



Hybrid technology training program for PGCC students

Prince George's Community College (PGCC) was awarded the Trade Adjustment Assistance Community College and Career Training (TAACCCT) program grant by the U.S. Department of Labor (DOL) in September 2012. Using this grant, PGCC has taken up the development of an innovative hybrid technology training program titled Information Technology Education & Career Pathways (INSTEP). The program aims to create and strengthen career pathways in the information technology (IT) sector.

The challenge

To create a comprehensive program that develops the skills needed to enter the demanding world of IT Support. Students should be able to demonstrate practical knowledge and application of their skills, exceeding that of an Entry Level Desktop and Network IT Support Technician or Tier I Help Desk Support.

Each student is treated and trained as an IT support professional from day one. The student should also be able to design, build, administer and maintain a live network during the program.

The solution

Tata Interactive Systems (TIS) proposed the LEAP (Learn-Explore-Assess-Practice) Design methodology for this training curriculum. LEAP is a faculty-led instructional methodology that seamlessly integrates multimedia enhanced, online learning and application-oriented components with classroom instruction.

CASE STUDY



TATA INTERACTIVE SYSTEMS

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The Hybrid Technology Training combines different instructional and application modalities to cater to a variety of learning preferences. These modalities include a mix of classroom lectures, discussions, self-paced online learning, and simulated and virtual lab sessions. The instruction is supported with innovative tools such as the notification system and mobile app resources.

The result

A student develops the skills needed to sit for the following exams: CompTIA A+, CompTIA NET+, CompTIA SECURITY+, and MCTS Configuring Windows 7.

Upon successful completion of this course, the student will be prepared for the following jobs: First-level or second-level IT support, Help Desk First-level or second-level IT support, Junior Administrator, Desktop and End-User Support, Entry Level Network Support Technician, Technical Support Specialist, IT support technician, IT support administrator, IT support specialist, Help Desk Analyst, Field Service Technician, Desktop Technician, Junior Network Administrator, LAN/WAN Technician, Wireless Technician, Repair Technician.