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Northland Pioneer College Department of Business
Minutes for the Advisory Board Meeting on
April 16, 2015
11:00 a.m. to 1:00 p.m.
Silver Creek Campus, SNC RM #123

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Attending Advisory Board Members: Jacob Garcia, LCMC; Michael Howard, LCMC; Ian Fleming, Navopache Electric; Dalila Edwards, Frontier communications; Paul Wade, Summit Healthcare; Ken DeWitt, Navajo County; Josh Rogers, NPC Director of Student Services; Tamara Martin, Apache County Coordinator

Attending CIS Faculty Members: Clover Baum, Department Chair
Doug Seely, John Chapin

Agenda Items:

1. Welcome, Introductions and Lunch

Chairperson, Clover Baum welcomed all attendees to the Spring 2015 CIS Advisory Board Meeting.

Clover noted the new on-line open enrollment Management and Leadership Certificate soon to be offered in Business.

2. Proposed new AAS and CAS programs: Network and PC Support.
Doug provided a hand-out of the proposed new programs in Network and PC Support Certificate of Applied science (CAS) and Associate of Applied Science (AAS). Currently you are able to earn a Certificate of Proficiency (CP) in this program. Students are interested in getting an AAS.

3. New classes to support above programs.
Doug noted the new course being proposing is PC Help Desk. It will focus on helpdesk items such as HEAT tickets and Customer Skills. The Advisory Board suggested adding the following: communication, teamwork, empathy, time-management, complaints and one call resolutions. It was mentioned you can find a superb tech, but if he cannot communicate that is a real deficiency.
Josh noted Bus 102 Customer Service course could have some of the soft skills and might be incorporated into their PC Help Desk course.
Doug noted the CIS 146 Security + Certification Preparation course is approved and will be offered.
Michael noted that CIS 280 System Analysis and Design is a great course and wanted to know if it had been approved.
Doug noted that CIS 280 had already been approved and our BUS 231 Microsoft Office Level I is second to none. CIS 145 is non-vendor specific. Intro to CISCO course is something we want to offer.
Michael noted that CISCO is like the foundation and supported the idea.
Doug noted that they are looking for qualified instructors for some of the CIS courses.
Our Advisory Board at this time discussed the changes to our existing programs and agreed that they sounded feasible.
The discussion on the Linux programs was if a Linux program is pursued, CompTIA Linux+ certification should be the program's goal.

4. Internships.
Doug noted CIS 198 Internship course has been invaluable to their program. There is one current intern at Little Colorado Medical Center (LCMC). The experience has been very beneficial for the student and LCMC. This semester there will be seven students ready for an internship; they have finished their A+ courses and three will finish their Network (N+). If any employers have internship positions let us know.
Michael noted their intern has been great. Their intern and LCMC gained a lot from this experience. The intern learned how to communicate with end users. The intern learned healthcare on top of IT. LCMC would hire their intern if they had a position open.
Paul noted that he spoke to their CIO and Summit is willing to offer an internship.
Michael noted he would be glad to speak to Summit's CIO about his experience with his intern.
Dalila noted that Frontier would be happy to support the program, but their internship program is in their new state of the art call center located in Utah, which employees 900 people.
Clover noted when you interact with your intern you get to know them and if you want them in your organization.

Doug noted the Internship positions needed would be for Fall 2015. He would need to meet with the employers to discuss what they would be doing to insure it follows their studies. Basically an intern needs to accumulate 135 hours for the 3 credit course and the Dean would need to approve the internship paperwork. An Internship manual can be found on NPC's website.

5. More online offering for CIS

Clover noted that the CIS department offers three courses on-line at this time: CIS 187, CIS 105 and CIS 183
Jacob noted what qualifies courses to be placed on-line.
John noted students require passing an opt-out test that proofs students can get on-line and get something out of the class on-line. The course needs to meet Quality Matters Rubric. Dr. Wei Ma is in charge of this.
Doug noted Instructional Council needs to approve the course going on-line.
Dalila noted all Introduction To classes to be placed on-line should be considered.
Clover noted one of our adjunct faculty is getting her Master's degree hoping she can take over the programming classes.
Michael noted he would be interested in teaching a programming class possibly on-line in JavaScript.
John noted he would help him and fast track it if possible.
Clover noted Instructional Council would need to approve everything and would speak to our Dean. She would help set-up the Moodle shell.

6. Industry trends.

Summit Healthcare:
Security is becoming a bigger focus than in the past. We are moving networking, servers and phone systems to CISCO.
Frontier:
Land line access is going away; everyone is going to VOIP. Data storage and security is a huge issue. We are moving away from television; it is all next generation stuff.
LCMC:
Regulations and security are foundation for everyone in IT. IT people need to have relevant skills.
IT people need to know and be able to teach end users how to effectively secure the servers. Security is 30% securing your servers; 70% people interfacing with your systems on a daily bases.
Doug noted we have three courses that cover this topic.
Jacob noted understanding the new technologies out there are important for IT.
Navopache:
Our industry is heavily regulated. Security is keeping the integration from happening such as the smart grid initiatives. On one hand you are mandated but on the other hand it is against security. Quality products you are deploying should have security and regulatory issues already addressed because inoperability becomes an issue.
Navajo County:
Speed is also an issue. There a lot of microwave in Arizona. CISCO certification classes should be available for high school students before they graduate would be a great idea. I attended a conference put on by Homeland Security about extra security controls. One of the topics were IT people need to be able to communicate their technical talk to a non-technical person.

7. Next meeting:

Fall meeting will be on a Thursday in late October.

8. Adjournment