

Customer Spotlight Q&A: De Anza College

Mark Sherby

CIS Professor & REST Department Chair

Can you tell us about your organization and your role there?

I am a full-time professor and the lead for the cyber security program at De Anza College.

What do you like the most about the ISSA Virtual Security Cloud Labs and Kim's Fundamentals of Information Systems Security compared to similar training solutions in the market?

The Cloud Labs provide essential hands-on cybersecurity experience for our students. The Labs are designed to meet the needs of beginning, intermediate, and advanced students. Every student is able to follow the steps and succeed no matter what their level of experience coming into the class. For me, this is the main great strength of Cloud Labs. I have seen other vendors' labs that simulate a Windows/Linux environment, but they are too high level and many beginning students cannot succeed. Cloud Labs don't simulate operating systems; they provide "live" Windows and Linux environments. The Labs contain step-by-step directions embedded directly inside the live environment. Quite a brilliant concept!

Furthermore, the course's textbook chapter topics align directly with the Cloud Lab topics. Other vendor's labs provide the labs ONLY with NO TEXTBOOK. Textbooks are needed for students to understand the big picture of security. Cloud Labs, combined with the accompanying textbook, provides full context for students. In other words, Cloud Labs and the textbook are synchronized, chapter-by-chapter.

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Product Used

ISSA Virtual Security Cloud Labs with
*Kim's Fundamentals of Information
Systems Security*

Key Benefits

- ✔ Successfully provided hands-on training for beginner, intermediate, and advanced students through the Cloud Labs
- ✔ 96% of students rated the Cloud Labs as "Excellent" (80%) or "Good" (16%) in student feedback for Professor Sherby's class
- ✔ Helped achieve a 70-80% pass rate for the entirely online training course
- ✔ Appreciated how the Kim's *Fundamentals of Information Systems Security* textbook chapters aligned with the Cloud Lab topics.

What do your students like the most about the ISSA Virtual Security Cloud Labs?

Students can repeat the Labs as many times as they want to master cybersecurity concepts. Students can optionally explore more features of the Cloud Lab tools to gain more in-depth knowledge because they are not limited in what they can explore in the Cloud Labs environment. Students appreciate the Cloud Lab clarity, so they quickly build confidence and knowledge even at the entry level. They understand why they are performing the Cloud Lab steps because the Labs provide contextual written explanations. I augment class with my recorded lectures that emphasize lab concepts to further strengthen students' understanding.

What kind of successes have you seen using these solutions (class grades/pass rates, positive student testimonials, etc.)?

I have taught over 30 different technical courses during my tenure at De Anza College. My Jones & Bartlett class using Cloud Labs has become my flagship course causing unusually positive student feedback. I perform student evaluations every quarter, and students always express their positive feelings about their Cloud Labs-based course. Specifically, my course surveys' show that students overall rating of the Cloud Labs is 80% Excellent, 16% Good, 4% OK and 0% poor. For the last 8 years, I have taught my Cloud Labs course four courses per year (Summer, Fall, Winter and Spring) with waitlists every quarter. I have a 70-80% pass rate for this class which has always been taught 100% online.

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What closing words would you like to share with any customers considering using the ISSA Virtual Security Cloud Labs or Kim’s *Fundamentals of Information Systems Security*?

I evaluated many vendors who license hands-on cybersecurity courses. For me, having good quality labs was the most important part of my adoption decision. I knew the lab component had to be powerful and successful with students at all knowledge levels. I was LUCKY that I picked the best one, Jones & Bartlett Learning Cloud Labs. I have no regrets, and these labs make me look very good to my students. Furthermore, my experience with Jones & Bartlett Learning customer support has been consistently excellent. My sales rep, Camille Sullivan, has provided exceptional support to my class and my students.

For more information on using [Cloud Labs](#), please contact your [Account Manager](#).

SourceCode: DeAnzRp



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