



PRESS RELEASE

Students Learn Skills While Earning Credit

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In the near future, when needing you computer support, the voice on the other end of the line may be that of a student who was trained at Tallahassee Community College. This semester, several computer technology students at TCC had the opportunity to work in the College's Academic Computing Lab in order to develop and learn the appropriate skills needed in a computer support role. The students were participants in Mona Hamilton's Computer User Support class (CIS 2401).

"While providing 1-on-1 support in the computer lab, students begin to realize what skills these interactions require from them," said Hamilton. "Equally as important, they recognized that they have the necessary skills to do the job."

The course covered the technical, interpersonal, communication, and problem-solving skills required for those who intend to serve as IT support professionals or have a desire to understand the needed skills. The course also discussed the needs of the end user and the role of end user support. Students spent a minimum of one hour per week in a computer lab setting.

"The exposure to an actual "help desk" work environment in the computer lab reinforces what they have learned with previous classes and life experiences," said Ben Heinzinger, Computer Lab Technology Specialist who worked with students during the course. "The ability to take the lab experience back to the class for further discussion and analysis brings a large measure of meaningful relevance to the class material."

At the end of their required service, each of the seven students (photo, below) were presented with a certificate of completion and received three credit hours towards their degree.

"If this type of instructional method can be enhanced and expanded to other classes it will be a win/win for the student, school, and community," Heinzinger added.



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