

PROGRAM INFORMATION	Program	Wi-Fi & Broadband Technologies
	Submitted by:	Michael Benjamin
	Year	2023-2024
	Date of Review	2024-01-05
	Form Key	792d1388-41c3-475b-8203-cf6a1985f5b3
PROGRAM OUTCOMES	Explain how program outcomes were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:	At the Spring Advisory Board we reviewed the Program Learning Outcomes – assessment, analysis and action plan. We requested an increase to the benchmarks of the PLO and what we use for the assessment. We reviewed the CPE Refresh Program and all the equipment we have purchased. We asked for more suggestions - Visio and LG TVs, Wi-Fi Antenna into TV, and Wi-Fi range extenders were suggested, and we purchased. We reviewed the Fiber Workshop Industry Training conducted in January. Positive comments received from the industry.
	Outcomes are up to date in WIDS and on the program's web page	Yes
SYLLABI	ADA Statement	Yes
	Competencies	Yes
	Course Description	Yes
	Course Title and Number	Yes
	Credit Hours	Yes
	Freedom of Expression Statement	Yes
	Grading Criteria	Yes
	Instructor	Yes
	Academic Integrity Policy	Yes
	Nondiscrimination Statement	Yes
	Office Hours/Contact Information	Yes
	Prerequisites	Yes
	Required Text(s)	Yes
	Syllabi Up to Date in WIDS	Yes
Explain which syllabi were reviewed this year; input received from advisory board, instructors, students, etc. regarding course objectives and textbooks used; and changes made, if any.	We added a new class to the program (BUS 204); this is the 1st year of doing the class (spring 2023). Board members brought up the Customer Service class and if anything can be taught about upselling or convincing a customer how to resolve a problem. How to work around roadblocks. Example – old Wi-Fi routers not working with newer devices. Some techs stop after the first “no” from the customer. We discussed with the instructor and she confirms that there are exercises involving upselling and winning obstacles.	
PROGRAM COMPETENCIES	Explain how competencies were reviewed this year (i.e., input from advisory board, instructors, students, etc.) and changes made, if any:	We reviewed WBT251 Broadband Lab II – safety test/tools test PPE demonstration (WBT251 Results located in MyTEch, Past Courses, WBT251, Coursework, Unit 1, Tools Test. Class benchmark was 85%, advisory board approved an increase to 90%, which we met. We reviewed WBT211 – Access Point Programming - Class benchmark was 85%, advisory board approved an increase to 90%, which we met.
	WIDS Up to Date	Yes
COURSE ASSESSMENTS USED IN PROGRAM CHECKLIST	Capstone	Yes
	Class Participation	Yes
	Clinical/internship observations	Yes
	Examinations	Yes
	Comprehensive Final Exams	Yes

	Journals	No
	Lab Demonstrations	Yes
	Oral Examinations/Presentations	Yes
	Other Projects	No
	Peer Evaluations	Yes
	Portfolio Projects	No
	Quizzes	Yes
	Self-Evaluations	Yes
	Simulations	Yes
	Videos of Student Mastery	No
	Written Essays	Yes
	Written Reports	Yes
ALIGNED AND APPROPRIATE ASSESSMENTS	Assessments used in the program are matched to the outcomes/competencies for the program.	Yes
	Explain changes in the assessments used in your program since your last review (include input received and rationale).	We reviewed WBT251 Broadband Lab II – safety test/tools test PPE demonstration, WBT251 Results located in MyTEch, Past Courses, WBT251, Coursework, Unit 1, Tools Test. Class benchmark was 85%, advisory board approved an increase to 90%, which we met. We reviewed WBT211 – Access Point Programming - Class benchmark was 85%, advisory board approved an increase to 90%, which we met.
	Give examples of how assessments used in the program reflect higher-level thinking skills, such as applications, analysis, synthesis, and evaluation.	Students successfully complete a written exam showing the ability to identify tools and safety awareness. Students demonstrate the use of the safety equipment and the tools.
INDUSTRY CERTIFICATIONS	Explain any changes made or planned in the program based on assessment of industry certifications used in the program.	N/A
INTERNSHIPS/ CLINICALS	How do you evaluate program competencies or learning objectives during internship/externship experiences?	WBT290 Internship Evaluations 3.0 average. On a scale of 1-5 on item H4 of the employer evaluation. (WBT290 Results located in MyTEch, Past Courses, WBT290, Coursework, unit 1, H4 Assessment). Class average benchmark is 3.0 - Summer 2023 the class average was 4.0. WBT290 Internship Evaluations 3.0 average. On a scale of 1-5 on item G3 of the employer evaluation. (WBT290 Results located in MyTEch, Past Courses, WBT290, Coursework, unit 1, G3 Assessment).
	As you reviewed results of internship/externship evaluations, what curriculum changes were made or are planned in your program?	The past 4 summers the class average was been in the 4.0 range. We will discuss with spring advisory board at the possibility of increasing the benchmark higher than 3.0 in both H4 and G3 evaluations.

ENROLLMENT	<p>Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.</p>	<p>Count is 11, Cap is 24 = 46%. Does not meet benchmark. Advertising has increased for the program - Billboards on the interstate and a digital billboard in Rapid City highlighting the program. We also purchased a new visual display board to assist in recruiting by highlighting fiber optics technology.</p>
RETENTION	<p>Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.</p>	<p>Last year 21, Returned 20 = 95%. Benchmark met.</p>
GRADUATION	<p>Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.</p>	<p>Exited 11, Graduated 11 = 100%, Benchmark met.</p>
PLACEMENT	<p>Does the most recent year's data meet this benchmark? If not, explain a single-year anomaly or explain what strategies your program will implement to address a pattern (two or more years) of not reaching this benchmark.</p>	<p>2022 - 9 in labor pool, 8 employed in = 89%, \$26.35. No data for 2023.</p>
STUDENT SATISFACTION	<p>If this benchmark is not met, what strategy or strategies will be implemented to address this measure?</p>	<p>N/A</p>
ALUMNI SATISFACTION	<p>If this benchmark is not met, what strategy or strategies will be implemented to address this measure?</p>	<p>N/A</p>
EMPLOYER SATISFACTION	<p>If this benchmark is not met, what strategy or strategies will be implemented to address this measure?</p>	<p>N/A</p>
PROFESSIONAL DEVELOPMENT	<p>What professional development activities have instructors in this program completed in the last year?</p>	<p>Both instructors participated in on-line industry fiber optic training. Cost of \$195 each. Both instructors participated in Hands-On installations of Adtran fiber to the home systems. Cost of \$3400. Michael participated in online Calix equipment in provisioning circuits and customer access, cost of \$0.</p>

	How were these activities used to improve this program?	Fiber training necessary to keep instructors current in the technology. We are creating an Advanced Fiber Optic class in the Spring of 2025 for 2nd year students. The fiber training will enhance that class. The Adtran and Calix training will enhance the provisioning in the WBT 246 and WBT 257 classes.
PROFESSIONAL ORGANIZATIONS	Do faculty members belong to professional organizations associated with this program?	Yes
	If no, explain why.	
	Are students made aware of the professional organizations for their career field?	Yes
ADVISORY BOARD RECOMMENDATIONS	What changes were or will be made to this program based on feedback provided at the past year's advisory board meeting(s)?	We reviewed WBT251 Broadband Lab II – safety test/tools test PPE demonstration (WBT251 Results located in MyTEch, Past Courses, WBT251, Coursework, Unit 1, Tools Test. Class benchmark was 85%, advisory board approved an increase to 90%, which we met. We reviewed WBT211 – Access Point Programming - Class benchmark was 85%, advisory board approved an increase to 90%, which we met.
	Implementation Date	2024-01-05
	Indicate the personnel responsible for implementing the change(s):	Michael Benjamin
PROGRAM IMPROVEMENT PLANS AND BUDGET	As you review this past year, what changes do you propose for the next school year that will affect the program's budget?	Adding an Advanced Fiber Optic class in the 5th semester. Students have requested more hands-on exercises, which we have added and will continue to add if budget allows.
	Cost	Supplies from \$3k to \$5k.