Western Technical College

10154132 Computer Support Specialist Capstone

Course Outcome Summary

Course Information

Description	Computer Support Specialist (CSS) majors complete their portfolio which demonstrates their competence in the following key areas: software, hardware, support, training, project management, networking, and staff management. Students will create a cover letter, resume, and participate in several interviews where they will gain interviewing skills while learning how to utilize their portfolio during an interview. Students will enhance the knowledge gained throughout the CSS program by conducting a CSS Exit project that is driven by a S.M.A.R.T. goal that will be developed. The results will be presented to a group of experts.
Career Cluster	Information Technology
Instructional Level	Associate Degree Courses
Total Credits	3
Total Hours	72

Pre/Corequisites

Prerequisite	10154159 Training Development
Pre/Corequisite	10154165 Help Desk Management
Prerequisite	10150101 Hardware & Software Fundamentals

Textbooks

No textbook required.

Success Abilities

1.   Cultivate Passion: Expand a Growth-Mindset

2. Cultivate Passion: Increase Self-Awareness

3. Live Responsibly: Develop Resilience

4. Live Responsibly: Foster Accountability

5. Refine Professionalism: Improve Critical Thinking

Experiential Learning

1. Capstone Experience: in this course, you will develop a project that integrates and applies many of the concepts, skills, and characteristics needed of an industry expert in the field.

2. Community Based Learning Project: a key learning outcome of this course is to connect academic learning and civic development while simultaneously addressing a community partner's needs, interests, or problems.

3. Industry Credential or Certificate: by the end of this course, you will develop the skills necessary to obtain an industry-recognized certificate or credential.

4. Technology-Enhanced Learning: this course will incorporate digital technologies like gamification, virtual reality experiences, or simulations. In addition, you will create technology-enhanced products such as ePortfolios, multimedia presentations, or other e-products to showcase your learning.

5. Work-Based Learning: this course applies your learning to your desired profession by working in industry placements such as internships, practicums, clinicals, or co-ops.

Program Outcomes

1. Manage information technology hardware

2. Manage software

3. Support computer networks

4. Provide end user support

5. Solve information technology problems

Course Competencies

1. Construct a CSS Exit project.

Assessment Strategies
1.1. Written Product
1.2. Presentation

Criteria

You will know you are successful when
1.1. you identify a S.M.A.R.T. goal.
1.2. you utilize effective research skills and techniques.
1.3. you design an exit project that is relevant to the S.M.A.R.T. goal.
1.4. you determine methodology.

Learning Objectives
1.a. Identify a S.M.A.R.T. goal
1.b. Utilize effective research skills and techniques
1.c. Design an exit project that i relevant to the S.M.A.R.T. goal
1.d. Determine methodology

2. Conclude a CSS Exit project.

Assessment Strategies

2.1.   Written Product
2.2.   Presentation

Criteria

Your performance will be successful when:

2.1.   you complete steps outlined in methodology within time constraints.
2.2.   you evaluate results.
2.3.   you explain outcome to group of experts.

Learning Objectives
2.a.   Complete steps outlined in methodology within the time constraints
2.b.   Summarize outcome of project
2.c.   Explain outcome of project to group of 'experts'

3.   Demonstrate time management skills.

Assessment Strategies
3.1.   by providing a written plan to instructor and gaining approval to proceed with community project
3.2.   by utilizing Microsoft Project to setup tasks and provide status reports to instructor

Criteria

You will know you are successful when

3.1.   you have presented a written plan of the project to the instructor indicating the timeframe and tasks involved with the project.
3.2.   you setup your project using Microsoft Project and provide ongoing updates on project using charts and reports available in software.

Learning Objectives
3.a.   Construct a timeline for project tasks
3.b.   Formulate a project plan
3.c.   Utilize project management concepts and software to manage the project

4.   Complete program portfolio.

Assessment Strategies
4.1.   by creating a program portfolio based on individual course portfolios, that will be used when seeking employment
4.2.   by getting feedback from business professionals and implementing recommendations to the program portfolio
4.3.   by presenting final program portfolio to instructor

Criteria

You will know you are successful when

4.1.   you compile assignments, class work, projects, career related research, and insights into one program portfolio.
4.2.   you obtain feedback from business professionals and make modifications to portfolio accordingly.
4.3.   you present final program portfolio to instructor.

Learning Objectives
4.a.   Compile assignments, class work, projects, career related research, and insights into one program portfolio
4.b.   Obtain feedback from a business professional regarding portfolio
4.c.   Adjust portfolio as needed based on review from business contact

5.   Create a professional e-profile presence.

Assessment Strategies
5.1.   Presentation

Criteria

Your performance will be successful when:

5.1.   you have identified a professional e-profile tool.

5.2.   you have constructed a professional e-profile.

Learning Objectives
5.a.   Investigate professional e-profile tools
5.b.   Construct a professional e-profile

6.   Practice job application process.

Assessment Strategies
6.1.   Written Product

Criteria

Your performance will be successful when:
6.1.   you explore cover letters.
6.2.   you create a cover letter.
6.3.   you finalize the resume.
6.4.   you finalize references (must include a minimum of three).

Learning Objectives
6.a.   Explore cover letters
6.b.   Complete a cover letter
6.c.   Modify resume
6.d.   Modify references (must include at least three)

7.   Practice interviewing.

Assessment Strategies
7.1.   Interview
7.2.   Reflection

Criteria

Your performance will be successful when:
7.1.   you explore interview techniques and tips.
7.2.   you practiced and created an interview using Perfect Interview.
7.3.   you completed mock interview practices with our advisory board members.

Learning Objectives
7.a.   Explore interviewing techniques
7.b.   Practice Perfect Interview
7.c.   Practice Mock Interviews

8.   Demonstrate servant leadership.

Assessment Strategies
8.1.   Demonstration

Criteria

Your performance will be successful when:
8.1.   you provide feedback to peers concerning research paper proofs.
8.2.   you provide feedback to peers concerning interview practices.
8.3.   you provide feedback to peers concerning professional portfolios.
8.4.   you provide feedback to peers concerning professional e-profiles.
8.5.   you select a CSS exit project with foresight.

Learning Objectives
8.a.   Provide feedback to peers concerning research paper proofs
8.b.   Provide feedback to peers concerning interview practices
8.c.   Select a CSS Exit project with foresight