

FLORIDA STATE COLLEGE AT JACKSONVILLE

COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER: CET 1630

COURSE TITLE: Fiber, Voice, and Data Cabling

PREREQUISITE(S): None

COREQUISITE(S): None

CREDIT HOURS: 3

CONTACT HOURS/WEEK: 4

CONTACT HOUR BREAKDOWN:

 Lecture Discussion: 3

 Laboratory: 1

 Other _____:

FACULTY WORKLOAD POINTS: 3.7

STANDARDIZED CLASS SIZE ALLOCATION: 24

COURSE DESCRIPTION:

Students are prepared for an entry-level position in the computer network and telecommunication cabling industry. Hands-on laboratories are an integral part of the course.

SUGGESTED TEXT(S): N/A
(Note that the Cisco Press Book for this course is not released yet.)

IMPLEMENTATION DATE: Fall Term, 2005 (20061)

REVIEW OR MODIFICATION DATE:

COURSE TOPICS	<u>CONTACT HOURS PER TOPIC</u>
I. Word Processing	8
II. Spreadsheet	8
III. Database	8
IV. Presentation	8
V. Technical drawing	8
VI. Project management and tools	8
VII. Hands-on testing	8
VIII. Written Testing	4

PROGRAM TITLE: Computer Engineering Technology

COURSE TITLE: Technical Support

CIP NUMBER: 0615.040200

LIST PERFORMANCE STANDARDS ADDRESSED:

NUMBER(S): TITLES(S):

02.0 DEMONSTRATE PROFICIENCY IN SOFTWARE FUNDAMENTALS -- The student will be able to:

02.03 Construct flow charts

02.04 Analyze flow charts

05.0 DEMONSTRATE PROFICIENCY IN CUSTOMER SITE REQUIREMENTS AND CONSIDERATIONS -- The student will be able to:

05.01 Apply effective customer relations

05.02 Calculate and determine environmental requirements

06.0 DEMONSTRATE PROFICIENCY IN CUSTOMER RELATIONS -- The student will be able to:

06.01 Describe effective listening techniques

06.02 Describe techniques for instilling customer confidence

06.03 Describe techniques for keeping the customer informed

06.04 Demonstrate proper follow-up techniques

12.0 DEMONSTRATE APPROPRIATE COMMUNICATION SKILLS -- The student will be able to:

12.01 Write logical and understandable statements, or phrases, to accurately fill out forms/invoices commonly used in business and industry.

12.02 Read and understand graphs, charts, diagrams, and tables commonly used in this industry/occupation area.

12.03 Read and follow written and oral instructions.

12.04 Answer and ask questions coherently and concisely.

12.05 Read critically by recognizing assumptions and implications and by evaluating ideas.

12.06 Demonstrate appropriate telephone/communication skills.

14.0 DEMONSTRATE APPROPRIATE UNDERSTANDING OF BASIC SCIENCE--The student will be able to:

14.02 Draw conclusions or make inferences from data.

LIST PERFORMANCE STANDARDS ADDRESSED: (continued)

NUMBER(S): TITLES(S):

15.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:

15.01 Conduct a job search.

15.02 Secure information about a job.

15.03 Identify documents which may be required when applying for a job interview.

15.04 Complete a job application form correctly.

15.05 Demonstrate competence in job interview techniques.

15.06 Identify or demonstrate appropriate responses to criticism from employer, supervisor or other employees.

15.07 Identify acceptable work habits.

15.08 Demonstrate knowledge of how to make appropriate job changes.

15.09 Demonstrate acceptable employee health habits.

15.10 Demonstrate a knowledge of the "Florida Right-To-Know Law" as recorded in Florida Statutes Chapter 442.



NOTE: Use either the Tab key or mouse click to move from field to field. The box will expand to accommodate your entry.

<i>Section 1</i> COURSE PREFIX AND NUMBER: <u>CET 1175</u>		SEMESTER CREDIT HOURS: <u>3</u>
COURSE TITLE: <u>Technical Support</u>		
<i>Section 2</i> TYPE OF COURSE: (Click on the box to check all that apply)		
<input type="checkbox"/> AA Elective	<input checked="" type="checkbox"/> AS Required Professional Course	<input type="checkbox"/> College Prep
<input checked="" type="checkbox"/> AS Professional Elective	<input checked="" type="checkbox"/> AAS Required Professional Course	<input checked="" type="checkbox"/> Technical Certificate
<input type="checkbox"/> Other _____		
<input type="checkbox"/> General Education: (For General Education courses, you must also complete Section 3 and Section 7)		
<i>Section 3 (If applicable)</i> INDICATE BELOW THE DISCIPLINE AREA FOR GENERAL EDUCATION COURSES:		
<input type="checkbox"/> Communication	<input type="checkbox"/> Social & Behavioral Sciences	<input type="checkbox"/> Mathematics
<input type="checkbox"/> Natural Sciences	<input type="checkbox"/> Humanities	
<i>Section 4</i> INTELLECTUAL COMPETENCIES:		
<input checked="" type="checkbox"/> Reading	<input checked="" type="checkbox"/> Speaking	<input checked="" type="checkbox"/> Critical Analysis
<input checked="" type="checkbox"/> Writing	<input checked="" type="checkbox"/> Listening	<input type="checkbox"/> Information Literacy
<input checked="" type="checkbox"/> Quantitative Skills	<input type="checkbox"/> Ethical Judgment	<input type="checkbox"/> Scientific Method of Inquiry
<input checked="" type="checkbox"/> Working Collaboratively		
<i>Section 5</i> LEARNING OUTCOMES		METHOD OF ASSESSMENT
•	The student will be able to effectively use word processing software in a technical business environment	written and hands-on assessments
•	The student will be able to effectively use spreadsheet software in a technical business environment	written and hands-on assessments
•	The student will be able to effectively use database software in a technical business environment	written and hands-on assessments
•	The student will be able to effectively use presentation software in a technical business environment	written and hands-on assessments
•	The student will be able to effectively use technical drawing software in a technical business environment	written and hands-on assessments
•	The student will be able to effectively use project management software in a technical business environment	written and hands-on assessments
•	The student will be able to create a resume.	Production of a resume
•	The student will be able to communicate (written and orally) effectively on technical issues to non-technical personnel.	Presentations and team activities
<i>Section 6</i> Name of Person Completing This Form: <u>Ernie Friend</u>		