



Western Technical College

## 10154103 IT Professionalism and Exploration

### Course Outcome Summary

#### Course Information

<b>Description</b>	Students explore the Information Technology (IT) field and the various career options available to them. Customer service skills, ethics in the computer industry, servant leadership, teamwork, time management, and stress management will be covered. This course is where the student will begin to design and create their program portfolio.
<b>Career Cluster</b>	Information Technology
<b>Instructional Level</b>	Associate Degree Courses
<b>Total Credits</b>	3
<b>Total Hours</b>	63

#### Textbooks

No textbook required.

#### Learner Supplies

Canakit Raspberry Pi 4 Complete Starter Kit - 1 GB - 32 GB Edition. **Vendor:** Campus Shop. Required.

#### Experiential Learning

1. Community Based Learning Service Hours

#### Course Competencies

1. **Explore the roles of Computer Professionals.**

##### Assessment Strategies

- 1.1. Research paper
- 1.2. Site visits
- 1.3. Interview

##### Criteria

*You will know you are successful when:*

- 1.1. you attend site visits at various businesses.
- 1.2. you interview a computer professional.
- 1.3. you relate business site visit observations to personal job goals.
- 1.4. you research approved IT organization.
- 1.5. you deliver formal presentation of research findings to the class.

#### **Learning Objectives**

- 1.a. Acquire knowledge from on-site visits of local IT organizations
- 1.b. Examine roles of computer professionals through IT panel discussions
- 1.c. Describe IT departments and job potential of a local business

### **2. Examine Information Technology (IT) programs offered at Western.**

#### **Assessment Strategies**

- 2.1. Research paper
- 2.2. Technology labs
- 2.3. One-on-one interview with instructor

#### **Criteria**

*You will know you are successful when:*

- 2.1. you complete technology labs relating to the IT programs offered at Western.
- 2.2. you assess personal career goals to ensure they are enrolled in correct IT program.

#### **Learning Objectives**

- 2.a. Explore Information Technology (IT) programs offered at Western
- 2.b. Summarize information from panel interviews with existing IT faculty and IT industry professionals
- 2.c. Acquire knowledge on Western's IT programs through technology labs

### **3. Project a professional image.**

#### **Assessment Strategies**

- 3.1. Class attendance
- 3.2. E-mail correspondence
- 3.3. Observation
- 3.4. Classroom activities

#### **Criteria**

*You will know you are successful when:*

- 3.1. you explain the difference between standard business and business casual dress codes.
- 3.2. you practice good grooming and hygiene.
- 3.3. you analyze (and changes if needed) your online persona.
- 3.4. you demonstrate dependability and reliability.
- 3.5. you describe good practices for maintaining a professional workspace.
- 3.6. you negotiate win-win situations when interacting with others.
- 3.7. you create positive relationships with peers and instructors.
- 3.8. you utilize proper etiquette when communicating.

#### **Learning Objectives**

- 3.a. Recognize professional appearance
- 3.b. Demonstrate a positive attitude
- 3.c. Write email using proper etiquette
- 3.d. Identify diplomacy skills
- 3.e. Provide professional communication at all times

### **4. Apply good work ethics.**

#### **Assessment Strategies**

- 4.1. Observation
- 4.2. Classroom activities
- 4.3. Classroom assignments

#### **Criteria**

*You will know you are successful when*

- 4.1. you describe characteristics of an ethical IT professional.
- 4.2. you demonstrate ethical behavior and personal accountability in the classroom.
- 4.3. you complete and submit assignments on-time.
- 4.4. you research what corporations are doing to improve business ethics.
- 4.5. you outline the four different codes of ethics for IT professionals.

#### **Learning Objectives**

- 4.a. Express the importance of good work ethics
- 4.b. Describe characteristics of an ethical IT professional
- 4.c. Examine characteristics of personal accountability
- 4.d. List what corporations are doing to foster and improve good business ethics
- 4.e. Describe key ethical issues that can arise in an organization
- 4.f. Summarize four different codes of ethics that provide guidance for IT professionals

### **5. Personalize career plan.**

#### **Assessment Strategies**

- 5.1. Classroom activities
- 5.2. Written reflection
- 5.3. Self assessment

#### **Criteria**

*You will know you are successful when*

- 5.1. you identify goals and objectives for Computer Support Specialist program.
- 5.2. you list guidelines associated with managing your career.
- 5.3. you set short-term career goals.
- 5.4. you research professional organizations.
- 5.5. you research the Internet to locate websites for job searches, salary information, and posting resumes.
- 5.6. you create a resume.

#### **Learning Objectives**

- 5.a. Complete goals and objectives for Computer Support Specialist program
- 5.b. Determine career plan
- 5.c. List guidelines to manage career
- 5.d. Review Internet career and job websites for managing career

### **6. Practice effective customer service skills.**

#### **Assessment Strategies**

- 6.1. Scenario response
- 6.2. Observation

#### **Criteria**

*You will know you are successful when*

- 6.1. you develop strategies to exceed customers' expectations.
- 6.2. you describe the importance of communication skills.
- 6.3. you practice active listening skills.
- 6.4. you utilize strategies for handling difficult customers.
- 6.5. you explain core processes and best practices used in customer service.
- 6.6. you utilize appropriate communication practices for face-to-face, online, e-mail, and social media.
- 6.7. you describe barriers to communication.
- 6.8. you correctly interpret non-verbal communication.

#### **Learning Objectives**

- 6.a. Describe the importance of communication in customer service
- 6.b. Practice active listening skills
- 6.c. Acquire effective verbal skills
- 6.d. Demonstrate an awareness of non-verbal communication
- 6.e. Apply strategies for defusing challenging customer behavior
- 6.f. Discuss best core practices in customer service

### **7. Practice working in an effective team.**

### **Assessment Strategies**

- 7.1. Classroom activities
- 7.2. Written paper
- 7.3. Participation in team meeting

### **Criteria**

*You will know you are successful when:*

- 7.1. you identify characteristics of a high performance team.
- 7.2. you describe benefits of teams.
- 7.3. you describe trust building and trust destroying behaviors in team situations.
- 7.4. you explain responsibilities for a team leader, facilitator, note keeper, and team member.
- 7.5. you construct a meeting agenda.
- 7.6. you facilitate a discussion that involves all participants.

### **Learning Objectives**

- 7.a. Examine benefits and challenges of working in groups
- 7.b. Determine components needed to build and maintain a highly effective work team
- 7.c. Explore team roles and responsibilities for each team stage
- 7.d. Demonstrate team leadership skills

## **8. Investigate time management techniques.**

### **Assessment Strategies**

- 8.1. Lab
- 8.2. Research paper

### **Criteria**

*You will know you are successful when:*

- 8.1. you identify time-wasting activities.
- 8.2. you create a strategy for effective use of time.
- 8.3. you write personal time management goals.
- 8.4. you apply time management concepts to personal goals.

### **Learning Objectives**

- 8.a. Identify time-wasting activities
- 8.b. Examine time management concepts
- 8.c. Utilize time management techniques
- 8.d. Prepare a time management plan

## **9. Investigate stress management techniques.**

### **Assessment Strategies**

- 9.1. Lab
- 9.2. Written Product

### **Criteria**

*You will know you are successful when*

- 9.1. you identify stress causing situations.
- 9.2. you categorize stress.
- 9.3. you describe coping strategies.
- 9.4. you write a minimum of three goals in order of priority that can be implemented to reduce or control stress.
- 9.5. you use a word processor program.
- 9.6. you check spelling and grammar.

### **Learning Objectives**

- 9.a. Identify sources of stress
- 9.b. Explore stress management techniques
- 9.c. Prepare a stress management plan

## **10. Explore the characteristics of a servant leader.**

### **Assessment Strategies**

- 10.1. Oral Presentation
- 10.2. Research Paper

### **Criteria**

*You will know you are successful when:*

- 10.1. you hold audience attention by using enthusiasm and energy.
- 10.2. you are consistent with you nonverbal communication and your verbal message.
- 10.3. your main points are clear and concise.
- 10.4. your main points are proven using a variety of supporting material.
- 10.5. you include a summary of the main points in the conclusion.
- 10.6. you introduce and use the visual aid appropriately.
- 10.7. you written product contains three clearly written main points.
- 10.8. you included evidence to support each main point.
- 10.9. you include a Works Cited Page.
- 10.10. you include at least two sources.
- 10.11. you use a word processor program.
- 10.12. you completed and submitted work on time.
- 10.13. you check for spelling and grammar.

### **Learning Objectives**

- 10.a. Describe the attributes of a servant leader.
- 10.b. Compare the servant leader and the power leader model.
- 10.c. Recognize reasons why the servant leadership model can work in the IT field.
- 10.d. Identify areas of self-practice.

## **11. Explore elements of an Information Technology professional portfolio.**

### **Assessment Strategies**

- 11.1. Written documents
- 11.2. Portfolio

### **Criteria**

*You will know you are successful when*

- 11.1. you determine layout and design for your e-portfolio.
- 11.2. you write a mission statement of originality and confidentiality.
- 11.3. you write a resume.
- 11.4. you verify individuals to act as references.
- 11.5. you select artifacts for portfolio.
- 11.6. you update portfolio as needed.

### **Learning Objectives**

- 11.a. Analyze e-portfolio examples.
- 11.b. Practice writing personal mission statements.
- 11.c. Examine potential career goals.
- 11.d. Explore resume types and formats.
- 11.e. Identify personal artifacts: recognitions, achievements, and certificates.
- 11.f. Identify individuals for personal references.