

# Networking Internship

## Course Outcome Summary

### Course Information

|                                       |                                |
|---------------------------------------|--------------------------------|
| <b>Organization</b>                   | Madison Area Technical College |
| <b>Developers</b>                     | Nina Milbauer                  |
| <b>Development Date</b>               | 3/15/2006                      |
| <b>Course Number</b>                  | 10-150-195                     |
| <b>Instructional Level</b>            | Associate Degree               |
| <b>Potential Hours of Instruction</b> | 3                              |
| <b>Total Credits</b>                  | 3                              |

### Description

An on-the-job experience, with instructor supervision, in Madison area networking companies and in companies that maintain and manage computer networks. The emphasis is on hands-on design, installation, configuration, management, documentation, troubleshooting, and maintenance of LANs.

### Target Population

Information Technology students seeking an Associate Degree in Network Specialist.

### Types of Instruction

| <b>Instruction Type</b>                             | <b>Contact Hours</b> | <b>Credits</b> |
|---|----------------------|----------------|
| Simulated Work Experience or Actual Work Experience | 3                    | 3              |

### Prerequisites

10-107-175 (Job Search Prep)  
10-150-180 (Networking and Communications 7)  
10-154-190 (Linux Server)

### Competencies

#### A. Summarize student roles and responsibilities

##### You will demonstrate your competence:

- A.1. by completing the Internship Agreement
- A.2. by completing the Internship Final Evaluation
- A.3. by completing the Internship Progress Reports

##### Your performance will be successful when:

- A.1. you acquire appropriate internship assignment
- A.2. you have the assignment approved by Teacher/Coordinator via an Internship Agreement before starting the job
- A.3. you complete the Internship Agreement
- A.4. you have the employer complete Internship Final Evaluation
- A.5. you have the employer verify 216 work hours

A.6. you ask for help from Teacher/Coordinator when needed

A.7. you submit all documentation to Teacher/Coordinator

**B. Summarize employer's and supervisor's roles and responsibilities**

**You will demonstrate your competence:**

B.1. by completing the Internship Agreement

B.2. by completing the Internship Final Evaluation

B.3. by completing the Internship Progress Reports

**Your performance will be successful when:**

B.1. you request meaningful work experience from the employer

B.2. you request adequate supervision

B.3. you request adequate training

B.4. you request appropriate supervisors to provide positive role models

B.5. you request employer/supervisor to complete an Employer Evaluation

B.6. you request employer/supervisor to verify 216 hours of work experience

B.7. you request employer/supervisor to contact Teacher/Coordinator when problems arise and before any termination notices are issued

B.8. you request employer/supervisor to discuss Employer Evaluation with you

**C. Demonstrate customer service skills**

**You will demonstrate your competence:**

C.1. by completing the Internship Agreement

C.2. by completing the Internship Final Evaluation

C.3. by completing the Internship Progress Reports

**Your performance will be successful when:**

C.1. you provide customer service in person

C.2. you provide customer service via telephone

C.3. you demonstrate courteousness

C.4. you provide customer service electronically

C.5. you receive information (such as messages)

C.6. you provide information (such as deliver messages)

C.7. you provide technology support

**D. Demonstrate communication skills**

**You will demonstrate your competence:**

D.1. by completing the Internship Agreement

D.2. by completing the Internship Final Evaluation

D.3. by completing the Internship Progress Reports

**Your performance will be successful when:**

D.1. you communicate information electronically

D.2. you follow written directions

D.3. you follow oral directions

**E. Demonstrate time management skills**

**You will demonstrate your competence:**

E.1. by completing the Internship Agreement

E.2. by completing the Internship Final Evaluation

E.3. by completing the Internship Progress Reports

**Your performance will be successful when:**

- E.1. you work under pressure to meet deadlines
- E.2. you prioritize multiple tasks to achieve appropriate results efficiently and effectively

**F. Demonstrate effective social interaction**

**You will demonstrate your competence:**

- F.1. by completing the Internship Agreement
- F.2. by completing the Internship Final Evaluation
- F.3. by completing the Internship Progress Reports

**Your performance will be successful when:**

- F.1. you conduct oneself in a professional manner
- F.2. you work independently
- F.3. you behave appropriately in a variety of situations, circumstances, and roles
- F.4. you work effectively in pairs and small and large groups
- F.5. you demonstrate awareness of and respect for differences
- F.6. you recognize conflict and use conflict resolution skills when appropriate

**G. Demonstrate office management skills**

**You will demonstrate your competence:**

- G.1. by completing the Internship Agreement
- G.2. by completing the Internship Final Evaluation
- G.3. by completing the Internship Progress Reports

**Your performance will be successful when:**

- G.1. you maintain electronic files
- G.2. you comply with company and department procedures

**H. Demonstrate problem-solving skills**

**You will demonstrate your competence:**

- H.1. by completing the Internship Agreement
- H.2. by completing the Internship Final Evaluation
- H.3. by completing the Internship Progress Reports

**Your performance will be successful when:**

- H.1. you use appropriate software to produce documents
- H.2. you research and summarize data
- H.3. you use reasoning skills
- H.4. you make intelligent decisions