



ICONS Closing

This is the last ICONS newsletter ☹. At the end of September '08, ICONS completes its 3-year grant. It's been outstanding!

At the beginning of the grant, the CNIT Department was new. It's now well established and respected, serving some 3,000 students a year, a 25% increase. We comprehensively evaluated our curriculum, with help from industry advisors, and added 6 new courses, a new certificate and an AS degree – with graduates. We joined the Juniper Academic Alliance and helped it grow nationally. We're addressing the challenge of serving more women as part of IWITTS' CalWomenTech. We formed an IEEE student chapter.

We've become a Microsoft IT Academy, in addition to being a Cisco Regional Academy, and we've become a Pearson VUE Authorized Center for Testing. We earned 3 new faculty positions, published a story on the cover of *Communications News*, funded numerous faculty professional development opportunities and conducted many workshops, conferences and events.

CNIT is OK. It's time to move on. Thanks for your help!

MPICT Opening

This quarter, we are very pleased to report that the National Science Foundation has awarded our team a 4-year, \$3 million grant to establish the Mid-Pacific Information & Communications Technologies (MPICT) Center, which will be hosted by City College of San Francisco!



The grant still has to be approved by CCSF's Board of Trustees, but we are already going to work to establish an office, develop relationships and plans, set up administrative systems and prepare to go to work.

MPICT will coordinate, promote and improve the quality of ICT education in a region consisting of Northern California, Northern Nevada, Southern Oregon, Hawaii and the Pacific Territories, working to accomplish for many ICT programs the kinds of things ICONS has achieved for the CNIT Department at City College of San Francisco.

Information on MPICT will be available at www.mpict.org. We'll convene an MPICT Advisory Panel in November, after the elections.

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CCSF Expands WI-FI Coverage

This quarter, CNIT interns David Pau and Luan Vu Le have assisted the City College of San Francisco Information Technology Services (ITS) Department in roughly doubling the availability of WI-FI access to the Internet at CCSF.

WI-FI access to the Internet is now available throughout the Rosenberg Library, the Student Union, student cafeterias and at least throughout the hallways and in many classrooms of every major academic building on the Ocean campus - and in key areas of the Mission, Downtown, Evans and Southeast campuses. Coverage will be expanded on other campuses and public spaces in coordination with administration at those campuses and CCSF construction schedules.



CNIT Participates in YearUp Youth Program

This semester, with encouragement and facilitation by CCSF Interim Chancellor Don Griffin, the CNIT program has engaged with YearUp (www.yearup.org) to deliver CNIT courses to youth at risk in San Francisco.



Year Up's mission is to close the Opportunity Divide by providing urban young adults with the skills, experience, and support that will empower them to reach their potential through professional careers and higher education. It achieves this mission through a high support, high expectation model that combines marketable job skills, stipends, apprenticeships, college credit, a behavior management system and several levels of support to place these young adults on a viable path to economic self-sufficiency.

Year Up currently serves more than 800 students a year at sites in Boston, Providence, New York City, Washington, D.C. - and now San Francisco. Its one-year, intensive training program provides urban young adults, ages 18-24, with a combination of hands-on skill development, college credits, and corporate apprenticeships.

During the first six months of the program, participants focus on skill mastery in one of two areas: 1) Desktop Support / IT Help Desk; 2) Investment Operations. Equal emphasis is placed on developing the professional skills required in today's workplace such as effective communication, leadership, and teamwork.

During the second six months of the program, students are placed in apprenticeships with local partner companies. A stipend is provided to all participants throughout the one-year, full-time educational program. It has achieved excellent results to date:

- 100% placement of qualified students into apprenticeships
- 83% student retention
- 90% of apprentices meet or exceed partner expectations
- 87% of graduates placed in full or part-time positions
- \$15/hr average wage at placement

YearUp Executive Director, Jay Banfield (jbanfield@yearup.org), participated in the launch of the Clinton era AmeriCorps program. He served as Assistant Treasurer for the City and County of San Francisco in 1999, spearheading its national award-winning e-government initiative, and receiving the city's 2001 Public Managerial Leadership Award. He served as Assistant General Manager of the San Francisco Public Utilities Commission, and as Executive Director of the San Francisco Parks Trust, where he still serves on the board. He's a Court Appointed Special Advocate (CASA) and is on the board of San Francisco CASA.



On September 2, 2008, Year Up San Francisco Bay Area proudly kicked off Orientation Week for its inaugural class of 24 students at its new site at 210 Spear Street in San Francisco's Financial District.

CNIT Chair, Carmen Lamha, is serving as instructor of record for the online delivery of 3 CNIT courses to YearUp students: CNIT 103 (Computer Hardware), CNIT 104 (Operating Systems Technologies) and CNIT 105 (Computer Technical Support), which is delivered team teaching with YearUp instructor, Marcus Colina. In this contract education collaboration, funded by the Walter Johnson Foundation, for the first time, YearUp students receive public institutional college credit for YearUp education.

This initial YearUp class is serving youth at risk, young people from San Francisco, Oakland, Richmond, Antioch, San Leandro, Berkeley, South San Francisco, Daly City, Pacifica and Hercules who have had some sort of formal engagement with the criminal justice system. Students dress professionally for class and learn professional behaviors and skills, in addition to IT related subject materials and skills. Students are also encouraged to continue their formal education by taking additional classes at City College of San Francisco, where tuition is still an affordable \$20 a unit.



Year Up's high expectation, high support program provides the technical and professional skills, higher education credentials, and opportunities that are essential for these young adults' paths to economic self-sufficiency.

Its innovative approach takes four elements – education, experience, support and guidance – and combines them into a system that emphasizes high expectations for quality work and professional behavior. A strong structure guides students as they take the needed steps to succeed in careers and post-secondary education.

The CNIT Department is proud to be able to contribute to the success of these young students and the San Francisco office of YearUp!



CNIT Student Wins CLI Panduit Scholarship

This quarter, the Cisco Learning Institute (www.ciscolearning.org) announced its 2008 Panduit Excellence Scholarship Program Award Recipients, based on demonstrated commitment to networking education leading to the CCNA certification.

Of the more than 500 applications submitted worldwide, 40 were awarded to students from 17 countries. Each provided information about education, experience, community service, and careers goals. Essays were also submitted on why applicants were applying for the scholarship and meaningful volunteer or community service experience.

Of 5 awards in North America, we are proud that CNIT student Marisa Mariscotti is one. She is also the only female awardee in the U.S. Each award winner will receive \$1,000 towards tuition in CCNA courses for the 2008-2009 academic year.

Marisa is a professional modern dancer who has supplemented her art with a variety of professional experiences.

"After many years of pursuing the professional equivalent to multiple "costume changes," I recognize that I have an inherent talent for the logic-based problem-solving abilities required for a career in advanced Networking while also embodying the rare ability to translate the language of technology to less tech-savvy constituents," wrote Marisa. "Building a varied skill set among diverse associates, I have acquired a MacGyver-like resourcefulness and a passion for problem-solving that makes me the technology go-to person for both my office colleagues and our 100+ client base of artists and non-profit executives."

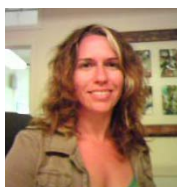
Marisa is a mature student who also finds time to contribute to community, among others, as a SF TechConnect volunteer and a volunteer at a Senior Center.

Marissa wrote: "Individuals in this age bracket often feel that they are too old to learn even the most basic Internet functions such as web browsing and email communication. Yet, in a culture that often infantilizes, ignores and severs its aging population from the rest of society, it is this demographic who can socially benefit the most from modern communications."

Marisa is a dual citizen of Canada and the U.S. and an international university alumna. Half of CNIT students are working professionals.

"After earning my CCNA certification, I plan on continuing my education with a specialization in wireless technology before pursuing a CCNP certification. As an Advanced Wireless Field Specialist, I will continue to provide services in the non-profit and community outreach sectors while also having the specialized networking skills marketable in today's global economy. I will be able to offer my clientele a thorough understanding of network technology and the customer intelligence to provide a seamless transfer of this information."

Congratulations Marisa!



OneWebDay Collaborative Effort

September 22, 2008 was OneWebDay (<http://onewebday.org/>), an "Earth Day for the Internet" to focus attention on Internet values and local concerns (connectivity, censorship, skills), and create a global constituency that cares about protecting and defending the Internet.



"The 2008 OneWebDay mobilized more people in more cities than ever, including events run by the City of Melbourne and in London, Paris, Berlin, Brussels, Copenhagen, Singapore, Tunisia, and elsewhere. "In the US, where OneWebDay was founded, participation is stronger than ever. Key figures involved include Tim Westergren (Pandora) and Larry Lessig, speaking in NYC; the Future of Music campaign and Rock the Net, in Chicago; the Berkman Center at Harvard; a host of public interest groups in Washington; the City of San Francisco (using OWD to install tech centers in low-income housing using refurbished City computers); Doc Searls, Craig Newmark, David Weinberger, Mary Hodder, Craig Newmark, Jimmy Wales, Joichi Ito, Jerry Michalski, Deb Schultz, and a huge host of volunteers."

"OneWebDay reminds us that the net really is a democratizing medium, that everyone gets a chance to participate. If you want, you can stick your neck out and speak truth to power," said Craig Newmark, founder of craigslist. Tim Berners-Lee, inventor of the World Wide Web, added: "'OneWebDay is about 'one web' . . . Let's celebrate, and let's constantly work to make more, better, cleaner, stronger, deeper interoperability across the planet."

CNIT students Oliver Wilson, David Pau and Luan Vu Le participated in OneWebDay by volunteering to support the City and County of San Francisco's Department of Telecommunications & Information Services TechConnect Digital Inclusion effort (www.sfgov.org/digital_inclusion).

With other volunteers, they installed cabling, desktop computers, printers, software, an Ethernet switch, managerial tools and an Internet connection for the Hayes Valley Recreation Center in San Francisco's Western Addition.

The facility includes a recreation clubhouse, children's playground, and tennis/basketball courts. Now, it supports free computer and Internet access for its community!



Luan Vu Le & David Pau @ Hayes Valley

Thanks David, Luan and Oliver for volunteering to provide your CNIT knowledge and skills for the benefit of our community.

Same-Tec Professional Development

ICONS sent eight CNIT representatives to the Same-Tec 2008 conference July 28-31 in Austin, TX.



Tim Ryan, James Jones, Abigail Bornstein, Maura Devlin-Clancy, Sufyaan Mateen, Sam Bowne, Mercy Ho and Pierre Thiry at SAME-TEC

SAME-TEC is a unique event that provides national networking and collaboration between education and industry partners, to promote the viability of our high tech industries, through the development of a highly skilled and knowledgeable workforce. Conference participants are given an up-close look at the ever-advancing tools, training demands, and recent developments in emerging and converging technology fields.

Sponsored in part by the NSF ATE program, SameTec 2008 was collaboratively produced by the Maricopa Advanced Technology Education Center (MATEC), the National Center for Telecommunications Technology (NCTT) and OP-TEC, a National Center of Excellence in Advanced Technological Education in optics and photonics.

It was an exceptional professional development opportunity for faculty, with outstanding presentations topics such as injecting games into the classroom, technical program recruiting, building enrollment, converging technologies, problem-based learning, voice and video over IP and capstone case-studies. There were also valuable industry site visits in Austin.

James Jones presented MPICT's Founding Vision and Goals. Pierre Thiry presented on International Collaboration in ICT Education, and Sam Bowne presented an Ethical Hacking module on hijacking Gmail accounts.



ICT Education: International Collaboration
Pierre Thiry

ICONS has contributed greatly to the professional development of CNIT faculty.

Thank You From ICONS!



ICONS owes much of its success to the collaborative input and efforts of its Advisory Panel and community. Thank you sooo much to:

- The National Science Foundation for the ICONS grant
- CCSF Administration and staff for your support
- CNIT faculty and staff for all of your efforts and patience
- CNIT students for your participation and efforts
- CSU-Monterey Bay and Channel Islands for BS articulations
- Brian Court & CENIC for their collaborative input & network
- NCTT for its counsel, collaborations and support
- Ann Beheler & the CTC for mentoring and consultations
- Ted Chandler @ IT2/Cuyamaca College for advice & counsel
- Elaine Johnson/Biolink for sharing experiences & display
- Scott Edwards & Juniper Networks for speakers, industry perspectives and Academic Alliance Collaborations
- Joaquin Alvarado and INGI at SFSU for collaborations
- Dennis Frezzo, John Bjerke & Cisco Systems for everything
- Connie Williams-Hudson, Lynn Bunim and AT&T for conference speakers, HR support and industry perspectives
- Leeann Peling and Comcast for conference speakers, HR support and industry perspectives
- Ali Nooriala and Photisis Consulting for optical networking expertise and instruction and an OTDR donation
- Gary George/IP Networks for fiber donations and site visits
- Chris Lincoln and the Bay Area Video Coalition (BAVC) for real world fiber network installation experiences for students
- Rudy Mazza and Alcatel-Lucent for industry perspectives, conference speakers and advice
- Karen Salazar, Tom Swayze and Telekenex for network collaborations, industry input and perspectives
- Tim Pozar and United Layer for industry perspectives and advise and student site visits
- Dewayne Hendricks at the Dandin Group for wireless industry expertise, perspectives and advice
- Nim Cheung, Michael Butler, Dan Sparks and IEEE/ComSoc for support, Student Chapter and efforts to open IEEE to the importance of community colleges in its mission at Globecom
- Denise Brady, Jack Donohoe and Emy Tseng for City of San Francisco DTIS and Techconnect collaborations
- Beverly Seyfert and Kaiser Permanente for speaking support
- Pete Saflund and TSI for evaluation and consultative support
- Harold Galicer and Seakay for collaborating on service learning to support distressed neighborhood network centers
- Donna Milgram/IWITTS for CalWomenTech collaborations
- Ruth Kavanagh and the California EDD for employment data
- Marigrace Cohen & the San Francisco Unified School District
- Lee-Whei Tan and the CPUC for their collaborations...

Even this list is inadequate. Our apologies to those not mentioned and our deep gratitude to all who have worked with us over the last 3 years!

We hope to continue collaborations and expand their impact at MPICT!