

El Paso Community College
Syllabus
Part II
Official Course Description

SUBJECT AREA	<u>Information Technology Systems</u>
COURSE RUBRIC AND NUMBER	<u>ITSC 2380</u>
COURSE TITLE	<u>Cooperative Education-Computer and Information Sciences, General I</u>
COURSE CREDIT HOURS	<u>3 1 :</u> Credits Lec Lab

I. Catalog Description

Provides career-related activities encountered in the student's area of specialization offered through an individualized agreement among the college, employer, and student. Under the supervision of the college and the employer, the student combines classroom learning with work experience. Includes a lecture component. Students must have an approval from ITSC Coordinator. **(1:20)**.

II. Course Objectives

Upon satisfactory completion of this course, the student will be able to:

- A. Demonstrate technical skills in the computer field working with software, hardware, networks, security, etc.
- B. Communicate more effectively with company personnel, customers, peers, and supervisors in his/her area of training.
- C. Identify and adhere to computer industry regulations and company policies and procedures to include confidentiality, ethics, sexual harassment, equipment, and safety.
- D. Demonstrate his/her occupational values, goals, perceptions, and attitudes as related to the work experience.
- E. Demonstrate competency in research, writing, and problem solving skills in his/her area of training.
- F. Practice effective time management, prioritize tasks, develop team and conflict resolution skills, and utilize customer service skills.
- G. Participate in mock interviews and evaluations to gain experience in areas such as employability, organizational structure and culture, constructive criticism, etc.
- H. Apply industry best practices and standards.
- I. Report job activities proactively.
- J. Present information to peers and clients.
- K. Share a solution with peers.
- L. Meet and exceed customer expectations, deliver task on time, demonstrate flexibility, and utilize appropriate time management tools to include multi-tasking.
- M. Comply with service and operational level agreements.
- N. Enhance company image, pursuit personal/company goals, participate in company culture, comply with company's conduct code of ethics
- O. Identify protocol for customer interface to include escalation protocol.

III. THECB Learning Outcomes (WECM)

As outlined in the learning plan, apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry and will demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.

IV. Evaluation

A. Preassessment

None

B. Postassessment

1. There will be a series of paperwork to be submitted by the student to the employer and returned to instructor (Training Plan, Mid-Term Evaluation, Final Evaluation), mandatory workshops (Resume Writing, Interview Techniques, Sexual Harassment), student projects, and a mandatory Mock Interview throughout the semester valued as 40% of final grade.
2. There will be two written evaluations from the employer to instructor and one site visit evaluation at the end of the semester valued at 60% of final grade.

C. Remediation

The instructor may provide the students with means of improving a grade. The instructor will determine the timing, form, and method of remediation.

V. Disability Statement (Americans with Disabilities Act [ADA])

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believe you may need services, you are encouraged to contact the Center for Students with Disabilities to discuss your needs with a counselor. All discussions and documentation are kept confidential. Offices located: VV Rm C-112 (831-2426); TM Rm 1400 (831-5808); RG Rm B-201 (831-4198); NWC Rm M-54 (831-8815); and MDP Rm A-125 (831-7024).

VI. 6 Drop Rule

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information.