

Miami Dade College
College-wide CASSC Electronic Meeting – November 13, 2007
CURRICULUM REPORT #48

School of Computer & Engineering Technologies

Computer Information Technology Program

Dean Lourdes Oroza

Proposal from Richard White

Add Existing Course to Program as an Elective

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>	<u>Campus</u>	<u>Eff. Term</u>
MKA 1045	Introduction to Customer Service	3	1,2,3,5,6,7,8	2007-2

Rationale: Industry representatives suggested that the customer service training be added as an elective to Computer Information Technology AS degree. This degree prepares students for positions such as: PC Support Technician, help desk technician, user support analyst, applications system analyst, information systems specialist, technical support analyst, computer information manager user support supervisor, computer systems analyst, customer service representative, computer operator, computer repair technicians, computer sales person, help desk office supervisor, office systems support specialist, software tester, software trainer, user support specialist or to provide supplemental training for persons previously or currently employed in these occupations. For students preparing for careers as help desk technicians, user support analysts, or customer service representatives the addition of MKA 1045 as an elective would prove beneficial.

Natural Sciences, Health & Wellness

Dean Harry Hoffman

New Elective Courses

IDS 1107	Tools for Success	1 Credit		
IDS 2370	Leadership in Science, Technology, Engineering & Mathematics	1 Credit		
IDS 2371	Skills for Transfer Success	1 Credit		
PSC 1191	Physical Science Lab Fundamentals	1Credit		

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>	<u>Campus</u>	<u>Eff. Term</u>
IDS 1107	Tools for Success	1	1,2,3,5,6,7,8	2007-2

Course Description: This course is for students majoring in science, technology, engineering and mathematics fields (STEM). Students will learn writing, research, presentation, and technological skills necessary for success in STEM-related disciplines. Course topics include learning styles, collaborative skills, and power study techniques and will use related technologies related to STEM. (1 hr. lecture)

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>	<u>Campus</u>	<u>Eff. Term</u>
IDS2370	Leadership in Science, Technology, Engineering & Mathematics	1	1,2,3,5,6,7,8	2007-2

Course Description: In this course students will research their career interests and interview professionals in Science, Technology, Engineering and Mathematics (STEM). Students will learn to identify, compare, and evaluate upper division degree programs and prepare applications for admission to these programs. Students will write successful application essays and develop interview skills for transfer. (1 hr. lecture)

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>	<u>Campus</u>	<u>Eff. Term</u>
IDS 2371	Skills for Transfer	1	1,2,3,5,6,7,8	2007-2

Course Description: This course is for students in science, technology, engineering and mathematics (STEM) for matriculation to the upper division. Students will learn to research, write, coordinate and present grants and scholarships in conjunction with the college application process. Students will document all of their efforts in an electronic portfolio. (1 hr. lecture)

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>	<u>Campus</u>	<u>Eff. Term</u>
PSC 1101	Physical Science Lab Fundamentals	1	1,2,3,5,6,7,8	2007-2

Course Description: Students will learn to develop observation, measurement, analysis, and presentation skills using hands-on- collaborative physics and chemistry activities. These skills will enhance future performance in Science, Technology, Engineering and Mathematics (STEM) courses and careers. Students will use current technology as well as critical thinking. (2 hr. lab)