DEPARTMENT: Computer Information Technology
PROGRAM: Computer User Support (CUS) Degree   **3/16/2005**

TITLE: Attend Conferences   <u>Priority: 15</u>

Describe Initiative: Attend user-support conferences to see what new trends in user support and Help Desk activity are on the horizon, what expectations exist for the skills of our graduates, and gather materials for use in the curriculum.

Why do it? User support and Help Desk conferences can provide a means for instructors to keep up to date on trends and forecasts in the field, to view and test new products that facilitate communication and problem solving, and to interact with professionals in the field.

What will the outcome of the initiative be? Deeper understanding for instructors of what is available in the field and what is expected of our graduates.

Is it feasible? Yes. There are increasing numbers of conferences and expositions on these topics, and the west coast is the site of many, making attendance less expensive.

What would be the campus location of this request/project? This is off-campus work.

How many students (per year) will benefit? The CUS program enrolls about 20-30 majors per year.

How will students benefit? Instructors will be able to bring real-world examples into the classroom, along with the new products and features, at least by discussion if not in fact.

Describe Resources needed: Substitute time as needed, as well as travel, lodging, and conference fees.

List Possible Funding Sources:
Individual Professional Development Funds.

Provide ORG & PROG codes

How does project articulate with college's Vision, Mission and Goals and contribute toward meeting the President's/Board's approved goals?
This initiative directly supports the college's Mission to provide quality Professional Technical degree programs. This initiative is an example of the Learning Core Value by working together to create a learning-centered environment, of the Innovation Core Value by anticipating and responding to external challenges.