



ADULT EDUCATION PROGRAM PLAN

Knox Technical Center IT – Computer Systems & Networking

Knox Technical Center
Adult Education at KCCC
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School Office Hours: Mon-Thurs 7:30am – 7:00pm
Fri 7:30am – 4:00pm

I. GENERAL INFORMATION

- A. Mission Statement: Our mission is to provide cutting-edge programs that prepare adults with career and lifelong learning skills.
- B. Adult Education Director: Jane Marlow
740.393.2933, ext. 1106
jmarlow@knoxcc.org
- Instructor: Mr. Elliott Harris
740.393.2933
eharris@knoxcc.org
- Instructor:
- C. Disability Accommodations. Any learner needing special accommodation on the basis of any disability must advise the instructor at the beginning of class. All necessary accommodations will be made upon presentation of relevant certification, presented in a timely manner. Learners are also responsible for making contact with the Program Coordinator prior to the start of class. For detailed KCCC Bylaws & Policies pertaining to Reasonable Accommodation, see Section 2260.01-Section 504 – ADA Prohibition Against Discrimination Based on Disability located on the website at www.knoxcc.org.
- D. Equal Opportunity. It is the policy of the Knox County Career Center School District that employment, educational programs, and activities are provided without regard to race, color, national origin, sex or disability. Any learner with a disability should contact the program coordinator. The Board designates the Director as the Title VI, Title IX and Section 504 Coordinator.
- E. Title IV Eligibility. This program has been approved for Title IV funding. Adult learners requesting information about financial assistance should contact Financial Aid Coordinator Sheryl Mickley.

II. RATIONALE FOR PROGRAM



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- Employment of computer support specialists is projected to grow 12 percent from 2014 to 2024, faster than the average for all occupations. More support services will be needed as organizations upgrade their computer equipment and software (www.bls.gov/ooh).
- As of January 30, 2020, 318 jobs relating to Information Technology within 50 miles of Knox Technical Center/KCCC were posted on the Ohio Means Jobs website (www.ohiomeansjobs.com).
- Computer Systems & Networking examination passage rates and positive placement rates by cohort will be available after June of 2019.
- As of June 2019, 60% are working in the field of Information Technology.

III. PROGRAM DESCRIPTION

The IT - Computer Systems & Networking Program is a 620-hour IT program designed to prepare PC support technicians with the skills, knowledge and attitudes necessary to pass the A + Core 1 and A + Core 2 certification examinations, the Network + certification examination, Security + certification examination, as well as the Linux + certification examination, all offered by CompTIA (www.comptia.org).

The program content matches requirements as established by Computing Technology Industry Association.

IV. PROGRAM GOALS/OBJECTIVES

- Provide fundamental entry-level skills and knowledge required to pass the CompTIA A +, Network +, and Security + certifications.
- Provide instruction as well as hands-on practice of the skills necessary to acquire entry-level employment or to enhance career opportunities for those already working in the field.
- Provide a bridge for career pathways.
- Provide quality career-oriented instruction utilizing modern teaching techniques, technology, and application.
- Graduate prepared and competent entry-level Computer Systems and Networking professionals.

V. PROGRAM OUTCOMES

After the completion of the Computer Systems & Networking Program, a learner will be able to:

- Demonstrate knowledge of computer parts and tools.
- Demonstrate knowledge of operating systems.
- Demonstrate knowledge of hardware and software.
- Demonstrate competence when working inside a computer case.
- Demonstrate competence in configuring, maintaining, and installing or replacing a motherboard.
- Demonstrate knowledge in supporting processors and upgrading memory.
- Demonstrate knowledge in selecting, installing and supporting hard drives.
- Demonstrate knowledge in Windows architecture.
- Demonstrate competence in maintaining, optimizing, and troubleshooting Windows and applications.
- Demonstrate knowledge in the support of I/O and storage devices.
- Demonstrate knowledge in the principles of good customer service.
- Demonstrate knowledge in troubleshooting hardware problems.
- Demonstrate knowledge in troubleshooting Windows startup problems.
- Demonstrate competence in connecting to and setting up a network.
- Demonstrate knowledge of networking types, devices, topology and cabling.
- Demonstrate knowledge of Windows resources on a network.
- Demonstrate knowledge in security strategies.
- Demonstrate knowledge in notebooks.
- Demonstrate knowledge in mobile devices and client-side virtualization.
- Demonstrate knowledge in the support, management and troubleshooting of printers.
- Demonstrate knowledge of information security.
- Demonstrate knowledge of computer system threats and malicious software.
- Demonstrate knowledge of malware prevention and troubleshooting techniques.
- Demonstrate knowledge of OS hardening and virtualization.
- Demonstrate knowledge of general browser security procedures.
- Demonstrate knowledge of network design elements.
- Demonstrate knowledge of networking protocols and threats.
- Demonstrate knowledge of firewalls and network security.
- Demonstrate knowledge of network device, cable media, wireless access point, wireless transmission, and Bluetooth vulnerabilities.
- Demonstrate knowledge of general building and server room security.
- Demonstrate knowledge of access control methods and models.
- Demonstrate knowledge of risk and vulnerability.
- Demonstrate knowledge of how to conduct a risk assessment.
- Demonstrate knowledge of tools used to monitor systems and networks.
- Demonstrate knowledge of how to conduct an audit.
- Demonstrate knowledge of encryption and hashing concepts.

- Demonstrate knowledge of public key infrastructure and encryption protocols.
- Demonstrate knowledge of redundancy and disaster recovery.

VI. CREDENTIALS

A +, Network +, Security + Certification(s) available through Computing Technology Industry Association (CompTIA). Topics will be introduced in increments of 4 terms, and the student will attempt certification at the end of each of four (4) terms.

VII. TARGET POPULATION

- Any person 18 years of age and older with high school diploma or GED
- Any person interested in a career in information technology and/or career enhancement within the industry.

VIII. PROGRAM MODEL

- A. 620 hours of instruction
- Classes take place Mondays through Thursdays, 5:00pm – 9:30pm
 - Theory and lab are blended, with approximately 25% theory in each topic area

IX. ASSESSMENT STRATEGIES

- A. Preassessment Skills Review
- WorkKeys
 - Washington 13
 - Aspire remediation referral when applicable.
- B. Throughout Program
- WorkKeys
 - Topic quizzes
 - Topic exams
 - Competency checks
 - Homework
 - Projects
 - Group work
- C. Graduation
- Maintain a 75% or higher per term
 - Maintain 90% attendance per term and overall
 - Successfully complete all course work
 - Successfully complete all competency checks and other related work

- Participate in all classroom and group activities

X. EVALUATION PLAN TO DETERMINE PROGRAM EFFECTIVENESS

- Survey of graduates entering into the industry within six months of graduation to determine employment rate
- Survey of employers to determine employment success of graduates
- Maintain close contact with industry professionals in community to determine strengths and or weaknesses of program/graduates
- Learner evaluation of instructors halfway through program and at end of program
- Learner evaluation of course halfway through program and at end of program
- Meetings with Advisory Committee at least twice a year (spring and fall)
- Meetings with Faculty or with director or advisor on a monthly basis

XI. TRAINING PATHWAYS

- B. Before: A career pathway system is a series of connected educational and training programs and support services that prepare and enable individuals, often while they are working, to secure a job and advance over time to successively higher levels of education and employment in a specific industry/field. Pathway goals are to increase access, awareness, affordability, resources, and alignment for high school students, adult learners, and the current workforce.

The Knox Technical Center's Adult Computer Systems & Networking program is an entry-level program designed for learners with little to novice experience in the field of information technology, those who already work in the field and wish to enhance their skills, or those who simply wish to enter an information technology career pathway.

Prior to admission potential learners must have the following:

- High school diploma or GED
 - Completed application form with a \$50 deposit
 - Skills Assessment (WorkKeys and Washington 13)
 - Interview with program coordinator
- B. After: University System of Ohio CT2 plus articulation agreements with higher institutions such as Central Ohio Technical College (COTC) and North Central State College (NCSC) will be pursued.