

Observations by the Dean, Associate Dean, SIS Council Chair, and Program Chairs (BSIS, GIST, TeleNet, LIS)

- 1. Changes in the School / Program over the past 5 years driven by or related to assessments.**
 - a. The BSIS program introduced a capstone experience for undergraduates via the option of taking an internship, independent study class or a capstone course.
 - b. The curriculum was re-designed to include a set of core courses, concentrations and a capstone experience.
 - c. The assessment process provided key information in the design and implementation of a new marketing and recruitment campaign.
 - d. The focus on assessment prompted the introduction of a formal standardized testing program to be implemented. The results provide a benchmark for our students in comparison to national standards.
 - e. The curriculum has included more of a focus on project work, deliverables, hands-on opportunities and real-world applications.
- 2. Exogenous trends that have impacted or influenced the changes that have been made.**
 - a. Nationally, the interest in IT related fields showed a significant decline. The assessment of the major leading iSchools led to the development of a new and revitalized recruitment and marketing strategy. A new team was assembled within the school to direct and implement the campaign.
 - b. Industry provided feedback that was incorporated into the curriculum by the introduction of three concentrations including business information systems, web applications/design and networks/security.
 - c. Further industry feedback produced curriculum changes where classes introduced an increase in the use of group projects, in-class presentations and the fostering of student leadership opportunities.
 - d. Student populations are showing an increase in personal, academic and learning related problems. The student services function within the school has been strengthened in order to deal with this trend.
- 3. Dominant challenges and risks to SIS and its programs that are informed or driven by current assessments.**
 - a. A key challenge affecting the BSIS program and the school relates to trying to meet the needs of an increasingly stratified student population. Currently, students represent a variety of age groups including traditional students to returning adults and second degree students. Also, the academic ability of students represents a very wide spectrum. As the curriculum becomes more rigorous there needs to be an increased focus on providing support strategies, tutoring, teaching techniques, and early identification of student problems.
 - b. As the number of IT related schools increase their marketing and recruitment efforts, there is increased pressure to produce top quality materials, curriculum and messaging campaigns.
 - c. Finding the best suite of assessment tools and process is an on-going challenge.
- 4. Notable opportunities that have become apparent as a result of current assessments.**

- a. The assessment process creates an opportunity to better understand the current curriculum. In particular, the creation of skill and knowledge sets related to each course allow for better course development, teaching, and course sequencing.
- b. Because assessments produce a view of a program's strength and weaknesses, there is an opportunity to identify key niches that sets a program apart from others. This is most helpful in the development and implementation of marketing strategies.
- c. The continued assessments of student capabilities and progress allows for the development and implementation of specific student services.