Class Hours: 0.0  Credit Hours: 3.0
Laboratory Hours: 9.0  Date Revised: Spring 01

Catalog Course Description:
Supervised work experience. Individual conferences are arranged instead of class attendance.

Entry Level Standards:
Prior to enrollment in the course and the beginning of the term, an application must be completed and approved by the Coordinator of Internships.

Prerequisites:
Completion of all certificate courses with a minimum overall GPA of 2.5 and consent of department head.

Textbook(s) and Other Reference Materials Basic to the Course:
No textbook required.

I. Week/Unit/Topic Basis:
See Evaluation Section

II. Course Objectives*:
A. Demonstrate a working knowledge of required networking systems. III, V, VI, VII, IX
B. Exhibit ability to work in a professional environment effectively (i.e., promptness, reliability). II, IV, VIII, IX, X, XII
C. Show good communication skills in working with professionals in a true working environment. I, III, X
D. Represent PSTCC, CST and self as an employable, professional adult. III, X

*Roman numerals after course objectives reference goals of the Business and Computer Technology department.

III. Instructional Processes*:
Students will:
1. Provide the employer with the expected work ethic, knowledge and skills expected of an entry-level networking or support technician. Technological Literacy Outcome, Information Literacy Outcome, Personal Development Outcome, Transition Strategy, Active Learning Strategy, Problem Solving and Decision Making Outcome

2. Keep accurate and neat work log of completed work, as well as an accurate time card for tracking hours worked. Communication Outcome, Personal Development Outcome, Numerical Literacy Outcome

3. Communicate effectively with team/co-workers to ensure timely and accurate completion of work and to establish good human relationships. Communication Outcome, Problem Solving and Decision Making Outcome, Cultural Diversity and Social Adaptation Outcome

4. Gain on-the-job work experience by participating in internships with area employers. Communication Outcome, Personal Development Outcome, Problem Solving and Decision Making Outcome, Cultural Diversity and Social Adaptation Outcome, Technological Literacy Outcome, Numerical Literacy Outcome, Information Literacy Outcome

*Strategies and outcomes listed after instructional processes reference Pellissippi State’s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

IV. Expectations for Student Performance*

Upon successful completion of this course, the student should be able to:

1. Gain valuable work experience in an information systems workplace. A, B, C, D

2. Obtain exposure to prominent information technology professionals in our area. A, B, C, D

3. Secure an edge on the job market by gaining actual work experience. A, B, C

4. Increase intern knowledge, experience, and self-confidence. A, B, C, D

5. Communicate regularly and effectively with team/co-workers and supervisors to ensure timely and accurate completion of work and establish good human relationships. B, C, D

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Evaluation Procedures:

1. Prior to enrollment in the course and the beginning of the term, an application must be completed and approved by the Internship Coordinator. The intern is also responsible for scheduling an initial interview with the Internship Coordinator and completing additional application paperwork. Conferences with the Internship Coordinator may be scheduled at any time during the semester on an "as needed" basis. However, regular communication by email or phone throughout the internship with the Coordinator is required.

2. The intern will submit pertinent employer information [such as supervisor’s name, title, phone, fax] along with the Agreement form, within the first two weeks of the term; assure that all deadlines are being met throughout the internship.

3. The intern will work a minimum of 135 hours during the semester. Before these hours are completed, the intern will arrange with the Coordinator of BCT Internships a site visit to see
where the intern has worked, what equipment has been used, and go over any projects done by
the intern.
4. The intern's supervisor from the workplace will fill out an evaluation form rating his/her
work during the semester. The intern will also complete an evaluation of the internship
experience. These forms will be provided and should be returned to the Coordinator of
Internships.
5. Hours must be verified by the employer using either (1) time sheets signed by both the
student and the supervisor, or (2) copies of official pay stubs that show hours. The internship
requires the 135 hours be completed with one employer. The verification of hours will be
submitted to the Coordinator of BCT Internships.

B. Grading Procedures:

The grade for this course is pass/no-pass. To pass the intern must: pass the evaluations by the
employer and Coordinator, verify completion of the 135 hours, turn in the student evaluation
form, and turn in an up-dated resume and Placement file.

VI. Policies:

Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled
instructional activities. As a minimum, students in all courses must be present for at least 75
percent of their scheduled class and laboratory meetings in order to receive credit for the
course.