CTEC Advisory Board Meeting
October 7, 2021

Attendees

Cesar Marrero, Xentient Technologies
Chris Rondeau, BPCC
Chris Stephens, GDIT
Chuck Gardner, Cyber Innovation Center
Curtis Penrod, Northwestern State
Cynthia Johnson, BPCC
Donna Johnson, Louisiana Tech
Dr. Angelia Childs, BPCC
Eddie Horton, Northwestern State
Jeff Holcomb, Bossier Parish Schools
Jennifer McCoy, BPCC
Kenisha Lewis, BPCC
Mack Slaughter, Allegiance
Madison Poche, BPCC
Mark Summers, GDIT
Maurice Williams, BPCC
Megan Bange, BPCC
Paul Spivey, BPCC
Paul Weaver, BPCC
Randy Haley, BPCC
Rhonda Neil, BPCC
Ricardo Scarello Jr., BPCC
Ron Cotsopoulos, BPCC
Sandra Harvey, BPCC
Scott Isaacs, LSUS
Sharon Gollett, BPCC
Steven Melton, GDIT
Steven Turner, BPCC
Stewart Thompson, Bossier Parish Schools
Stormy Epps, BPCC
Thomas Woods, Magee Resources
Travis Venerble, Seven Networks
Wendi Plants, BPSTIL

The meeting was held virtually through Zoom due to Covid restrictions. Megan Bange, Dean of Technology, Engineering and Mathematics, called the meeting to order. Megan welcomed all that were in attendance and thanked them for their flexibility with the change of platform for the meeting.

The following agenda was built for this meeting:

Welcome and Program Updates

- Welcome and Covid Impact on programs – Megan Bange
- Step Up Program – CTC Help Desk & New Program – CTC Network Security – Paul Spivey
- LACEC (Louisiana Cyber Education Center) – Megan Bange/Bryan Dickens (Cybint)

Discussion Items

- Covid related impact on industry – Board Members
- First Semester Mapping – Paul Spivey/Board Members
- Overview of program/job mapping - CIS jobs, expectations, skills – Jen McCoy/Board Members
- Current and future hiring needs – Board Members
- Skills gaps and successes – Board Members
- Certification – Board Members

Voting Information

Voting items were sent via surveymonkey to the advisory board. Listed below are the voting items and the result of the vote.

Vote 1: **APPROVED**
To officially create the CTC in Cloud Computing with the following topic areas/courses (IT Software, Networking, Cloud, and Advanced Cloud). CTEC 114 - IT Software Support, CTEC 155 - Network Essentials, CTEC 263 - Cloud+, and CTEC 264 - Advanced Cloud Computing

Rationale: This provides a program for students and existing workforce to acquire advanced cloud knowledge and industry certificationssuch as CompTIA Network+ and Cloud+ as well as AWS certifications.

Vote 2: **APPROVED**
Continued pursuit of CTC in Fiber Optics with the following topics/courses:

- CTEC 125 - Fiber I Mapped to CFOT (Certified Fiber Optic Technician)
- CTEC 126 - Fiber II Mapped to CFOS/S (Certified Fiber Optic Specialist, Splicing) CFOS/C (Certified Fiber Optic Specialist, Connectors) CFOS/T (Certified Fiber Optic Specialist, Testing)
- CTEC 127 - Fiber III Mapped to CFOS/O (Certified Fiber Optic Specialist, Outside Plant Installation) CFOS/FC (Certified Fiber Optic Specialist, Fiber Characterization) CFOS/H (Certified Fiber Optic Specialist, Fiber to the Home/Premises/Curb/Node)

Rationale: This provides a program for students and existing workforce to acquire advanced fiber optic knowledge and industry certifications focusing on splicing, terminating, testing, etc. through the Fiber Optic Association.

Vote 3: **APPROVED**
Create an alternative help desk class CTEC 119 mapped to HDI(Help Desk Institute) Support Center Analyst (HDISCA) HDI Support Center Analyst (HDISCA) - focuses on support center strategies for effective customer service, emphasizing problem-solving and troubleshooting skills, contact handling procedures, incident management, communication skills, and an introduction to service management process.

Rationale: This will provide two help desk course options for students inthe CIS and Help Desk programs since pricing for HDI is high but in demand in industry.

Vote 4: **APPROVED**
To reapprove existing hours (60) and learning outcomes for the AAS Computer Information Systems degree program.
Learning Outcomes: students will be able to:

A. accurately read and communicate technicalinformation;
B. analyze current technology issues;
C. develop solutions to technology issues;
D. demonstrate skills for entry-level employment in information technology; and
E. identify basic business terminology, concepts, and principles.

Vote 5: **APPROVED**
To reapprove existing hours (60) and learning outcomes for the AAS Cyber Security degree program.
Learning Outcomes: students will be able to:

A. read and interpret technical literature and convey technical information through verbal and written communication;
B. analyze critically and solve real-world security issues understanding the legal and ethical concerns;
C. demonstrate security awareness in order to react to new developments in their field;
D. utilize critical thinking skills to collect, analyze, and interpret technical data collected through investigation and experimentation; and
E. implement computer networks and firewalls both physically and logically.

Vote 6: **APPROVED**
To reapprove existing hours (60) and learning outcomes for the AAS Software Development degree program. Learning Outcomes: students will be able to:

A. develop original programs using creative problem solving;
B. debug and test software;
C. describe, implementand use common software algorithms and data structure;
D. apply Object Oriented Programming principles such as Encapsulation, Inheritance, Polymorphism, and Design Patterns;

E. collaborate on coding projects using tools such as AGILE, version control systems and basic communication skills; and
F. develop applications for multiple platforms.

Vote 7: **APPROVED**
To reapprove existing hours (60) and learning outcomes for the AAS Systems Administration degree (Cloud Computing) program. Learning Outcomes: students will be able to:

A. read and interpret technical literature and convey technical information through verbal and written communication;
B. apply the concepts, characteristics, delivery models, benefits of cloud computing;
C. demonstrate an understanding of access controls used in on-premise and cloud networks;
D. utilize critical thinking skills to collect, analyze, and interpret system logs and useraudits; and
E. apply best security practices to secure cloud and on- premise hosts, and the network infrastructure.

Vote 8: **APPROVED**
To reapprove existing hours (60) and learning outcomes for the AAS Systems Administration degree (DevOps) program. Learning Outcomes: students will be able to:

A. read and interpret technical literature and convey technical information through verbal and written communication;
B. apply the concepts, characteristics, delivery models, benefits of cloud computing;
C. demonstrate an understanding of access controls used in on-premise and cloud networks;
D. utilize critical thinking skills to collect, analyze, and interpret system logs and useraudits; and
E. apply best security practices to secure cloud and on- premise hosts, and the network infrastructure.

PowerPoint and voting item slides are available upon request.