

**Docket Item:**

Community College Approval: Southwestern Oregon Community College, Certificate of Completion in Data Center Technician, within 11.0301 - Data Processing and Data Processing Technology/Technician.

**Summary:**

Southwestern Oregon Community College proposes a new Certificate of Completion in Data Center Technician. Higher Education Coordinating Commission (HECC) staff completed a review of the proposed program. After analysis, HECC staff recommends approval of the certificate as proposed.

**Staff Recommendation:**

The HECC recommends the adoption of the following resolution:  
RESOLVED, that the Higher Education Coordinating Commission approve the following degree:  
Certificate of Completion in Data Center Technician.

## **Southwestern Oregon Community College seeks the Oregon Higher Education Coordinating Commission's approval to offer an instructional program leading to a Certificate of Completion in Data Center Technician.**

### **Program Summary**

A data center technician installs, maintains, and repairs a data center's computer and network systems. Students completing this one-year certificate are fully prepared for employment in this rapidly-growing industry.

**1. Describe the need for this program by providing clear evidence.**

An analysis was conducted to determine that viability and sustainability of a Data Center Technician program. After reviewing information available from OLMIS and BLS, it was determined that the ten-year projected job growth is 19.4% in the state and there will be 44 annual Oregon job openings for Data Center Technicians. The average wages for a Data Center Technician in Oregon are \$29.20 per hour, which is above the national average.

**2. Does the community college utilize systemic methods for meaningful and ongoing involvement of the appropriate constituencies?**

Local and statewide companies approached SWOCC and requested us to develop the Data Center Technical certificate of completion. Amazon, Facebook, Google, Twitter, and several large healthcare companies have invested in data centers in Oregon and the region in the last few years. The Data Center Technician certificate was developed with consultation and collaboration from various industry partners in an effort to build a training program that will meet the needs of the industry as a whole.

**3. Is the community college program aligned with appropriate education, workforce development, and economic development programs?**

The Data Center Technician certificate of completion was developed with business and industry support and was designed to meet current industry needs. All program outcomes speak specifically to state and local business and industry requirements. Upon completion students will be eligible for Cisco CCENT, CompTIA Network + and Microsoft Technology Associate, which are industry recognized credentials.

**4. Does the community college program lead to student achievement of academic and technical knowledge, skills, and related proficiencies?**

The Data Center Technician program is a three-term program that has a start to finish completion time under ten months. Additionally, the one-year certificate feeds into the Computer Information Systems AAS and our CIS Software Development AAS. Completion of the Data Center Technician Certificate provides opportunities for students to gain several industry recognized certifications and credentials.

**5. Does the community college identify and have the resources to develop, implement, and sustain the program?**

SWOCC already has a Computer Information Systems AAS and a CIS Software Development AAS. All courses within the Data Center Technician one-year degree are already being offered within the two computer information systems degrees. Both program's faculty, staff, budgets are fully general funded. The CIS programs at SWOCC have a well-established and strong partnership with state and local business and industry. There is room for additional growth in our CIS and CS courses. Moreover, the addition of data center partners will enhance opportunities for existing AAS degree graduates and future Data Center Technician graduates.

### **Assurances**

Southwestern Oregon Community College has met or will meet the four institutional assurances required for program application.

- 1. Access.** The college and program will affirmatively provide access, accommodations, flexibility, and additional/supplemental services for special populations and protected classes of students.
- 2. Continuous Improvement.** The college has assessment, evaluation, feedback, and continuous

improvement processes or systems in place. For the proposed program, there will be opportunities for input from and concerning the instructor(s), students, employers, and other partners/stakeholders. Program need and labor market information will be periodically re-evaluated and changes will be requested as needed.

3. *Adverse impact and detrimental duplication.* The college will follow all current laws, rules, and procedures and has made good faith efforts to avoid or resolve adverse *intersegmental* and *intra-segmental* impact and detrimental duplication problems with other relevant programs or institutions.
4. *Program records maintenance and congruence.* The college acknowledges that the records concerning the program title, curriculum, CIP code, credit hours, etc. maintained by the Office are the official records and it is the college's responsibility to keep their records aligned with those of the Office. The college will not make changes to the program without informing and/or receiving approval from the Office.