0	0	0
	1st Professional	0	0	0	0
201108	Freshman	95	0	0	95
	Sophomore	54	6	0	60
	Junior	39	39	0	78
	Senior	64	81	0	145
	Masters	0	0	0	0
	1st Professional	0	0	0	0
201208	Freshman	59	6	0	65
	Sophomore	150	6	0	156
	Junior	135	27	0	162
	Senior	125	162	0	287
	Masters	0	0	0	0
	1st Professional	0	0	0	0
201308	Freshman	63	0	0	63
	Sophomore	80	3	0	83
	Junior	161	54	0	215
	Senior	266	270	0	536
	Masters	0	0	0	0
	1st Professional	0	0	0	0
201408	Freshman	81	0	0	81
	Sophomore	80	6	0	86
	Junior	94	18	0	112
	Senior	356	267	0	623
	Masters	0	0	0	0
	1st Professional	0	0	0	0



### Productivity

The program productivity for 2014–2015 is 381.92 for the CIT program. The University average for this period was 460.26. The College of Business average for this period was 563.33.

### Enrollment – Residency

#### Computer Info Technology BS

Term	Residency				Age		FSU GPA			ACT		
	Blank	Resident	Midwest Compact	Non-Resident	Avg. Age	Avg. GPA	Min. GPA	Max. GPA	Avg. ACT	Min. ACT	Max. ACT	
201008	0	24	1	0	27	2.95	1.5	4	22.45	16	27	
201108	0	45	1	1	28	3.17	1.72	4	22.17	13	27	
201208	0	72	2	1	27	3.10	1.51	4	22.03	13	28	
201308	0	88	1	4	27	2.99	1.57	4	22.59	16	31	
201408	0	85	1	10	27	2.96	1.15	4	21.35	15	28	

### Enrollment – Gender and Ethnicity

#### Computer Info Technology BS

Term	Enrolled	Gender				Ethnicity							Full/Part Time	
		Male	Female	Unknown	Black	Hispanic	Native	Asian	White	Hawaiian	Multi	Foreign	Full Time	Part Time
201008	25	24	1	0	3	1	0	0	21	0	0	0	10	15
201108	48	43	5	2	2	2	0	0	40	0	1	1	16	32
201208	75	69	6	2	7	2	0	1	62	0	0	1	37	38
201308	93	87	6	4	8	0	0	3	74	0	0	4	43	50
201408	96	86	10	3	8	0	1	2	72	0	0	10	42	54

### Retention

Start	N	Yr 2	Yr 3	Yr 4	Yr 5
2010 FA	3	67%	67%	67%	67%
2011 FA	3	67%	67%	67%	
2012 FA	3	67%	67%		
2013 FA	2	50%			

The table above includes FTIAC Completers + Still Enrolled In. The 2010 FA Year 5 includes one student who graduated.

## Program Graduates

### **Computer Info Technology BS**

#### **Graduate Headcount**

<b><u>Academic Year</u></b>	<b><u>On-Campus</u></b>	<b><u>Off-Campus</u></b>	<b><u>On-Line</u></b>	<b><u>Total</u></b>
2010-2011	0	2	0	2
2011-2012	0	4	0	4
2012-2013	1	1	0	2
2013-2014	5	5	0	10

## Six Year Graduation Rate

The program does not have a six year graduation rate available as the program has not been in existence for six years. The low N of the five year data provides no meaningful information. The data shows of three students who began attending in the Fall of 2010 one left the program, one graduated, and one is still persisting.

## Graduate Average GPA

### **Computer Info Technology BS**

#### **FSU GPA**

<b><u>Year</u></b>	<b><u>Average GPA</u></b>	<b><u>Min. GPA</u></b>	<b><u>Max. GPA</u></b>
2010-2011	3.19	2.98	3.4
2011-2012	3.48	2.84	4
2012-2013	3.52	3.48	3.55
2013-2014	3.33	2.38	3.71

## Graduate Average ACT

### **Computer Info Technology BS**

#### **ACT**

<b><u>Year</u></b>	<b><u>Average ACT</u></b>	<b><u>Min. ACT</u></b>	<b><u>Max. ACT</u></b>
2011-2012	26.00	26	26
2013-2014	25.60	25	27

### State and National Examinations

100% of CIT Program Graduates have completed third party credentialing.

### Program Value beyond Productivity and Enrollment Numbers

The program generates a significant number of student employees for TAC.

### Program Flexibility and Access

#### Number of Offsite Locations

The program is currently offered at three offsite campus locations (Dowagiac, Grand Rapids, and Traverse City). Articulation or transfer agreements are in place, although courses are not delivered at these campus (Alpena, Lansing, and Sidney/Montcalm).

#### Online Availability of Coursework

The program allows all of the course requirements to be completed online for many of our community college partners with the exception of CITS370 and CITS480.

#### Accelerated Program Completion

The program has a three year completion option for students who enroll in the summer semester.

#### Summer Program Offerings

The only CITS core class offered in the summer is the Internship. However, many students complete the business core.

#### Entry Points to Program

Students come as FTIAC as well as transfer. The transfers are both external from the institution and internally from other programs.

#### Program Trends

The program is in a constant state of change due to the nature of the industry. Each year approximately 30% of the curriculum must be updated at the course level to remain relevant. There are challenges in accepting some transfer students where software versions were different in pre-req courses.

#### How Is Flexibility and Access Addressed?

At the course level instructors accommodate as necessary.

## Visibility and Distinctiveness

### Competitive Programs

At the Bachelors Degree level this program is unique due to the fact that it is a Business degree and an IT degree. Much of the technical content exists at the two year Associates degree level.

### Comparison of Programs

There were no other identifiable benchmark institutions at the four year degree level.

### Identification of Benchmarks

There were no other identifiable benchmark institutions at the four year degree level.

### Competitive Advantages

Students gain a solid business acumen as part of this project.

### Response and Action Plan

Based on the fact that no comparative institutions were defined there are no specific actions generated as a result of this inquiry.

### Preeminent Program Description

#### What is the Difference

Based on the fact that no comparative institutions were defined there are no specific actions generated as a result of this inquiry.

#### What Can CITS Emulate

Based on the fact that no comparative institutions were defined there are no specific actions generated as a result of this inquiry.

### Ten Year Actions

The program should identify specific ten year goals. Many of these items are identified in the SWOT provided near the front of the document.

## Program Demand

### Demand

Why do students enrolled in the program choose FSU?

The program was designed as a transfer option for students from community colleges in Michigan. Many of our students choose this program because of the flexibility it offers in terms of recognizing and articulating prior earned credit.

Would students choose FSU again?

No Data Available

Would students market FSU to others?

No Data Available

Would alumni choose FSU again?

No Data Available

Would alumni recommend?

No Data Available

What is alumni perception of demand?

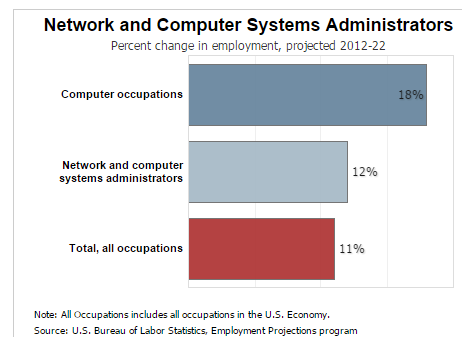
No Data Available

### Job and Industry Outlook

#### National Data

Network and Computer System Administrators continue to see increased growth and opportunity exceeding the average of all occupations.

Quick Facts: Network and Computer Systems Administrators	
2012 Median Pay ?	\$72,560 per year \$34.88 per hour
Entry-Level Education ?	Bachelor's degree
Work Experience in a Related Occupation ?	None
On-the-job Training ?	None
Number of Jobs, 2012 ?	366,400
Job Outlook, 2012-22 ?	12% (As fast as average)
Employment Change, 2012-22 ?	42,900



<http://www.bls.gov/ooh/computer-and-information-technology/network-and-computer-systems-administrators.htm>

## State Data

Occupation Title	Occupation Description	Job Outlook Data		
Network and computer systems administrators	(LAN/WAN Administrator) Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintain network hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures. Exclude "Computer Support Specialists" (151041).	Number of People in the Field: 6892	Total Average Annual Openings: 187	Median Annual Salary: \$55,820.00
Illustrative Examples: Network Control Operator, Network Security Administrator				

## Student Achievement and Engagement

### RSO Engagement

The majority of on-campus students are engaged with the Association of IT Professionals (AITP).

### Student Government Engagement

There is no noted Student Government involvement.

### Honors Engagement

There is no history of Honors Students enrolled in the CIT program.

### Student Employment

There is no data in this area regarding students who are currently working.

### Student Research

There is no formal external research to note at this time. Students do work on specific course level research projects throughout their time in the program with a culminating Capstone project.

### Student Awards and Honors

There are no specific student awards or honors to note.

### Student Community and Volunteer Service

No Data Available

### Trends of Student Achievement

No Data Available

### Reflection and Action

Additional data is needed to execute action.

## Employability of Graduates

### Post-Graduation Employment Data

Year	Placement	Avg. Salary
2013–2014	86%	\$44,000
2012–2013	100%	\$40,117
2011–2012	No Results	No Results
2010–2011	100%	No Results

### Stakeholder Perception Data

We currently do not have advisory board members that employ graduates from the CIT program.

### Reflection and Action

While on a cursory level the data is positive, there are demonstrated gaps where additional inquiry would be beneficial.

## Faculty Composition and Engagement

### Organization

The program consists of three faculty who hold an appointment in the CIS/CIT Seniority Group. One faculty member receives 1/4 (3cr per semester) release for CIS and CIT advising duties to off-campus students.

### Faculty Load and Prep Information

Fall 2010						
	CIT Cr	CIT Prep	Other Cr	Other Prep	Release	Total Cr
Buse	6	1	6	2		12
Hardman	6	2	1	1	3	10

Spring 2011						
	CIT Cr	CIT Prep	Other Cr	Other Prep	Release	Total Cr
Hardman	3	1	6	2	3	12
Jones	6	1	9	3		15



Fall 2011						
	CIT Cr	CIT Prep	Other Cr	Other Prep	Release	Total Cr
Buse	6	1	6	2		12
Hardman	6	2	4	2		10
Tuuri	6	2	6	1	3	15

Spring 2012						
	CIT Cr	CIT Prep	Other Cr	Other Prep	Release	Total Cr
Buse	3	1	18	4		21
Hardman	6	2	6	2		12
Tuuri	12	3	3	1	3	18

Fall 2012						
	CIT Cr	CIT Prep	Other Cr	Other Prep	Release	Total Cr
Buse	9	2	6	2		15
Hardman	6	2	3	1	3	12
Joseph	3	1	9	2		12
Tuuri	6	2	8	3	3	17

Spring 2013						
	CIT Cr	CIT Prep	Other Cr	Other Prep	Release	Total Cr
Hardman	6	2	3	1	3	12
Joseph	6	2	6	2		12
Tuuri	18	5	0	0	3	21

Fall 2013						
	CIT Cr	CIT Prep	Other Cr	Other Prep	Release	Total Cr
Buse	3	1	9	2		12
Hardman	6	2	3	1	3	12
Joseph	6	2	6	2		12
Tuuri	15	4	0	0	3	18

Spring 2014						
	CIT Cr	CIT Prep	Other Cr	Other Prep	Release	Total Cr
Hardman	6	2	3	1	3	12
Joseph	15	3	3	1		18
Tuuri	6	2	6	1	3	15

Fall 2014						
	CIT Cr	CIT Prep	Other Cr	Other Prep	Release	Total Cr
Hardman	6	2	3	1	3	12
Joseph	6	2	6	2		12
Tuuri	9	3	6	2		15

Spring 2015						
	CIT Cr	CIT Prep	Other Cr	Other Prep	Release	Total Cr
Hardman	6	2	3	1	3	12
Joseph	12	4	0	0		12
Tuuri	12	2	9	3		21

## Curriculum Vitae

### **Professor Clyde W. Hardman**

Ferris State University  
 AFIS  
 (231) 591-2822  
 Email: hardmanc@ferris.edu

### **Education**

AS/400 Computer Programming Certificate, Ferris State University, 2000.

MS, Grand Valley State University, 1988.  
 Major: Business Administration

BS, Ferris State University, 1979.  
 Major: Accounting

BS, Ferris State University, 1979.  
 Major: Computer Information Systems

### **Professional Positions**

#### **Academic - Post-Secondary**

CIS & CIT Program Coordinator, Ferris State University. (January 2008 - Present).

Associate Professor, Ferris State University. (August 1999 - Present).

CIS, CIT, & ISI Program Coordinator, Ferris State University. (January 2010 - May 2011).

CIS & CIT Program Coordinator, Ferris State University. (August 2008 - January 2010).

## **Licensures and Certifications**

AS/400 Programming Certificate, Ferris State University. (2000 - Present).

## **Professional Memberships**

Chapter Advisor, Association of Information Technology Professionals. (September 1, 2005 - Present).

## **Development Activities Attended**

Conference Attendance, "AITP NATIONAL CONVENTION," Association of Information Technology Professionals, Omaha, NE. (March 25, 2015 - March 29, 2015).

Conference Attendance, "AITP NATIONAL CONVENTION," Association of Information Technology Professionals, Alanta, GA. (April 9, 2014 - April 13, 2014).

Conference Attendance, "AITP NATIONAL CONVENTION," Association of Information Technology Professionals, San Antonio, Texas. (March 29, 2012 - April 1, 2012).

Conference Attendance, "AITP NATIONAL CONVENTION," Association of Information Technology, Orlando, Florida. (March 31, 2011 - April 3, 2011).

Seminar, "Windows 7 and the A+ exam with Jean Andrews," Course Technology. (December 1, 2010).

Conference Attendance, "AITP NATIONAL CONVENTION," Association of Information Technology Professionals, St. Louis, Missouri. (March 2010).

## **Awards and Honors**

Outstanding leadership as an Advisor of AITP, AITP. (April 5, 2013).

## **TEACHING**

### **Teaching Experience**

#### **Ferris State University**

CITS 491- CIT INTERNSHIPS, 7 courses.

150, A+ Certification 1, 2 courses.

160, A+ Certification 2, 2 courses.

491, CIT Internship, 3 courses.

ISYS, Database Implementation & Design, 4 courses.

ISYS 200, Database Design-Implementation, 1 course.

ISYS 305, Software Systems, 1 course.

ISYS 491, CIS Internship, 5 courses.

## **SERVICE**

### **Department Service**

Committee Member, Dr. Jimmy Joseph. (August 2012 - Present).

Committee Chair, Dan Tuuri - Tenure Committee. (August 2011 - Present).

Committee Chair, CIS Program curriculum committee. (2007 - Present).

Committee Chair, Dr. Jung Choi Tenure Committee. (2007 - Present).

Committee Chair, CIS curriculum committee. (2006 - Present).

Faculty Advisor, CIS & CIT programs, Off-Campus sites. (January 1996 - Present).

Committee Member, Don Reynolds Tenure Committee. (2009 - 2011).

Committee Member, Dr. Jim Jones Tenure Committee. (2007 - 2011).

## **Student Service**

Student Org Advisor (Professional Org), Association of Information Technology (AITP). (August 29, 2005 - Present).

## **College Service**

Committee Chair, CIS & PM Faculty Search Committee. (January 2014 - Present).

CIS & CIT Program Coordinator, CIS & CIT Program Coordinator. (August 29, 2005 - Present).

Committee Chair, CIS/CIT FACULTY SEARCH COMMITTEE. (December 2011 - March 2012).

Committee Member, Program Champions. (2010 - 2011).

Committee Chair, CIT FACULTY SEARCH COMMITTEE. (December 2010 - March 2011).

## **University Service**

Faculty Advisor, AITP student organization. (2006 - Present).

Committee Member, University Academic Advising Team. (2009 - 2010).

## **Awards and Honors**

### **Service, Community**

Outstanding Advising an Service, College of Business. (August 20, 2014).

## **Dr. Jimmie L. Joseph**

Ferris State University

AFIS

(231) 591-2492

Email: josepj13@ferris.edu

### **Education**

Ph D, Joseph M. Katz Graduate School of Business, University of Pittsburgh, 2002.

Major: Information Systems

Supporting Areas of Emphasis: Strategic Planning and Ethics

Dissertation Title: The effect of group size on spreadsheet error detection

MBA, Joseph M. Katz Graduate School of Business, University of Pittsburgh, 1993.

Major: MIS

MS, Joseph M. Katz Graduate School of Business, University of Pittsburgh, 1993.

Major: MoIS

BS, Indiana University of Pennsylvania, 1984.

Major: Biology; Computer Science; Natural Sciences

### **Professional Positions**

#### **Academic - Post-Secondary**

Instructor of Information Technology, Western Technical College. (May 11, 2010 - July 25, 2012).

### **Licensures and Certifications**

EMC Academic Associate, EMC2. (July 11, 2014 - Present).

MCTS Server 2008 Active Directory, Microsoft Corporation. (January 2012 - Present).

MCITP - Windows 7 Desktop Support Technical, Microsoft. (January 2011 - Present).

MCITP - Windows 7 Enterprise Desktop Administrator, Microsoft. (January 2011 - Present).

MCTS Windows 7 Installation and Configuration, Microsoft. (December 2010 - Present).

Server+, CompTIA. (December 2010 - Present).

A+, CompTIA. (November 2010 - Present).

Fujikura OTDR, ALS. (November 2010 - Present).

Fujikura OTDR Instructor, ALS. (November 2010 - Present).

Fujikura Quick Connect, ALS. (November 2010 - Present).

Fujikura Quick Connect Instructor, ALS. (November 2010 - Present).

Fiber Optic Fusion Splicer Instructor, ALS. (October 2010 - Present).

Fiber Optics Fusion Splicer, ALS. (October 2010 - Present).

Security+, CompTIA. (October 2010 - Present).

3M Fiber Installation Instructor, 3M. (August 2010 - Present).

Advanced Fiber Installer, 3M. (August 2010 - Present).

Basic Fiber Installer, 3M. (August 2010 - Present).

CDIA+, CompTIA. (May 2002 - Present).

eBiz+, CompTIA. (July 2001 - Present).

iNet+, CompTIA. (July 2001 - Present).

Network+, CompTIA. (July 2001 - Present).

## **Professional Memberships**

Association of Information Technology Professionals. (April 1, 2014 - April 1, 2016).

## **Development Activities Attended**

Workshop, "Summer Academic Advising Workshop 2014," Educational Counseling and Disabilities Services - Ferris State University, Big Rapids, Michigan. (July 22, 2014).

Conference Attendance, "Summer Working Connections - South," CTC Convergence College Network, Plano, Texas. (July 7, 2014 - July 11, 2014).

Conference Attendance, "Summer Working Connections - North," CTC Convergence College Network, Wisconsin. (June 2, 2014 - June 6, 2014).

Workshop, "New Instructor Training," FSU Faculty Center for Teaching and Learning, Big Rapids, MI. (August 13, 2012 - April 2013).

Workshop, "Introduction to MyDegree," FSU Faculty Center for Teaching and Learning, Big Rapids, MI. (April 2012 - May 2012).

## **TEACHING**

### **Directed Student Learning**

Directed Individual/Independent Study, Other (Within Ferris State University). (January 13, 2014 - May 3, 2014).  
Advised: Michale Cochran

## **RESEARCH**

### **Presentations Given**

Joseph, J. (Presenter Only), Ferris State University AITP Meeting, "Other Things Information Systems Students Should Know," AITP, Big Rapids, Michigan. (November 14, 2013).

Joseph, J. (Presenter & Author), PEP - Ferris State University, "Freedom of Speech in the Digital Age," Political Engagement Project, Big Rapids, Michigan. (October 17, 2013).

## **SERVICE**

### **Department Service**

Was selected by the CIS/CIT programs to update computer systems in BUS 121, BUS 121 Update. (January 20, 2013 - Present).

### **Student Service**

Student Org Advisor (Professional Org), Association of Information Technology Professionals (AITP). (August 1, 2014 - Present).

### **College Service**

Committee Chair, College of Business Diversity Committee. (August 26, 2014 - Present).

Committee Member, College of Business Diversity Committee. (August 20, 2013 - July 31, 2014).

### **University Service**

Committee Member, University Core Curriculum Committee. (August 25, 2014 - Present).

Attendee, Graduation. (December 14, 2013).

## **Mr. Daniel C. Tuuri**

Ferris State University  
AFIS  
(231) 591-3198  
Email: tuur2@ferris.edu

### **Education**

EDD, Ferris State University, 2015.

Major: InProgress Doctorate Community College Leadership

MS, Ferris State University, 2009.

Major: Information Systems Management

Dissertation Title: INVESTIGATING OPEN SOURCE LEARNING ENVIRONMENTS TO SUPPLEMENT INSTRUCTIONAL LEARNING MANAGEMENT SYSTEMS

BBA, Davenport University, 2007.

Major: Integrative Studies, Business & Technology

### **Professional Positions**

#### **Academic - Post-Secondary**

Instructor, Ferris State University. (August 22, 2011 - Present).

Instructor, Alpena Community College. (August 18, 2008 - August 13, 2011).

### **Licensures and Certifications**

Project+, CompTIA. (October 16, 2009 - Present).

MCITP - Microsoft Certified IT Professional, Microsoft. (July 2, 2009 - Present).

MOS - Microsoft Office Specialist, Microsoft. (April 8, 2009 - Present).

MCTS - Microsoft Technical Specialist, Microsoft. (October 10, 2008 - Present).

MCT - Microsoft Certified Trainer, Microsoft. (July 29, 2008 - Present).

MCSA - Microsoft Certified Systems Administrator, Microsoft. (January 28, 2008 - Present).

CISSP - Certified Information Systems Security Professional, ISC2. (December 17, 2007 - Present).

Server+, CompTIA. (September 2, 2005 - Present).

Security+, CompTIA. (April 27, 2005 - Present).

MCP - Microsoft Certified Professional, Microsoft. (March 10, 2005 - Present).

Network+, CompTIA. (May 7, 2004 - Present).

A+, CompTIA. (November 24, 1998 - Present).



PMP - Project Management Professional, PMI - Project Management Institute. (December 16, 2010 - December 15, 2016).

CISA - Certified Information Systems Auditor, ISACA - Information Systems Audit and Control Association. (May 26, 2011 - December 31, 2014).

## **Professional Memberships**

Member, Information Systems Audit and Control Association.

Member, International Information Systems Security Certification Consortium, Inc.

Member, Project Management Institute.

Certification / Education Director, West Michigan ISACA.

West Michigan PMI Chapter. (November 2013 - Present).

Infragard. (August 6, 2012 - Present).

## **Development Activities Attended**

Continuing Education Program, "Changsha Social Work Mentor Session," FCTL. (September 4, 2013 - Present).

Continuing Education Program, "Fireside Chats: FLITE 405 Training," FCTL. (May 1, 2013 - Present).

Workshop, "Get Involved with BEYOND: Mythologies," FCTL. (April 25, 2013 - Present).

Continuing Education Program, "Fireside Chats: iPad Apps," FCTL. (April 3, 2013 - Present).

Continuing Education Program, FCTL. (March 27, 2013 - Present).

Continuing Education Program, "Certificate for Online Adjunct Teaching Program," Maryland Online (via FCTL). (March 18, 2013 - Present).

Conference Attendance, "CompTIA Academy Educators Conference." (August 1, 2014 - August 3, 2014).

Conference Attendance, "MCCA Summer Conference," Michigan Community College Association. (July 24, 2014 - July 25, 2014).

Conference Attendance, "Futures InSight." (July 21, 2014 - July 22, 2014).

Conference Attendance, "World Futures Conference," World Futures Society. (July 12, 2014 - July 14, 2014).

Book Discussion Group, "Outcomes-Based Assessment," Ferris State University - College of Business. (October 2013 - May 2014).

Conference Attendance, "TechEd 2014," Microsoft. (May 11, 2014 - May 15, 2014).

Conference Attendance, "Futures InSight," Alliance for Community College Excellence in Practice. (July 22, 2013 - July 23, 2013).

Conference Attendance, "Working Connections North," Convergence College Network. (June 3, 2013 - June 7, 2013).

## TEACHING

### Directed Student Learning

Undergraduate Honors Thesis, "Applying Project Management Methodology to Long Term Care (working title)." (February 1, 2015 - Present).  
Advised: Haille Bernson

Master's Thesis Committee Member, "Enterprise Spatial Data Management using ArcGIS." (January 1, 2015 - May 1, 2015).  
Advised: Shashank Mantha

## RESEARCH

### Published Intellectual Contributions

#### Books

Tuuri, D. (2013). *PMP Rapid Review*. Microsoft Press.  
[shop.oreilly.com/product/0790145340337.do](http://shop.oreilly.com/product/0790145340337.do)

Tuuri, D. (2013). *PMP Training Kit*. Microsoft Press. [shop.oreilly.com/product/0790145319999.do](http://shop.oreilly.com/product/0790145319999.do)

Tuuri, D. (2012). *CompTIA Network+ Training Kit (Exam N10-005)* (pp. 704). Microsoft Press.  
[shop.oreilly.com/product/0790145335418.do](http://shop.oreilly.com/product/0790145335418.do)

#### Other

Tuuri, D. (2013). *The End of Grade Point Averages*. The Futurist.  
<http://www.wfs.org/futurist/2013-issues-futurist/september-october-2013-vol-47-no-5/top-10-disappearing-futures/disap-0>

### Presentations Given

Tuuri, D., Future InSight, Ferris State University, Traverse City, MI. (July 23, 2013).

Tuuri, D., TRENDS in Occupational Studies, "Project Management and the PMI Standard," Michigan Community College Association, Traverse City, MI. (October 11, 2012).

Tuuri, D., TRENDS in Occupational Studies, "Academic Applications of Google+," Michigan Community College Association, Traverse City, MI. (October 20, 2011).

### Research in Progress

"Cloud Computing Curriculum" (On-Going)  
Developing proposals and researching career opportunities in Cloud Computing utilizing an internal grant of \$6,000 from the Academic Incubator.

## SERVICE

## **Student Service**

Study Table Coordinator. Men's Basketball. (August 28, 2014 - Present).

Competition Coach. The Project. (October 1, 2013 - Present).

Student/Industry Connection, Association of Information Technology Professionals. (September 1, 2012 - Present).

## **College Service**

Committee Member, College Curriculum Committee. (August 28, 2014 - Present).

## **University Service**

Committee Member, Strategic Planning and Resource Council. (February 1, 2012 - Present).

Committee Member, Academic Incubator. (June 1, 2012 - September 1, 2014).

Chairperson, Ferris First! (September 1, 2011 - September 1, 2014).

Chairperson, Academic Service Learning. (May 1, 2012 - May 1, 2014).

## **Professional Service**

Board of Directors of a Company, Ferris Faculty Association. (May 1, 2012 - May 1, 2015).

## **Public Service**

Board Member, Big Rapids Public Schools, Big Rapids, MI. (January 1, 2013 - Present).

Member, Friends of Ferris PAC. (January 1, 2013 - Present).

## **Consulting**

For Profit Organization, Computer Security Team, LLC, Big Rapids, MI. (May 21, 2009 - Present).

## [Service](#)

### **General Service**

Ferris State University

January 1, 2010 – December 31, 2015

Hardman, Clyde W. (Associate Professor)

### **Department Service**

Committee Member, Dr. Jimmy Joseph. (August 2012 – Present).

Committee Chair, Dan Tuuri – Tenure Committee. (August 2011 – Present).

Tenure Committee chair and mentor

Committee Chair, CIS Program curriculum committee. (2007 – Present).  
Committee Chair, Dr. Jung Choi Tenure Committee. (2007 – Present).  
Committee Chair, CIS curriculum committee. (2006 – Present).  
Faculty Advisor, CIS & CIT programs, Off-Campus sites. (January 1996 – Present).  
Committee Member, Don Reynolds Tenure Committee. (2009 – 2011).  
Committee Member, Dr. Jim Jones Tenure Committee. (2007 – 2011).

#### College Service

Committee Chair, CIS & PM Faculty Search Committee. (January 2014 – Present).  
Search new faculty member to replace Dr. Barb Ciaramitaro.  
CIS & CIT Program Coordinator, CIS & CIT Program Coordinator. (August 29, 2005 – Present).  
Various responsibilities for managing program activities, faculty schedules, class schedules, ect.  
Committee Chair, CIS/CIT FACULTY SEARCH COMMITTEE. (December 2011 – March 2012).  
Committee Member, Program Champions. (2010 – 2011).  
Program Champion responsibilities for the CIS & CIT programs.  
Committee Chair, CIT FACULTY SEARCH COMMITTEE. (December 2010 – March 2011).

#### University Service

Faculty Advisor, AITP student organization. (2006 – Present).  
Committee Member, University Academic Advising Team. (2009 – 2010).  
Work mostly with committee to select Degree Audit software.

#### Joseph, Jimmie L. (Assistant Professor)

##### Department Service

Was selected by the CIS/CIT programs to update computer systems in BUS 121, BUS 121 Update. (January 20, 2013 – Present). Provisioned and sourced computers to BUS121. Worked with Administrative offices to implement the Lab Setup.

#### College Service

Committee Chair, College of Business Diversity Committee. (August 26, 2014 – Present).  
Guide College of Business Diversity Committee in working to promote diversity and diversity awareness within the College of Business.  
Committee Member, College of Business Diversity Committee. (August 20, 2013 – July 31, 2014). Worked with other committee members to devise activities to promote diversity and diversity awareness within the College of Business.

#### University Service

Committee Member, University Core Curriculum Committee. (August 25, 2014 – Present). Work to update the University Core Curriculum requirements, as directed by the Faculty Senate.

#### Tuuri, Daniel C. (Instructor)

##### College Service

Committee Member, College Curriculum Committee. (August 28, 2014 – Present).

#### University Service

Committee Member, Strategic Planning and Resource Council. (February 1, 2012 – Present). Attended a number of meetings as a guest and was appointed as a member in December of 2012.

Committee Member, Academic Incubator. (June 1, 2012 – September 1, 2014).

Chairperson, Ferris First! (September 1, 2011 – September 1, 2014). Assist as co-chair in development of innovative and creative ventures.

Chairperson, Academic Service Learning. (May 1, 2012 – May 1, 2014). Serve as co-coordinator for the ASL program. Assist in mentoring of new projects, facilitation, and reporting.

Ferris Faculty Association. (May 1, 2012 – May 1, 2015). Elected member of Executive Board for the Ferris Faculty Association which is associated with the MEA/NEA.

#### Public Service

Board Member, Big Rapids Public Schools, Big Rapids, MI. (January 1, 2013 – Present).

Member, Friends of Ferris PAC. (January 1, 2013 – Present).  
2012).

#### Research

##### Tuuri

LEAPS Project, Faculty Center for Teaching and Learning

Evaluated data and potential root causes and action strategies related to courses with a high DWF rate.

Cloud Computing, Academic Incubator

Received grant to research cloud computing opportunities and curricula.

#### Continuing Education

##### Joseph

Attendance at Working Connections Conferences.

##### Tuuri

Doctorate in Community College Leadership, Ferris State University, ABD

Attendance at CompTIA, Microsoft, and Working Connections conferences.

#### Stakeholder Perceptions

No data available.

#### Program Policies and Procedures

The program does not have well defined policies and procedures and has identified this as a short term goal.

### Hiring and Retention

The program hired a faculty member in August of 2011 (Dan Tuuri). In August of 2012 a CIS position was hired (Jimmie Jospeh), his skills are now also utilized in the CIT program.

### Program Administration and Support

#### Administration

The AFIS Department elected a chair in April of 2015 (Larry Bajor) with the understanding that the appointment would become effective August 1, 2015. Prior to this a full time administrator (Jim Woolen) oversaw the department. A program coordinator received release/incentive pay on a part time basis to perform advising, recruiting, and program leadership.

#### Staff

The program shares a Department Secretary (Darlene Waring) with the other programs in the department. She balances a full plate with assignments in Accounting, Finance, Information Systems and Intelligence, Computer Information Systems, and Computer Information Technology.

### Support Services

There are no additional Support Services from the program. Our testing office assists us with certification requirements by proctoring student examinations.

### Facilities and Equipment

#### Space

Instructional Lab	BUS121		
Faculty Office	BUS318	Clyde Hardman	150 sq ft
Faculty Office	IRC231	Jimmie Joseph	130 sq ft
Faculty Office	IRC233	Dan Tuuri	160 sq ft

#### Computers

#### Equipment

In August of 2014 Dr. Joseph worked to acquire both computers and equipment for the program. Many of the assets purchased were used with in-service dates as high as six years old. Dr. Joseph anticipates that this equipment will be of use to the department for an additional four years from the date acquired by Ferris State University.

### Perceptions of Overall Quality

The program continues to grow and address a development need. Due to the limited staffing some tasks, such as strategic planning, have taken a second

stage. For the program to continue to grow, and to be able to adequately perform administrative duties additional staffing is required.

### Implementation of Findings

The findings of this report do not have a specific implementation date or strategy defined. The CIT program has established bi-weekly meetings to discuss topics of relevance to the program.