

# ACM GUIDELINES FOR ASSOCIATE AND CERTIFICATE LEVEL PROGRAMS IN COMPUTER INFORMATION TECHNOLOGY

## *PANEL PRESENTATION*

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## **ABSTRACT**

Through grants from the ACM Education and SIG Boards, a Task Force of the ACM Two-Year College Education Committee has formulated guidelines to provide education for computer support personnel within the area of computing in a networked environment, to help alleviate the shortage of qualified information technology workers. The panelists will be highlighting the key points in the guidelines.

## **INTRODUCTION**

In March 1998 the ACM Two-Year College Education Committee formed a Task Force consisting of two-year college faculty and industry representatives for the purpose of formulating associate and certificate level curricular recommendations for the preparation of computer support personnel. This curriculum development project is jointly funded through the ACM Education Board and the ACM SIG Discretionary Fund.

The Committee and Task Force created the draft recommendations during the Summer of 1998. These recommendations were then reviewed by a select group of professionals worldwide. The panel consists of a Committee member and individuals who have implemented a degree program within this area. They will discuss the guidelines and provide implementation recommendations.

These guidelines will assist two-year colleges in preparing IT workers who are productive, competent, able to work independently, and who can manage time effectively in entry-level positions that span a wide range of environments requiring support personnel. The positions range from technical support at a help desk to administering a network. The environments include desktop systems, multimedia technology services,

applications software, networking, the Internet, and the World Wide Web. The report addresses the following goals:

- to provide guidance to two-year colleges in developing one-year certificate and two-year degree programs designed to prepare graduates for computing in a networked environment;
- to encourage and support the implementation of curricula based on these guidelines within the two-year college environment; and
- to take advantage of current technologies (e.g. Internet/Web, video conferencing, and teleconferencing)
  - to disseminate the guidelines;
  - foster communication among professionals in the field;
  - identify and share instructional methodologies, curriculum materials, and computing resources; and
  - provide for continual updating and revision of the guidelines.

## **PANEL MEMBERS**

Fay Cover, a member of the Two-Year College Education Committee, is Director of Learning Technologies at Pikes Peak Community College. Previously, as Department Chair, she was instrumental in creating and updating various computing programs at her college. Fay has also helped conduct many workshops for two-year college computing faculty, including NSF UFE workshops and SIGCSE Symposium workshops.

Richard Reynolds is the CISCO Program Coordinator at Pikes Peak Community College. He has 15+ years in the computer/networking industry, has prepared curriculum for and presented on behalf of Pikes Peak Technology Consortium. Currently working with local high schools to implement the CISCO Networking Academy Program - training ten instructors for the high schools in the area who will be administering the curriculum to over 400 students in the Fall.