

**CTC 399 – IT Practicum  
Fall 2011**

<b>Instructor</b>	<i>Mohsen Beheshti</i>	<b>E-Mail</b>	<a href="mailto:MBeheshti@csudh.edu">MBeheshti@csudh.edu</a>
<b>Classroom</b>	SAC 2102	<b>Class Time</b>	9:00 – 2:45 F
<b>Office</b>	NSM A – A32	<b>Office Hours</b>	Monday 03:30 – 05:30 PM Wednesday 10:00 – 12:00 PM AND/OR by Appointments
<b>Phone</b>	(310) 243-3398	<b>URL</b>	<a href="http://csc.csudh.edu">http://csc.csudh.edu</a>

**CATALOG DESCRIPTION:** IT Practicum (3) - The technology internship program allows students to gain “hands on” experience in a technology environment by spending one semester as an intern in the Information Technology Department. The Internship program provides students with the opportunity to gain technical experience related to their studies, and to prepare for future career opportunities.

**PRE-REQUISITE:** **Junior Standing and Consent of Instructor**

**PREREQUISITES BY TOPIC:** **Required Skills for Internship Program**

- Basic Computer skills:
- MS Office familiarity: Word & Excel
- Internet
  
- Soft Skills:
- Good written/verbal communications
- Good Interpersonal skills (Very Important)
- Ability to follow directions
- Excellent Customer Service skills

**TEXTBOOK:** None

**REFERENCE:** TBA

**COURSE GOALS**

- Provide “hands-on” technical knowledge and expertise to the students.
- Prepare the students with technical skills that enhance their abilities to obtain a career in Information Technology.
- Enhance communication, team building, and time management skills

## **COURSE OUTCOMES:**

Upon completion of this course, students will be able to:

- Demonstrate a general understanding of how an IT lab functions.
- Demonstrate a basic knowledge of principles of working as a team member in a lab.
- Demonstrate the ability to research, analyze, criticize, and orally present positions and opinions about these issues.
- Demonstrate effective communication with other team members
- Use the knowledge and experience learned in this course to provide guidance in his/her future professional endeavors.

## **COURSE OUTLINE:**

### **HOW THE TECHNOLOGY INTERNSHIP PROGRAM WORKS**

Students may participate in the technology internship program following completion of their first-year and second year studies. Students may elect to participate in more than one internship work term, but cannot participate after their final semester of studies. Students who are interested in participating in the internship program must register for the course IT Practicum CTC 395. This is a three credit-units course requiring six contact hours per week and will be awarded upon completion. Each intern will be placed based upon experience in the areas of Server Administration, Networks, Telecommunications, Desktop Support, and Helpdesk in the Information Technology Department

### **MONITORING AND EVALUATING**

All interns will report to an Information Technology Lead Staff member who will be responsible for delegating tasks throughout the program. All interns are responsible for completing assigned tasks. Bi-weekly each intern will fill out an Internship Status Report (See Appendix 2) and answering the questions identified. This course is a Pass or Fail based upon the completion of the status reports, tasks, attendance, and receiving a passing score on the Information Technology Lead Evaluation form. (See appendix 3)

### **INFORMATION TECHNOLOGY RESPONSIBILITIES**

1. Ensure that an appropriate supervisor meets with the intern after he or she arrives on site and explains the internship expectations.
2. Provide the intern with an orientation to the workplace (through appropriate tours, personnel meetings, assigned readings, etc.)
3. Provide thorough instruction in and monitoring of safety requirements and practices for workplace area
4. Arrange for a suitable time to meet with the intern to mentor or discuss the intern's progress throughout the semester.

Upon completion of the internship and within two-weeks of receiving the intern's status report, the Information Technology Lead will be asked to complete a Pass or Fail evaluation form. The form will be submitted to the faculty member indicating the intern Pass or failed the program.

## **BENEFITS TO TECHNOLOGY INTERNSHIP STUDENTS**

The potential benefits to students of participating in the Science Internship are immense, and include the following:

1. Gain meaningful “hands on” experience to complement the student's academic studies.
2. Develop a professional attitude that is reflected in the performance of their responsibilities and tasks, and learn about the importance of professionalism in a technology environment.
3. Prepares student to obtain a position in technology due to their internship experience and to stand out from other graduates in the eyes of employers.

Appendix 1 outlines some of the various tasks by groups an intern can expect to learn throughout the program.

## **ATTENDANCE**

Attendance is important to participating and completing the internship program. All interns must be on time in reporting to the department assigned to them based upon the schedule arranged with Information Technology Lead for that area. An intern can miss up to a sessions, however any session missed must be made up within two-weeks. Failure to make up a missed session within two weeks will terminate the intern from the program.

**Grading Breakdown:** Students must successfully complete all three components listed below to get credit for this course.

Bi-weekly progress reports (on-line),

Attendance and active participation

Final Report – A 5 to 10-page written report due the end of semester. This is a compilation of progress reports, and what student learned and/or experienced during the course of the semester.

## **Grading Scale:**

Credit / No Credit

## ***STUDENT ACADEMIC APPEALS PROCESS***

*Authority and responsibility for assigning grades to students rests with the faculty. However, in those instances where students believe that miscommunication, error, or unfairness of any kind may have adversely affected the instructor’s assessment of their academic performance, the student has a right to appeal by the procedure listed in the Undergraduate Catalog and by doing so within thirty days of receiving the grade or experiencing any other problematic academic event that prompted the complaint.*

## ***ADA STATEMENT***

*Students with disabilities, who believe they may need an academic adjustment in this class, are encouraged to contact me as soon as possible to better ensure receipt of timely adjustments.*

## Appendix1

### Desktop Support Group

Install, maintain, and configure imaging on new ordered and different models of computers using Norton Ghost or Clonezilla. Create images that include the following standard software and configuration:

1. Microsoft Office
2. Adobe Reader
3. Adobe Flash Player
4. Java
5. Symantec
6. Windows defender
7. SMS
8. Microsoft Updates
9. Any BIOS or system updates
10. Quick Time

### Network Services Group

Build a campus network with the following elements:

1. Core switches (Cisco 6509 series switches)
2. Distribution Layer switches (Cisco 4006 or 3750 series switches)
3. Access Layer switches (Cisco 3750 series switches)
4. Border Routers

### Telecommunications Group

1. Create and Maintain Project Plans in MS Project/Excel
2. Maintain physical inventories of telephone equipment (phones, cords, handsets)
3. MACS (moves, adds, changes) via Aastra software and physical telephone replacements
4. Repairs (test, replace, reset) via Aastra software as well as physical parts and phone replacements
5. Modify forms such as TeleSoft account request form or on-line directory update form
6. Enter Service requests via HEAT system
7. Customer Service - Answering phones (assist callers on phone)
8. Create and maintain spreadsheets and databases: 911 (Telident) and Billing (Telesoft)

### Server Operation & Administration Group

1. Setting-up test environments
2. Deploying and testing servers
3. Deploying and testing VMware

4. Maintaining technical documentation
5. Patching test environments
6. Documenting patching errors and results
7. Installing various CMS systems

#### **Helpdesk Group**

1. Student Helpdesk (via phone and/or walk-in)
2. Call Logging
3. Testing
4. Wireless setup
5. Blackboard How-To (using online Blackboard manual)
6. Toromail How- To
7. myCSUDH How-To
8. Log tickets from phone support and via voicemail using modified Helpweb form

## Appendix 2

California State University Dominguez Hills  
Department of Information Technology Internship Program  
Bi-Weekly Student Status Update

First Name:

Last Name:

Class Year:

Major:

Internship Department:

Date:

1. Explain in a paragraph the tasks that were assigned to you during the week.
2. Describe the methods you used to accomplish the tasks and also indicate if all tasks were completed. If not, indicate why task was not completed.
3. Explain in a paragraph what you learned during the week and how this will enhance your technology skills in the future.
4. If applicable, indicate any opportunities for improving the internship program.

## Appendix 3

California State University Dominguez Hills  
Department of Information Technology Internship Program  
Technology Lead Evaluation Form

First Name:

Last Name:

Class Year:

Major:

Internship Department:

Date:

1. Did the intern's quality of work meet the expectations of the tasks assigned? (Pass) or (Fail). Provide comments if necessary.
  
2. Was Intern able to perform the quantity of work assigned? Was work performed on time? (Pass) or (Fail).  
Provide comments if necessary.
  
3. Did the intern acquire the knowledge and expertise required for his or her areas of responsibility (Pass) or (Fail).  
Provide comments if necessary.
  
4. Did intern communicate well with supervisor, employees, and other interns in the group? Was intern able to follow directions? (Pass) or (Fail).  
Provide comments if necessary.
  
5. Did intern display good customer service skills based upon your expectation. (Pass) or (Fail) (N/A).

Provide comments if necessary.