Ohio | Department of Higher Education

John R. Kasich, Governor
John Carey, Chancellor

REQUEST AND RECOMMENDATION

ONE YEAR OPTION
800- 899 Clock Hour Programs – IT Support Services

Background:

To provide another option for adult students to apply prior learning toward a degree, Ohio legislators established what has come to be known as the One-Year-Option through Section 363.120 House Bill 59 of the 130th General Assembly. The Chancellor of the Ohio Department of Higher Education, in consultation with the Superintendent of Public Instruction and the Governor's Office of Workforce Transformation, was tasked to establish a One-Year Option credit articulation system in which graduates of Ohio's adult career-technical institutions who complete a 900-hour program of study AND obtain an industry-recognized credential approved by the Chancellor will be able to receive 30 technical semester credit hours toward a technical degree upon enrollment in a public institution of higher education. The Chancellor was also to recommend a process to award proportional semester credit hours for adult career-technical institution students who complete a program of study between 600 and 899 hours AND obtain an industry-recognized credential approved by the Chancellor. The Chancellor convened a broad group of stakeholders to develop a system of articulation for the One Year Option that was presented in a report to the legislature called, "*Getting to 30: Establishing a One Year Option Credit Articulation System for Ohio*."

In order to implement the system of articulation developed with the stakeholders as well as address accreditation requirements for degree granting institutions, the Chancellor convened Credit Affirmation Teams (CATs) to conduct a peer review of programs and certifications for affirmation for a block of 30 semester hours of technical credit. The CATs were comprised of faculty and administrators from Ohio Technical Centers (OTCs) and an equal number from public degree granting colleges and universities in Ohio. The CATs were organized by four discipline clusters: Health and Allied Health, Building and Industrial Technology, Business and Information Technology, and Services. They were charged with reviewing the certifications and, if necessary, program content, to affirm that students completing the selected program at an Ohio Technical Center and earned approved certifications had demonstrated competencies equivalent to technical credit. CATs affirmed that programs over 900 hours, articulated to a block of 30 technical credit hours. For programs between 600-899 credit hours, the review resulted in a proportional amount of credit hours being awarded. This technical credit would then be granted, as a block, upon enrollment in a degree granting institution. Additional subject matter experts were consulted when core team members did not have sufficient content knowledge of the program being reviewed.

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Recommendation

As detailed in the attached template, the Business and Information Technology Team recommends that students will be eligible for a block of 27 semester hours of technical credit towards an *Associate of Technical Studies in Business Technology* when:

- the student has successfully completed a 800- 899 clock hour program in IT Support Services at an Ohio Technical Center.

And currently holds the following credentials:

- CompTIA Network+ N10-006
- CompTIA A+ 220-801, 220-802

And currently holds TWO of the following credentials:

1. CompTIA Security+ SY0-401
2. CompTIA Server+ SK0-003 or SK0-004
3. CompTIA Linux+ LX0-101 (LPI Certification Level 1)
4. CompTIA Project+ PK0-003
5. Microsoft Operating System Fundamentals (MTA 98-349)
6. Microsoft Server Administration Fundamentals (MTA 98-365)
7. Microsoft Windows Server 2012
   - 70-410: Installing and Configuring Windows Server 2012
   - 70-411: Administering Windows Server 2012
   - 70-412: Configuring Advanced Windows Server 2012 Services
   - 70-413: Designing and Implementing a Server Infrastructure
   - 70-414: Implementing an Advanced Server Infrastructure
8. Microsoft Windows Server 2008
   - 70-640: Windows Server 2008 Active Directory, Configuring
   - 70-642: Windows Server 2008 Network Infrastructure, Configuring
   - 70-646: Windows Server 2008, Server Administrator
9. Microsoft Windows 8
   - 70-687: Windows 8, Configuring
   - 70-688: Windows 8 Enterprise Desktop Support
10. Microsoft Windows 7
    - 70-680: Windows 7, Configuring
    - 70-685: Windows 7, Enterprise Desktop Support Technician
11. Cisco CCENT
12. Cisco CCNA

Please note all credentials must be current, valid, and in good standing.

End of Comment Period: November 21, 2016 at 9:00 am
No comments received, recommend approval

RECOMMENDATION	
The Vice Chancellor of Academic Affairs has verified that this pathway has met the standards and requirements of the Ohio Board of Regents.	
SDavidson	11/28/16
Stephanie Davidson, Vice Chancellor of Academic Affairs	**Date**

APPROVAL	
JC Carey	12/2/16
John Carey, Chancellor	**Date**

DAS

One-Year Option

Certification Affirmation Template

Preamble:

The Business and IT Credit Affirmation Team reviewed associated credentials for the program area, Information Support and Services (IT). With subject matter experts and representatives from Ohio Technical Centers and Community Colleges, as stated below, the group surveyed credentials associated with 800- 899 hour programs. Credential preparation and competencies from similar technical courses at Community Colleges were reviewed.

The consensus of the team was that an array of IT-related industry-recognized credentials are available for IT programs to use. However, the team determined that three credentialing bodies, CompTIA, Microsoft, and Cisco met the rigorous standards necessary for affirming credit.

Thus, it is the recommendation of the team that a student who completes a 800- 899 hour program, obtains the two Core CompTIA Credentials (CompTIA Network+ and CompTIA A+) AND holds any combination of any two IT credentials from the Program-related Competencies, should be granted 27 technical hours towards an Associate Degree of Technical Studies.

The required **Core CompTIA Credentials** include:

1. CompTIA A+ certification, students must pass both of the following tests:
   - CompTIA A+ 220-801
   - CompTIA A+ 220-802
2. CompTIA Network+ certification, students must pass the following test:
   - CompTIA Network+ N10-006

Program-related Competencies (any combination of any two of the following IT credentials):

13. CompTIA Security+ SY0-401
14. CompTIA Server+ SK0-003 or SK0-004
15. CompTIA Linux+ LX0-101 (LPI Certification Level 1)
16. CompTIA Project+ PK0-003
17. Microsoft Operating System Fundamentals (MTA 98-349)
18. Microsoft Server Administration Fundamentals (MTA 98-365)
19. Microsoft Windows Server 2012
    - 70-410: Installing and Configuring Windows Server 2012
    - 70-411: Administering Windows Server 2012
    - 70-412: Configuring Advanced Windows Server 2012 Services
    - 70-413: Designing and Implementing a Server Infrastructure
    - 70-414: Implementing an Advanced Server Infrastructure

20. Microsoft Windows Server 2008

- 70-640: Windows Server 2008 Active Directory, Configuring
- 70-642: Windows Server 2008 Network Infrastructure, Configuring
- 70-646: Windows Server 2008, Server Administrator

21. Microsoft Windows 8
    - 70-687: Windows 8, Configuring
    - 70-688: Windows 8 Enterprise Desktop Support
22. Microsoft Windows 7
    - 70-680: Windows 7, Configuring
    - 70-685: Windows 7, Enterprise Desktop Support Technician
23. Cisco CCENT
24. Cisco CCNA

**Important note: It is the intent of the Ohio Department of Higher Education to review the list of credentials regularly, but because the Information Technology field may experience frequent updates, the credentialing bodies may have modified some of the exams listed. If any of the listed credentials are updated, please consider the amended credential as eligible to satisfy proof of student competency.

The Program Affirmation is designed to provide a common matrix for a peer review process acceptable to the Higher Learning Commission to soundly affirm awarding semester hours of technical credit for Ohio Technical Center graduates who are eligible for the One Year Option. The template should be completed for every program/subject and signed by the co-chairs of each of the four-cluster program areas for every Industry-recognized credential and program reviewed.

Please note: All Ohio Technical Centers must be accredited by one of the following: Council on Occupational Education (COE) and/or Accrediting Commission of Career Schools and Colleges (ACCSC).

Program Name: IT Support Services **CIP Code:** 11.1006	**Cluster** ☑ Business & Information Technologies ☐ Health/Allied Health ☐ Industrial Trades ☐ Service Industries & Agriculture	
	STEP ONE: CREDENTIAL REVIEW	
	Details/Explanation	**Comments**
Primary Industry Credential (if there are competing certifications complete page multiple times)	**Name:** CompTIA A+, CompTIA Network+ **Type:** ☐ License ☐ Registry ☑ Certification	In order to receive CompTIA A+ certification, students must pass both of the following tests: 1. CompTIA A+ 220-801 2. CompTIA A+ 220-802 There are currently 2 exams that students can take to receive their CompTIA Network+ certification. 1. CompTIA Network+ N10-005 2. CompTIA Network+ N10-006
Program requirements by credentialing body.	CompTIA A+ and Network+ are accredited by American National Standards Institute (ANSI) to show compliance with the ISO 17024 Standard and, as such, undergo regular reviews and updates to the exam objectives. The CompTIA A+ and CompTIA Network+ certifications are a result from subject matter expert workshops and industry-wide survey results regarding the skills and knowledge required of an	

	entry-level IT professional. Tests are administered at Pearson VUE certified testing centers. It is recommended for CompTIA Network+ candidates have the following: • CompTIA A+ certification or equivalent knowledge, though CompTIA A+ certification is not required • Have at least 9 to 12 months of work experience in IT networking The CompTIA A+ and Network+ certifications both expire 3 years after certification achievement. For more information, see http://certification.comptia.org/stayCertified/earn-continuing-education-units	
Competencies demonstrated by credential attainment.	**CompTIA A+** In order to receive CompTIA A+ certification a candidate must pass two exams. The first exam is CompTIA A+ 220-801 Certification Exam. The CompTIA A+ 220-801 examination measures necessary competencies for an entry-level IT professional with the equivalent knowledge of at least 12 months of hands-on experience in the lab or field. Successful candidates will have the knowledge required to assemble components based on customer requirements, install, configure and maintain devices, PCs and software for end users, understand the basics of networking and security/forensics, properly and safely diagnose, resolve and document common hardware and software issues while applying troubleshooting skills. Successful candidates will also provide appropriate customer support; understand the basics of virtualization, desktop imaging, and deployment. CompTIA A+ 220-801 Competencies:	**Are the competencies signaled by credential attainment worth 27 credit hours:** ☐ Yes ☑ No, these credentials are a critical foundation to IT support services. However, two additional complementary credentials, as described below, are required.

Domain	Percentage of Examination
PC Hardware	40%
Networking	27%
Laptops	11%
Printers	11%
Operational Procedures	11%
Total	100%

For additional information on competencies, please see http://certification.comptia.org/docs/default-source/exam-objectives/CompTIA_A_220-801_Objectives.pdf

CompTIA A+ 220-802 Competencies:

Domain	Percentage of Examination
Operating Systems	33%
Security	22%
Mobile Devices	9%
Troubleshooting	36%
Total	100%

For additional information on competencies, please see http://certification.comptia.org/docs/default-source/exam-objectives/CompTIA_A_220-802_Objectives.pdf

CompTIA Network+

This exam will certify that the successful candidate has the knowledge and skills required to implement defined network architecture with basic network security. Furthermore, a successful candidate will be able to configure, maintain, and troubleshoot network devices using appropriate network tools and understand the features and purpose of network technologies. Candidates will be able to make basic solution recommendations, analyze network traffic, and be familiar with common protocols and media types.

CompTIA Network+ N10-005 Competencies

Domain	% of Examination
1.0 Network Concepts	21%
2.0 Network Installation and Configuration	23%
3.0 Network Media and Topologies	17%
4.0 Network Management	20%
5.0 Network Security	19%
Total	**100%**

For additional information on competencies, please see http://certification.comptia.org/docs/default-source/exam-objectives/CompTIA_Network_N10-005.pdf

CompTIA Network+ N10-006 Competencies

Domain	% of Examination
1.0 Network architecture	22%
2.0 Network operations	20%
3.0 Network security	18%
4.0 Troubleshooting	24%
5.0 Industry standards, practices, and network theory	16%
Total	**100%**

For additional information on competencies, please see http://certification.comptia.org/docs/default-source/exam-objectives/comptia-network-%28n10-006%29_examobjectives.pdf

Rationale:

1) CompTIA A+ and Network+ are accredited by American National Standards Institute (ANSI) to show compliance with the ISO 17024 Standard and, as such, undergo regular reviews and updates to the exam objectives.

2) The credentialing exams are valid, reliable, and peer-reviewed regularly to ensure that the content accurately measures the intended competencies.

3) The CompTIA Network+ and A+ exams are administered by a secure, well respected, third-party testing company (Pearson Vue) and are primarily delivered in computer-based format to increase security & better maintain up-to-date content delivery.

4) The CompTIA A+ and CompTIA Network+ certifications are a result from subject matter expert workshops and industry-wide survey results regarding the skills and knowledge required of an entry-level IT professional.

	5) It is recommended by CompTIA that CompTIA Network+ candidates have CompTIA A+ certification or equivalent knowledge and have at least 9 to 12 months of work experience in IT networking. Taking the reliability of the exam, rigor of the program, and the review of content, the Business and IT Credit Affirmation Team believes that attaining the CompTIA A+ and Network+ credentials AND three of the additional credentials listed below following completion of a 800- 899 hour Ohio Technical Center IT program to be equivalent to a block of 27 technical credits for the One Year Option.

ONLY IF NECESSARY TO AFFIRM 24 CREDITS----STEP TWO: PROGRAM-RELATED COMPETENCIES OBTAINED OUTSIDE OF PRIMARY CREDENTIAL

	Details/Explanation	Comments
Additional related complementary credential(s) or badge(s) (e.g. OSHA 10, CPR).	Students must complete any combination of any one IT credentials listed below: **CompTIA certifications** CompTIA Security+ SY0-401 CompTIA Server+ SK0-003 or SK0-004 CompTIA Linux+ LX0-101 (LPI Certification Level 1) CompTIA Project+ PK0-003 **Microsoft certifications** Microsoft Operating System Fundamentals (MTA 98-349) Microsoft Server Administration Fundamentals (MTA 98-365) Microsoft Windows Server 2012 • 70-410: Installing and Configuring Windows Server 2012 • 70-411: Administering Windows Server 2012 • 70-412: Configuring Advanced Windows Server 2012 Services • 70-413: Designing and Implementing a Server Infrastructure • 70-414: Implementing an Advanced Server Infrastructure Microsoft Windows Server 2008 • 70-640: Windows Server 2008 Active Directory,	

	Configuring • 70-642: Windows Server 2008 Network Infrastructure, Configuring • 70-646: Windows Server 2008, Server Administrator Microsoft Windows 8 • 70-687: Windows 8, Configuring • 70-688: Windows 8 Enterprise Desktop Support Microsoft Windows 7 • 70-680: Windows 7, Configuring • 70-685: Windows 7, Enterprise Desktop Support Technician **Cisco certifications** Cisco CCENT Cisco CCNA	
Competencies demonstrated by additional credential attainment.	Please see embedded links above for more details on specific competencies.	
Description of additional program elements beyond primary credential.		
Program related competencies/learning outcomes outside of credential(s). Include how competencies are demonstrated.		
Other Parameters of Competency.		
Programs as of Spring	There are currently no active 800-899 clock hour programs in the field of IT Support Services as of Spring 2016.	

2016:			
Committee Members and Subject Matter Experts:	**Name**	**Role**	**Institution**
	Scott Halm	Co-Chair	Cuyahoga Community College
	Amy Leedy	Co-Chair	Miami Valley Career Technology Center
	Carleen Dotson	Member	Tri-County Adult Career Center
	Angelo Frole	Member	Columbus State Community College
	Jeanie Haapalainen	Member	Ashland County West Holmes Career Center
	Tony Hills	Member	Northwest State Community College
	Larry Ray	Member	Stark State College
	Greg Timberlake	Member	North Central State College
	Tina Trombley	Member	Career & Technology Education Centers of Licking County
	Roger Elliott	Subject Matter Expert	Career & Technology Education Centers of Licking County
OTHER COMMENTS.			
AFFIRMED NUMBER OF TECHNICAL BLOCK CREDITS	27 semester hours		**LENGTH OF TIME CREDENTIAL CAN BE USED FOR ONE-YEAR OPTION:** All certifications must be current and have been taken in the past 3 years.
Co-chair signatures:			
	Scott Halm Associate Dean, Business and Information Technology Cuyahoga Community College		Amy Leedy Adult Education Supervisor Miami Valley Career Technology Center
Date: 10/23/2016			