VII: Program Resources/Needs

1. **What specific support services and activities does this program require?**
   Comment on the availability and adequacy of these services.
   IT students frequently use the College’s Tutoring Center, Writing Center, O’Neill Center for Disabilities, and Advising Center. At times, The Tutoring Center’s excellent staff does too much for the students. Have steps been taken to address this concern about the Tutoring Center? At peak times, the availability of tutors in the IT area is inadequate. The Writing Center and the O’Neill Center for Disabilities provide excellent support for IT students in need. The Advising Center has a difficult time giving appropriate advice to IT students. For that reason, the IT faculty have requested that all IT students be assigned to an IT faculty member for advising. This is an important request that, if granted, might pay big dividends in improving student completion and retention rates.

2. **Assess the overall currency of the library collection. Make recommendations for weeding out out-of-date materials and ordering new acquisitions.**
   Most IT research is done on-line, so the hard copy library collection has not been an issue. The library’s subscriptions for online databases have been an excellent resource for IT students, especially those in medical support area.

3. **Do program facilities and equipment meet current business and industry standards?**
   Yes, students are working with the latest versions of all software on Dell PC’s that adequately support the software. The email, LMS system, internet connectivity, and network configuration also support student learning and the teaching process.

   The next facilities and equipment challenge for the College will be the transition to Microsoft Vista and Office 2007. This transition needs to take place by the Spring 2008 semester or the IT program would be impacted adversely.

   Will hardware upgrades be required in order to transition to VISTA?

4. **How adequate and appropriate are program facilities and equipment? Be specific about current deficiencies or projected needs.**
   In Fall 2006, the IT faculty moved to the new Lyndon P. Lorusso Applied Technology Center. The computer classrooms have state-of-the-art leased computers and the latest software. Classroom configuration, lighting, climate control, and layout are persistent problems in the new facility. My visit confirmed the accuracy of this statement, but I am unable to offer solutions to the problems.

   The three full-time members of the IT faculty have office space in the new building, but no clerical support. The IT adjunct faculty has inadequate office space and no clerical support in the new building.

5. **Is the program budget adequate to meet the needs? If not, indicate the deficiencies.**
   The program budget is part of the department budget and is not shared with the program’s faculty. Budget requests are submitted to the Dean in the Spring semester. If the requests are reasonable and modest, they are generally funded. Larger funding needs are generally funded with grants written for specific initiatives.

   When the reasonable and modest requests are funded, is the resulting budget adequate?