Bachelor of Information Technology - NET
Update on Unit Response to External Reviewers' Report & Action Plan
Programs Being Reviewed: BIT-NET
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Note: This document is made available for public posting on the Vice- Provost's website.

External Reviewer Recommendation	Original Action Item	Owner & Timeline	Progress Update January 2020	Will the action described require calendar changes? (Y or N)
1. **Program policy miscommunication. (Weakness).** There appears to be differing program policies between Carleton University and Algonquin College. For instance, the academic integrity policy of each institutions differ and the question of which policy to apply arise when an Algonquin College course is taught. Differing policies should all be addressed in advanced and communicated clearly to all faculty and students to alleviate potential disagreements. Carleton University's program coordinator should be required to attend Algonquin College program advisory committee (PAC) meetings. Carleton University faculty should also be strongly encouraged to attend these meetings.	*D-CSIT will utilize the JAC to determine implementation conflicts in current regulations (where Carleton regulations conflict directly with requirements at Algonquin) to determine any necessary updates to the policy.* *Policy conflicts will be clarified on a yearly basis at the JAC meetings; this allows conflicts to be discussed and verified* *Algonquin will invite the D-CSIT and NCOORD to the PAC meetings*	*D-CSIT March – May 2019* *D-CSIT On Going* *CICTS Winter 2019, On Going*	*This is still underway, but many major regulations have been already agreed on and how they will be separated. For example, Algonquin will handle their own academic integrity issues and disability accommodation.* *We have done this at EoT and beginning of academic year meetings* *This has not occurred, will follow up with this over the next year*	*N* *N* *N*
2. **Programming stream. (Concern).** The students mentioned that there was too much time in between programming courses. Reducing the amount of time between these courses could enhance the smooth transitioning between courses and reduce the possibility of forgetting course materials.	*This change has already been implemented in the Calendar changes approved at the last senate meeting; programming courses now span all years and all terms.*	*D-CSIT N/A*	*This has already been solved and was implemented by a calendar change.*	*N*

3. **Carleton University professors and TAs miscommunication (or lack of). (Concern.)** Some of the students have mentioned that TAs and course instructors do not always communicate in a consistent manner as they have noticed few discrepancies on labs, rubrics, etc.	*More TA Training will be implemented to bring TAs up to speed* *TA Tutors (Senior TA) will be used to train new TAs to improve consistency and improve expectation* *A TA Leader will be appointed (a permanent position) to help improve quality*	*D-CSIT* *2019-2020 Academic Year,* *On Going*	*TA Training has been improved, but the main problem has been that the School does not always have the right number of TAs or TAs that match the right level of expertise. A fund is being setup in the school to help with this, as well as tapping into the UG TAs available.* *A Senior TA has not been implemented, due to difficulties with the pandemic.* *A TA Leader position has been provided as administrative load for faculty, as a main point of contact.*	*N*
4. **Teaching assistant (TA) selection. (Concern).** Due to the lack of BIT-NET graduate level students, the selection of TAs appears to come from other master programs at times without proper qualifications. There should be a method to report when a TA does not follow the set guidelines. TAs should also receive mandatory training and have sufficient background in the courses before the course assignments.	*In addition to the items above; we shall also utilize, where, possible, 4th year - NET students as TAs for lower level classes*	*D-CSIT* *2019-2020 Academic Year, On Going*	*This has not been implemented recently but will be utilized in the future.*	*N*
5. **Revitalize the program curriculum. (Opportunity).** It was mentioned by students, Algonquin College PAC, and BIT-NET alumni that some new topics could be covered in more detail. This may require adding, merging or dropping existing courses. The students should also be taught software project management topics prior to taking senior design courses as agreed with Algonquin College PAC members and alumni. Another recommendation was to allow students to learn and practice their management and presentation skills in their existing communication skills course as well as in their senior design	*Changes to the curriculum to add new courses will be discussed.* *Items to be discussed:* *Dropping Desktop and Server Environments (merging with Linux networking)* *Adding Software Project Management as a single course* *Changing Communication Skills description to better fit student's requirements in the industry*	*D-CSIT, in conjunction with the JAC* *March – September 2019*	*We have implemented a lot of major changes:* *We have added the course "DevOps" to better fit with the needs of graduating students.* *Most specific networking courses have been updated to fit with the needs of the CISCO certification* *The Comm Skills course has been updated through the discussions with the lecturers.* *We have revamped the Real-Time Systems course to better fit with industry needs.*	*N*

courses. Refer to section 2 of this report for more details.			*A security course has been added (although won't be taught until 2023)* *Currently we do not have space in the curriculum for a Software Project Management course, this will be reevaluated in two years.*	
6. Increase industry involvement at Carleton University. **(Opportunity).** Algonquin College currently has excellent connections to industry while it appears that Carleton University has much fewer connections. Carleton University faculty mentioned that they would like to see more industry involvement in their courses. Industry involvement can include being a client in senior design project, giving ideas and financial and/or in-kind support throughout the senior design project, giving guest lectures in various courses in the program.	*Algonquin will invite the D-CSIT and NCOORD to the PAC meetings* *Instructors at Carleton, in coordination with D-CSIT and NCOORD will be encouraged to include industrial guest lectures during courses relevant to the course material*	*CICTS Ongoing* *D-CSIT + NCOORD Ongoing, Term-by-Term*	*Please see response to Item #1* *Where feasible most courses have at least one or two invited lecturers.*	*N*
7. Seek industrial testimonials for importance and marketing of the program. **(Opportunity).** Feedback from faculty meeting reflected that students do not always see the relevancy of some courses. It is suggested that Carleton University and Algonquin College invite their industry partners, PAC, and alumni to create short videos, audio recording, or written submission answering pre-determined questions about the importance of program courses. These testimonials could be shared with students at the beginning of a course or a stream and could also be used for marketing purposes and potentially increase enrollment and reduce attrition rates.	*Industry connections (specifically PAC members, and coop employers), and alumni will be asked to participate to record video testimonials specifically addressing the courses and course structure of the NET program*	*D-CSIT + NCOORD Reviewed on a 2-year basis in order to remain relevant*	*Due to time, this has not been implemented yet.* *However, having a solid PAC meeting and a report would be sufficient to convince students of the relevance to industry.*	*N*

8. **Building a pathway to advanced graduate programs. (Opportunity).** In order to increase the number of students interested in pursuing graduate programs, one suggestion is to have the research faculty present their ongoing research work to the students and provide faculty mentorship to those willing to conduct research in their respective research labs. Funding a conference travel for presentation of an accepted paper at a conference can be further incentive.	*CSIT will look at options to allow students to complete graduate programs part-time* *The AD-CSIT and NCOORD will organize presentations to introduce NET students to the potential for graduate studies*	*D-CSIT + ADG-CSIT* *Winter 2019, Ongoing* *ADG-CSIT + NCOORD*	*Due to time, this has yet to be implemented – however this will increase requirements in supervision without improving the TA situation.*	
9. **Provide an Exit / Entrance Opportunity for college students**. (**Opportunity).** The enrollment of the BIT-NET program can be potentially increased by the creation of more clear entrance pathway to transfer to Algonquin College's 2-year Computer System Technician program for those students who are unable or not willing to complete the four-year program. Another suggestion is to seek articulation agreements with other 3-year diploma college programs. It is suggested that exit / entrance opportunities be investigated.	*Current students will be surveyed to determine interest in entry/exit pathways* *An entry pathway (bridging) for students coming from the CST program will be developed (with enough interest) that agrees to a specific number of credits and clarity over the course structure* *An exit pathway will be developed for students who are struggling and wish to exit; with clear criteria for exit recommendations*	*D-CSIT + CICTS* *Winter 2019*	*Upon closer inspection has become a moot point:* *Students trying to enter from other programs are finding there is no space in the BIT-NET program; and due to the complexity of the prerequisite chain students would still require 4-years.* *Students trying to exit from the BIT-NET program are doing so because Networking is not a fit for them and going to non-technical programs (and not because of the difficulty)*	*N*
10. **Provide more elective options for students. (Opportunity).** Currently, the choice of technical elective courses to the students is very limited and provide very little long-term benefits the students. The committee is aware that scheduling might be a problem when it comes to the implementation. However, through merging certain courses or course contents, or exploring the evening class options, it may be possible to make such arrangements. •	*We shall investigate the options to provide elective courses; this will be done by determining the courses that are optional and courses that can replace those (as electives).* *Due to the smaller number of NET students (due to the program configuration) to obtain enough students, course configurations would be setup to allow students from other programs to also take these courses.*	*D-CSIT + NCOORD* *March 2019 – September 2019*	*With the curriculum as it is now, there no space for electives, however once a review of the newly created IMD streams has been completed, we shall look at whether this would be beneficial at that time.*	*N*