CPT 118
Professional Practices in Information Technology

Course Description
This course emphasizes the development of interpersonal and technical skills required of entry-level information technology (IT) professionals. Course content includes guidance on building a career toolkit, as well as topics such as projecting a professional image, job seeking skills, ethics, and providing good customer service. 3 Cr. (3 lect/pres, 0 lab, 0 other)

Course Focus
This course is designed to provide the student with skills for preparing for a career, providing good customer service, and projecting a professional image.

Text and References


Course Goals

The following list of course goals will be addressed in the course. These goals are directly related to the performance objectives. (*designates a CRUCIAL goal)

1. identify debt management resources
2. identify personality traits
3. identify importance of customers and customer service
4. utilize professional etiquette
5. apply appropriate use of technology in business/social situations
6. recognize negative impact of prejudice and stereotypes in workplace
7. identify importance of maintaining workplace confidentiality
8. define workplace ethics
9. define primary business functions
10. describe how stress impacts workplace performance
11. analyze organizational structures
12. recognize money wasters
13. create a personal budget
14. describe importance of personal financial management
15. differentiate between extrinsic and intrinsic rewards
16. identify impact of setting goals and objectives
17. state advantages of having mentor
18. create short-term and long-term goals
19. define goal setting
20. identify primary and secondary learning styles
21. identify individual values
22. apply time management techniques
23. link concepts of empowerment, responsibility, and accountability
24. understand the importance of formal and informal learning
25. explain types of workplace terminations
26. develop professional interview techniques
27. create a cover letter and resume
28. create job search portfolio
29. conduct targeted job search
30. identify characteristics of effective leadership
31. describe elements of successful presentations and meetings
32. list traits of difficult customers
33. categorize appropriate and inappropriate workplace relationships
34. understand possible changes in employment status
35. demonstrate basic telecommunication etiquette
36. create correctly formatted business correspondence
37. name key elements of communications process
38. list types of communications media
39. differentiate between formal and informal communication
40. explain the function of human resources department
41. name primary types of employee benefits
42. explain right-to-revise clauses
43. explain concept of employment-at-will
44. prepare an organizational chart
45. identify characteristics of a team player

**Student Contributions**

Each student will spend 2.5 hours per week in class and another 2-3 hours preparing for class and completing assignments to turn in weekly.

Each week students will turn in assignments as specified on Blackboard. In addition, chapter tests are to be completed at the end of each chapter assigned. Students will also complete a midterm and final exam/project to demonstrate their knowledge of the material.

**ADA Statement**

The Technical College of the Lowcountry provides access, equal opportunity and reasonable accommodation in its services, programs, activities, education and employment for individuals with disabilities. To request disability accommodation, contact the counselor for students with disabilities at (843) 525-8228 during the first ten business days of the academic term.
Academic Misconduct

There is no tolerance at TCL for academic dishonesty and misconduct. The College expects all students to conduct themselves with dignity and to maintain high standards of responsible citizenship.

It is the student’s responsibility to address any questions regarding what might constitute academic misconduct to the course instructor for further clarification.

The College adheres to the Student Code for the South Carolina Technical College System. Copies of the Student Code and Grievance Procedure are provided in the TCL Student Handbook, the Division Office, and the Learning Resources Center.

Attendance

The College’s statement of policy indicates that students must attend ninety percent of total class hours or they will be in violation of the attendance policy.

- Students not physically attending class during the first ten calendar days from the start of the semester must be dropped from the class for NOT ATTENDING. Reinstatement requires the signature of the division dean.

- Students taking an online/internet class must sign in and communicate with the instructor within the first ten calendar days from the start of the semester to indicate attendance in the class. Students not attending class during the first ten calendar days from the start of the semester must be dropped from the class for NOT ATTENDING. Reinstatement requires the signature of the division dean.

- In the event it becomes necessary for a student to withdraw from the course OR if a student stops attending class, it is the student’s responsibility to initiate and complete the necessary paperwork. Withdrawing from class may have consequences associated with financial aid and time to completion.

- When a student exceeds the allowed absences, the student is in violation of the attendance policy. The instructor MUST withdrawal the student with a grade of “W”, “WP”, or “WF” depending on the date the student exceeded the allowed absences and the student’s progress up to the last date of attendance.

Or

Under extenuating circumstances and at the discretion of the faculty member teaching the class, allow the student to continue in the class and make-up the work. This exception must be documented at the time the allowed absences are exceeded.

- Absences are counted from the first day of class. There are no "excused" absences. All absences are counted, regardless of the reason for the absence.

- A student must take the final exam or be excused from the final exam in order to earn a non-withdrawal grade.
A copy of TCL’s STATEMENT OF POLICY NUMBER: 3-1-307 CLASS ATTENDANCE (WITHDRAWAL) is on file in the Division Office and in the Learning Resources Center.

Hazardous Weather

In case weather conditions are so severe that operation of the College may clearly pose a hardship on students and staff traveling to the College, notification of closing will be made through the following radio and television stations: WYKZ 98.7, WGCO 98.3, WGZO 103.1, WFXH 106.1, WWVV 106.9, WLOW 107.9, WGZR 104.9, WFXH 1130 AM, WLTH 101.1, WSOK 1230 AM, WAEV 97.3, WTON TV, WACPS TV, WJWJ TV, and WSAV TV. Students, faculty, and staff are highly encouraged to opt in to the Emergency Text Message Alert System. www.tcl.edu/textalert.asp

Emergency Text Message Alert

Students, faculty and staff are highly encouraged to opt in to the Emergency Text Message Alert System. Participants receive immediate notification of emergency events and weather cancelations via text messaging on their cell phones. Participants can also opt in to receive non-emergency news and announcements. Go to www.tcl.edu. On the homepage, click on “emergency Text Alert at TCL” and fill out the form or go to www.tcl.edu/textalert.asp

Course Evaluation

Final grades for this course are calculated as follows:
Tests: 40%
Assignments: 40%
Final Exam/Project: 20%

Course Schedule

The schedule for this course is provided on Blackboard.

Developed/Revised: August 2011