

**DEREE COLLEGE SYLLABUS FOR:  
ITC 4085 INFORMATION TECHNOLOGY INTERNSHIP**

(Spring 2017)

**US CREDITS: 0/0/3**

**PREREQUISITES:**

Normally the student will have completed 70 credits before embarking on this module. Formal approval by the Department Head / Program Coordinator / Internship Administrator (as appropriate) is required.

**CATALOG  
DESCRIPTION:**

Experiential learning for information Technology majors. Students gain on-the-job experience and training as they learn to apply knowledge gained in the classroom to real life professional situations.

**RATIONALE:**

The internship in IT is an opportunity given to students to be placed in a work context. The internship is designed to cover a wide spectrum of curricular approaches and thus connect theory, taught in the College classroom, with the practice in the Greek, as well as the international, IT industry. Furthermore, the internship is designed to encourage reflective learning, as students evaluate theories and concepts learned in class through the lens of their professional experience in the field. The internship is in essence the students' first step to a professional career in IT.

**LEARNING OUTCOMES:**

- As a result of completing the Internship, the student should be able to:
1. Apply vocationally relevant concepts associated with the development of IT projects in a professional setting.
  2. Formulate a personal development plan based on a critical self-assessment of personal and professional skills and competences, such as timeliness, ability to complete assignments with a minimum of supervision, team spirit, service attitude and initiative demonstrated during an internship-placement in Information technology.
  3. Relate theories and concepts in information technology with the professional practice in the Information and Communication Technology (ICT) industry through a critical reflection on the work-based learning internship experience.

**METHOD OF TEACHING AND LEARNING:**

In congruence with the teaching and learning strategy of the college, the following tools are used:

- Class lectures, interactive learning (class discussions, group work) and practical problems solved in class.
- Work based learning internship in the ICT industry: Minimum 180 working hours.
- The internship in IT is consistent with the work-based learning (internship) policies and procedures, as described in the DEREЕ Work-Based Learning (Internship) Policies and Procedures.
- Use of Blackboard site, where the Department Head / Program Coordinator / Internship Administrator (as appropriate) posts notes, instructions, timely announcements as well as additional resources in relation to the Internship course.
- Office hours: Students are encouraged to contact the Department Head / Program Coordinator / Internship Administrator (as appropriate), where they can ask questions and discuss Internship issues.
- Work based learning internship in the ICT industry: minimum 180 and maximum 200 working hours (within 3-4 months).

**ASSESSMENT:**

'Critical Incident and Intervention' Report - <b>formative</b>	0%	Individual, bi-weekly, 500 to 600 words per report
Reflective paper – 1 <sup>st</sup> <b>summative</b>	60%	Individual, 2600 to 3000 words
Personal Development Planning (PDP) Report – 2 <sup>nd</sup> <b>summative</b>	40%	Individual, 1000 to 1200 words

- 'Critical Incident and Intervention' Report (individual): Bi-weekly report with identification of 'critical incidents' and recommendations for management intervention in relation to these incidents (500 to 600 words per report) accompanied by daily journal (daily activity log) of the activities the student intern undertakes during the internship.
- Internship Provider evaluation of the student-intern performance of tasks and overall professional demeanor. This occurs by using the Work-Based Learning Evaluation Forms included in the Internship Policies & Procedures Document.
- Personal Development Planning Report: The student uses the work-based learning internship experience and the Internship Provider evaluation as the basis for reflective learning in terms of his/her personal development. The student should provide a brief report incorporating a personal self-assessment of skills, competences and areas for improvement and an action plan for the further development of professional skills and competences. Grading of the PDP report takes the Internship Provider evaluation into account in terms of the level of consistency between the Internship Provider evaluation and the student's own reflection upon his/her evaluation.
- Reflective Paper (individual): After the completion of the internship, the student must write a reflective paper, integrating his/her experiential learning from the internship-placement with the theories taught in class in relation to the logistics and supply chain industry. The paper should include recommendations to management based on the student-intern's evaluation of professional practice.

The Reflective Paper tests Learning Outcomes 1 and 2.

<p><b>INDICATIVE READING:</b></p>	<p><b>REQUIRED READING:</b></p> <p>No textbook required.</p> <p><b>RECOMMENDED READING:</b></p> <p>McDowell L. Gayle (2013), "Cracking the Coding Interview: 150 Programming Questions and Solutions 5th Revised &amp; enlarged Edition, ISBN-13: 978-0984782802</p> <p>Saleem A. (2012), "Getting your Ideal Internship: Information Technology", WetFeet Publisher.</p> <p>Mongan J., Suojanen N., (2007) "Programming Interviews Exposed: Secrets to Landing Your Next Job", 2nd Edition, ISBN-13: 978-0470121672</p> <p>Bitner, M. J., Brown, S. W., and Meuter, M. L. (2000), "Technology Infusion in Service Encounters", Journal of the Academy of Marketing Science, 28(1), 138-149.</p>
<p><b>INDICATIVE MATERIAL:</b> (e.g. audiovisual, digital material, etc.)</p>	<p><b>REQUIRED MATERIAL:</b></p> <p><b>RECOMMENDED MATERIAL:</b></p>
<p><b>COMMUNICATION REQUIREMENTS:</b></p>	<p>Use of appropriate English, both oral and written.</p>
<p><b>SOFTWARE REQUIREMENTS:</b></p>	<p>Blackboard CMS, MS Office Suite</p>
<p><b>WWW RESOURCES:</b></p>	<p><a href="https://www.ratemyplacement.co.uk/it">https://www.ratemyplacement.co.uk/it</a></p> <p><a href="https://www.prospects.ac.uk/careers-advice/what-can-i-do-with-my-degree/computer-science">https://www.prospects.ac.uk/careers-advice/what-can-i-do-with-my-degree/computer-science</a></p> <p><a href="https://www.wetfeet.com/guides">https://www.wetfeet.com/guides</a></p> <p><a href="https://www.looksharp.com/guides/top-40-internship-interview-questions">https://www.looksharp.com/guides/top-40-internship-interview-questions</a></p> <p><a href="https://www.wetfeet.com/articles/career-overview-information-technology">https://www.wetfeet.com/articles/career-overview-information-technology</a></p>

**INDICATIVE CONTENT:**

- Assist in the analysis of business and data requirements for the creation / modification of information systems applications.
- Assist in the design, coding and configuration of software applications.
- Perform unit, application, and integrated testing to ensure quality implementation.
- Support/Maintain existing software applications.
- Assist in the development, research and maintenance of content for the intranet and company website.
- Assist by creating social media moderation on all major social platforms (Twitter, Facebook, LinkedIn, SlideShare, YouTube and Google +).
- Develop social media briefing materials.
- Plan, shoot, and edit new and existing video content.
- Create and design graphics, special effects, and other visual images using pictures, video, etc. for use in a broad variety of marketing initiatives
- Write commentary and voice over scripts for videos as well as select music.
- Utilize Adobe Suite products such as Photoshop, Premiere Pro, Animate and After Effects.
- Assist staff with the installation and configuration of desktop computers, peripheral equipment, and software.
- Support for desktop computers interconnectivity with diverse systems including file servers, email servers, computer conferencing systems, application servers, and administrative systems.
- Work with the Help Desk and Network Operations staff as appropriate to determine and resolve problems received from users.
- Monitor alerts and events and provide day-to-day security reports on monitored activities.
- Manage and resolve security and network operations tickets in a timely fashion.
- Participate in the improvement and/or development of security monitoring and networking processes and procedures documentation.