Course Outline for: CIM 2000 Computer Applications Training Practicum

A. **Course Description**
1. Number of credits: 3
2. Internship Hours per Semester: Minimum 135 hours
3. Prerequisites: CIM or BUSN 1201 (C or higher);
                         CIM or BUSN 1220 (C or higher);
                         Keyboarding skills of at least 35 words per minute
                         Consent of instructor
4. Corequisites: None
5. MnTC Goals: None

This is a capstone course designed to be taken by students in their final semester of the Computer Information Management AAS degree. The course ties together the key learning objectives students are expected to master during the program. The course also serves as a training and development experience to reinforce computer applications skills and knowledge. Students will practice problem-solving skills by tutoring computer users and responding to typical "Help Desk" requests in a pre-assigned computer application course.

B. **Date last revised:** November 2022

C. **Outline of Major Content Areas**
1. Review materials the students use in the pre-assigned computer application course in which they will tutor.
2. Attend all class sessions of the pre-assigned course in which they will tutor.
3. Answer questions and guide students to find solutions in class.
4. Deliver short presentations/lessons to the class.
5. Attend weekly meetings with the instructor of the pre-assigned course and all group meetings with the instructor of CIM 2000.

D. **Course Learning Outcomes**
Upon successful completion of the course, the student will be able to:
1. Apply software knowledge and skill in a pre-assigned computer application practicum (business, office, classroom/training, emails, videoconferencing) setting.
2. Formulate approaches to various computer application issues and guide students through problem resolution.
3. Demonstrate group presentation skills through leading tutoring/training sessions.
4. Develop engaging materials for use in tutoring/training sessions.
5. Demonstrate and explain the importance of serving as a model learner to others.
6. Evaluate and articulate the importance of learning styles and how they can be used in tutoring/training and problem-solving.

7. Demonstrate customer service skills and professionalism in working cooperatively with others.

E. **Methods for Assessing Student Learning**
Assessments may include, but are not limited to, the following:
1. Attendance and punctuality recorded for pre-assigned application course class time, meetings with pre-assigned course instructor, and group meetings with practicum students.
2. Observation of group presentations and materials for class sessions while working cooperatively with others.
3. Observation of time-on-task skills while tutoring/training during the pre-assigned course via D2L Discussions, emails, videoconferencing, or in-class assistance.
4. Observation of development and delivery of demonstrations or tutoring/training sessions.
5. Completion of reports meeting standards of quality for research and writing.
6. Completion of journaling of pre-assigned class time experiences, issues/problems encountered, resolutions of issues encountered while interfacing with students; preparation of reflective end-of-semester report.

F. **Special Information**
Special circumstances may require this experience to be in a business work environment or an alternative classroom setting.