Course Discipline and Number: CSS 240   **Year: 2023-2024**
Course Title: Computer Support Specialist Internship   **Credit Hours: 3**

Attendance Policy: To maintain good grades, regular attendance in class is necessary. Absence from class is considered a serious matter and absence never excuses a student from class work. It is the responsibility of all instructors to distribute reasonable attendance policies in writing during the first week of class. Students are required to comply with the attendance policy set by each of their instructors. Students are not penalized if they are unable to attend classes or participate in exams on particular days because of religious beliefs, in accordance with Chapter 161, Section 224-a of the Education Law of the State of New York. Students who plan to be absent from classroom activity for religious reasons should discuss the absence in advance with their instructors. See college catalog for more information.

Services for Students with Disabilities: It is the College's policy to provide, on an individual basis, appropriate academic adjustments for students with disabilities, which may affect their ability to fully participate in program or course activities or to meet course requirements. Students with disabilities should contact the Coordinator of Access and Equity Services, to discuss their particular need for accommodations. All course materials are available in alternate formats upon request.

Course Description

Provides a 14-week supervised work experience in the field of computer support. Students work a minimum of eight hours per week in local computer support settings. Duties performed include: installation and upgrades of various hardware peripherals, detection and diagnosis of hardware and software problems, and repair of hardware devices. Pass/Fail grading. Prerequisites: CSS major and completion of all required CAPS, CIS, and CSS courses; MATH 095 and RDNG 099 if required by placement testing; ENGL 099 or prior completion or concurrent enrollment in ESL 120, 121, and 122 (or prior completion of ESL 103) if required by placement testing. 3 Cr. (1 Lec., 8 Lab.) Spring semester.

Course Context/Audience

This is a required fourth semester course for the Computer Support Specialist (CSS) major.

Basic Skills/Entry Level Expectations

Writing: W2   Student should have completed ENGL 099 (if needed). The course requires short written responses and/or short papers without documentation, particularly personal reflection or narrative.

Math: M4   Completed MATH 095(if needed) - Course requires the use of basic mathematical skills plus basic algebra skills.

Reading: R2   Before taking this course, students must have a C or better in RDNG 099 or assessment indicating that RDNG 099 was not required.

Course Goals

The primary goal of this course is to provide actual work experience in the computer support/repair industry. In the courses leading up to the final semester, students have developed logic, problem solving, organizational, and oral and written communication skills. They will use these skills to accomplish a variety of technical tasks assigned by their internship supervisor.

Course Objectives/Topics

Revised Spr 14

Objective/Topic	% Course
The student will perform a variety of tasks as outlined by the internship supervisor.	90%
The student will communicate internship experiences and accomplishments to the internship instructor.	10%

General Education Goals - Critical Thinking & Social/Global Awareness

CRITICAL THINKING OUTCOMES	**HOW DOES THE COURSE ADDRESS THE OUTCOMES** (Include required or recommended instructional resources, strategies, learning activities, assignments, etc., that must or could be used to address the goal/outcomes)
Students will be able to ➢ develop meaningful questions to address problems or issues. ➢ gather, interpret, and evaluate relevant sources of information. ➢ reach informed conclusions and solutions. ➢ consider analytically the viewpoints of self and others.	Students will be working in computer-related activities doing hands-on work on meaningful work projects. Students will investigate resources to find solutions.
SOCIAL/GLOBAL AWARENESS OUTCOMES	**HOW DOES THE COURSE ADDRESS THE OUTCOMES** (Include required or recommended instructional resources, strategies, learning activities, assignments, etc., that must or could be used to address the goal/outcomes)
➢ Students will begin to understand how their lives are shaped by the complex world in which they live. ➢ Students will understand that their actions have social, economic and environmental consequences.	Not addressed

Instructional Methods
Students will work a minimum of eight hours per week. In addition, students will meet a minimum of four times with the instructor to review and evaluate their progress. Each week, the student will hand in a log sheet detailing hours worked and progress on tasks.

Revised Spr 14

Methods of Assessment/Evaluation

This course will be offered as a pass/fail course. A pass grade is equivalent to a C or better grade.

Method	% Course Grade
Employer Evaluation	45%
Instructor Evaluation	45%
Student Self-Evaluation	10%

Text(s)

No texts are required.

Bibliography

No print resources specified

Other Learning Resources

Audiovisual
No resources specified
Electronic
No resources specified
Other
No resources specified