

COMPREHENSIVE PROGRAM REVIEW 2002-2003
UNIVERSITY PROGRAM REVIEW COUNCIL'S EVALUATION
for the
Center for Technology Training
SERVICE/RESEARCH CENTER

I. COUNCIL'S GENERAL OBSERVATIONS ABOUT THE CENTER

Very strong program, self-supporting, strongly support KSU's mission.

Focus of Evaluation

Self-Study Eval

Council's Eval

PRODUCTIVITY INDICATORS

II. Summary of Center's Overall Productivity

Council's Observations:

Satisfactory

Strong

1997-2002, the Center served 26,000 students, generated revenues of \$8,000,000. The first in the University System to become a MS Authorized Academic Training Program, an Oracle Academic Initiative, a Cisco Academy. In 2000-2001, the Center provided over 650 courses, and served 7000 students; FY 2002, 580 courses, 5200 students.

II A. Fulfillment of the Center's Purpose & Attainment of Goals

Council's Observations:

Strong

Very Strong

Meet the needs of our students, businesses, county and state, and KSU. One of two major revenue generating centers within the Division. Offered training for eight out of the top ten IT certification programs in the USA. Online courses, in 2003, courses 445, students 903.

II B. Services Rendered by the Center to the Campus Community

Council's Observations:

Strong

Strong

Provides services within the institution. Provide a variety of professional, personal, and technical non-credit learning programs which contribute to the economic development of the community. Provides a non-threatening environment for the acquisition of knowledge and skills in the fields of IT.

II C. Services Rendered by the Center to External Communities

Council's Observations:

Strong

Very Strong

Students are mainly coming from external communities. Serving a diverse student body from Metropolitan Atlanta and NW Georgia, distance education, developing collaborative relationships with other departments, institutions, agencies, business and industry

II D. Grants & Contracts Acquired by the Center

Council's Observations:

Satisfactory

Satisfactory

Contracts for rental of computer labs with companies, such as Progress Software, Georgia Homebuilders Association, . Mt. Zion Baptist Church of Marietta, Georgia for a Faith-based Workforce development Initiative.

<u>Focus of Evaluation</u>	<u>Self-Study Eval</u>	<u>Council's Eval</u>
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II E. Center Publications, Reports, & Professional Presentations

Council's Observations:

Strong

Satisfactory

Professional presentations, professional trade shows. Seems to be more Opportunity here, especially in a highly competitive market.

II F. Sponsorships, Endowments & Gifts Acquired for the Center

Council's Observations:

Satisfactory

Satisfactory

University bookstore donation, reduced prices for books and materials with computer vendors. Economic climate is poor for sponsorships in this arena at this time but should improve.

II G. Sales, Service Fees, & Income Generating Activity

Council's Observations:

Satisfactory

Strong

Course registration fees, computer lab rentals, strong marketing of courses, revenues from online courses.

II H. Return on Investment

Council's Observations:

Satisfactory

Strong

Provided a strong return on investment. Largely self-supporting, efficient use of staff and resources, low cost training for university employees/ students. Reinvests its surplus to improve the Division itself.

II I. Contribution to Achieving KSU's Mission

Council's Observations:

Strong

Strong

Contributes to all aspects of KSU's Mission.

QUALITY INDICATORS

III. Summary Conclusions About the Strength of the Center's Overall Quality

Council's Observations:

Very Strong

Very Strong

Technology programs meet the needs of our students, businesses, and county and state. Combines theory, application, and high quality instruction, adoption and implementation of IACET stands, moved quality standards from national to international.

III A. Public Recognition, Honors & Awards Received by the Center

Council's Observations:

Satisfactory

Strong

As an IACET provider, the internationally recognized organization for standards and certifications for continuing education and training.

Program Review for _ Center for Technology Training

Focus of Evaluation

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Council's Eval

III B. Stakeholder Satisfaction with the Center's Work & Accomplishments

Council's Observations:

Very strong

Very Strong

Word-of-mouth, 90% of students rate programs good or excellent.
State-of-art labs.

III C. Other Assessments of the Quality of the Center's Work

Council's Observations:

Satisfactory

Strong

Adopted IACET standards. 90% students rate programs good and excellent.
Update the curriculum for all of the Unix courses, exams are converted into WebCT. Offer online courses.

III D. Center's Responsiveness to State Needs & Changing Conditions

Council's Observations:

Satisfactory

Strong

Performs environmental scans. Worked closely with CobbWorks, Gwinnett County, the preferred technology-training provider in the NW Atlanta area.
New online courses.

III E. Quality of the Faculty & Staff Supporting the Center

Council's Observations:

Strong

Very Strong

Experts in their field, are certified in specific programs, work in jobs using the software they are teaching, bring real world experience and examples.
All of managers possess a Masters degree. The Center's Director has over ten years experience in Continuing Ed. Qualified administrative assistants.
Three full-time technicians.

III F. Quality of KSU Facilities & Equipment Supporting the Center

Council's Observations:

Strong

Strong

Office space.
Computer labs.
Upgrade computers.

III G. Quality of the Overall Annual Financial Investment in the Operation of the Center

Council's Observations:

Weak

Strong

Reinvestment of own revenues, start-up and continued investment by KSU.

III H. Quality of Advanced Technology Available to the Center

Council's Observations:

Strong

Strong

Classroom equipment, networking, Internet access, quality of the technical staff.

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III I. Leadership Position of the Center

Council's Observations:

Strong

Very Strong

Cutting edge curriculum, recognized as a high quality training provider, as a benchmark by other CE units, 6000 students last year, Dean reports to the VP, top 10% of all schools offering online courses. Oracle, Cisco, Unix certificate programs.

IV. CENTER'S VIABILITY AT KSU

Council's Observations:

Viabile

Viabile

Strength of the program mix, positive evaluations from students, fulfills KSU's mission, increases KSU's exposure, brings students to KSU, excellent computer labs, high quality of customer service, high student satisfaction, quality of instructors, program managers, support personnel.

V. MODEL CENTER POTENTIAL

Council's Observations:

Strong

Strong

Progressive, exemplary, distinctive, powerful, regionally/nationally recognized.

VI. COUNCIL'S OBSERVATIONS ABOUT THE PLANS FOR IMPROVING QUALITY & PRODUCTIVITY

Addition of MS Access, Office Administrator, Home Technology Integrator, Cisco Security, Health Information Portability and Accountability Act, Vendor-neutral training in security, summer technology camps for kids, ...

Other suggestions? Technology in healthcare? Accepting external or internal projects?

VII. EXPAND, MAINTAIN CONSOLIDATE, OR DISCONTINUE

Council's Observations:

Maintain/Expand.

Maintain in current economic/jobs environment. Expand as economy improves and demand for technology skills increases.

COUNCIL'S RECOMMENDED FOLLOW-UP

No recommended follow-up.