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| **COURSE INTRODUCTION:****A knowledge and understanding of networking concepts prepare students for the career area of network administration. As technology advances, the demand will continue to increase for employees who are able to resolve computer network problems.****Students apply problem-solving skills to business situations exploring computer maintenance activities. Students will analyze software problems, install software applications programs and customize defaults, connect components of a local area network, use basic network protocol, and troubleshoot network problems.** |

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| **UNIT DESCRIPTION:** **Students will learn the value of workplace communication and about the typical work environment for Information Technology positions.** | **SUGGESTED UNIT TIMELINE: 2 WEEKS** **CLASS PERIOD (min.): 50 MINUTES** |
| **ESSENTIAL QUESTIONS:**1. What do you do in a typical day working in Information Technology?
2. What is the value of effective communication?
 |
|  |
| **ESSENTIAL MEASURABLE LEARNING OBJECTIVES**  | **CCSS LEARNING GOALS (Anchor Standards/Clusters)** | **CROSSWALK TO STANDARDS** |
| **GLEs/CLEs** | **PS** | **CCSS** | **OTHER** | **DOK** |
| 1. Demonstrate working as a team
 |  |  |  | SL11-12.1 | MGMT-I-B.1MGMT-I-B.2MGMT-IV-D.1MGMT-IV-D.2MGMT-IV-D.3MGMT-IV-D.4MGMT-VIII-A.1MGMT-VIII-A.2MGMT-VIII-A.3MGMT-VIII-A.4MGMT-VIII-B.3COMM-I-A.1COMM-I-A.2COMM-I-A.3COMM-I-A.4COMM-I-B.1COMM-I-B.2COMM-I-B.3COMM-I-C.1COMM-I-C.2COMM-I-C.3COMM-I-C.4COMM-I-D.1COMM-I-D.2COMM-I-D.3COMM-I-D.4COMM-IV.1COMM-IV.2COMM-II-A.1COMM-II-A.2COMM-II.A.3COMM-II-A.4COMM-II-B.1CARDEV-III-C.1CARDEV-III-A.1CARDEV-III-A.2CARDEV-III-B.1CARDEV-III-D.1CARDEV-III-D.2CARDEV-III-D.3CARDEV-III-E.1CARDEV-III-E.2CARDEV-III-E.3 | **2** |
| 1. Search the web and other places to locate career-planning information and job opportunities related to networking
 |  |  |  | RI11-12.1RI11-12.2RI11-12.3RI11-12.4RI11-12.5RI11-12.6RI11-12.7RI11-12.10L11-12.1L11-12.2L11-12.3L11-12.4L11-12.4L11-12.5L11-12.6RST11-12.1RST11-12.2RST11-12.3RST11-12.4RST11-12.5RST11-12.6WHST11-12.1WHST11-12.2WHST11-12.4WHST11-12.5WHST11-12.6WHST11-12.7WHST11-12.8WHST11-12.9WHST11-12.10 | IT-I.1IT-I.2IT-I.3IT-I.4IT-III.1IT-IV.1IT-V.1IT-V.2IT-VI.1IT-VI.2IT-VII.1IT-VII.2IT-VIII.1IT-VIII.2IT-VIII.3IT-VIII.4IT-XI.1IT-XIV.1IT-XIV.2IT-XVI.1IT-XVI.2IT-XVI.3IT-XVIII.1IT-XVIII.2IT-XVIII.3IT-XVIII.4MGMT-I-B.1MGMT-I-B.2MGMT-IV-D.1MGMT-IV-D.2MGMT-IV-D.3MGMT-IV-D.4MGMT-VIII-A.1MGMT-VIII-A.2MGMT-VIII-A.3MGMT-VIII-A.4MGMT-VIII-B.3COMM-I-A.1COMM-I-A.2COMM-I-A.3COMM-I-A.4COMM-I-B.1COMM-I-B.2COMM-I-B.3COMM-I-C.1COMM-I-C.2COMM-I-C.3COMM-I-C.4COMM-I-D.1COMM-I-D.2COMM-I-D.3COMM-I-D.4COMM-IV.1COMM-IV.2COMM-II-A.1COMM-II-A.2COMM-II.A.3COMM-II-A.4COMM-II-B.1CARDEV-II-A.1CARDEV-II-A.2CARDEV-II-A.3CARDEV-II-A.4CARDEV-III-A.1CARDEV-III-A.2CARDEV-III-D.1CARDEV-III-D.2CARDEV-III-D.3CARDEV-III-E.1CARDEV-III-E.2CARDEV-III-E.3CARDEV-IV-A.1CARDEV-IV-A.2CARDEV-IV-A.3CARDEV-IV-A.4CARDEV-IV-B.1CARDEV-IV-C.1CARDEV-IV-C.2CARDEV-IV-C.3CARDEV-IV-C.4CARDEV-V-C.1CARDEV-V-C.2CARDEV-V-C.3CARDEV-V-C.4 | **1** |
| 1. Identify careers in the information technology field
 |  |  |  | RI11-12.1RI11-12.2RI11-12.3RI11-12.4RI11-12.5RI11-12.6RI11-12.7RI11-12.10SL11-12.1SL111-12.2SL11-12.3SL11-12.4SL11-12.5SL11-12.6L11-12.1L11-12.2L11-12.3L11-12.4L11-12.4L11-12.5L11-12.6RST11-12.1RST11-12.2RST11-12.3RST11-12.4RST11-12.5RST11-12.6WHST11-12.1WHST11-12.2WHST11-12.4WHST11-12.5WHST11-12.6WHST11-12.7WHST11-12.8WHST11-12.9WHST11-12.10 | IT-I.1IT-I.2IT-I.3IT-I.4IT-III.1IT-IV.1IT-V.1IT-V.2IT-VI.1IT-VI.2IT-VII.1IT-VII.2IT-VIII.1IT-VIII.2IT-VIII.3IT-VIII.4IT-XI.1IT-XIV.1IT-XIV.2IT-XVI.1IT-XVI.2IT-XVI.3IT-XVIII.1IT-XVIII.2IT-XVIII.3IT-XVIII.4MGMT-I-B.1MGMT-I-B.2MGMT-IV-D.1MGMT-IV-D.2MGMT-IV-D.3MGMT-IV-D.4MGMT-VIII-A.1MGMT-VIII-A.2MGMT-VIII-A.3MGMT-VIII-A.4MGMT-VIII-B.3CARDEV-II-A.1CARDEV-II-A.2CARDEV-II-A.3CARDEV-II-A.4CARDEV-III-A.1CARDEV-III-A.2CARDEV-III-D.1CARDEV-III-D.2CARDEV-III-D.3CARDEV-III-E.1CARDEV-III-E.2CARDEV-III-E.3CARDEV-IV-A.1CARDEV-IV-A.2CARDEV-IV-A.3CARDEV-IV-A.4CARDEV-IV-B.1CARDEV-IV-C.1CARDEV-IV-C.2CARDEV-IV-C.3CARDEV-IV-C.4CARDEV-V-C.1CARDEV-V-C.2CARDEV-V-C.3CARDEV-V-C.4 | **1** |
| 1. Create a resume
 |  |  |  | RI11-12.1RI11-12.2RI11-12.3RI11-12.4RI11-12.5RI11-12.6RI11-12.7RI11-12.10SL11-12.1SL111-12.2SL11-12.3SL11-12.4SL11-12.5SL11-12.6L11-12.1L11-12.2L11-12.3L11-12.4L11-12.4L11-12.5L11-12.6RST11-12.1RST11-12.2RST11-12.3RST11-12.4RST11-12.5RST11-12.6WHST11-12.1WHST11-12.2WHST11-12.4WHST11-12.5WHST11-12.6WHST11-12.7WHST11-12.8WHST11-12.9WHST11-12.10 | IT-I.1IT-I.2IT-I.3IT-I.4IT-III.1IT-IV.1IT-V.1IT-V.2IT-VI.1IT-VI.2IT-VII.1IT-VII.2IT-VIII.1IT-VIII.2IT-VIII.3IT-VIII.4IT-XI.1IT-XIV.1IT-XIV.2IT-XVI.1IT-XVI.2IT-XVI.3IT-XVIII.1IT-XVIII.2IT-XVIII.3IT-XVIII.4COMM-I-A.1COMM-I-A.2COMM-I-A.3COMM-I-A.4COMM-I-B.1COMM-I-B.2COMM-I-B.3COMM-I-C.1COMM-I-C.2COMM-I-C.3COMM-I-C.4COMM-I-D.1COMM-I-D.2COMM-I-D.3COMM-I-D.4COMM-IV.1COMM-IV.2COMM-II-A.1COMM-II-A.2COMM-II.A.3COMM-II-A.4COMM-II-B.1COMM-III-F.1COMM-III-F.2COMM-III-F.3COMM-III-F.4CARDEV-III-A.1CARDEV-III-A.2CARDEV-III-D.1CARDEV-III-D.2CARDEV-III-D.3CARDEV-III-E.1CARDEV-III-E.2CARDEV-III-E.3CARDEV-IV-A.1CARDEV-IV-A.2CARDEV-IV-A.3CARDEV-IV-A.4CARDEV-IV-B.1CARDEV-IV-C.1CARDEV-IV-C.2CARDEV-IV-C.3CARDEV-IV-C.4CARDEV-V-B.1CARDEV-V-B.2CARDEV-V-B.3 | **2** |
| 1. Demonstrate appropriate interviewing skills
 |  |  |  | SL11-12.1SL111-12.2SL11-12.3SL11-12.4SL11-12.6 | MGMT-I-B.1MGMT-I-B.2MGMT-IV-D.1MGMT-IV-D.2MGMT-IV-D.3MGMT-IV-D.4MGMT-VIII-B.3COMM-I-A.1COMM-I-A.2COMM-I-A.3COMM-I-A.4COMM-I-B.1COMM-I-B.2COMM-I-B.3COMM-I-C.1COMM-I-C.2COMM-I-C.3COMM-I-C.4COMM-I-D.1COMM-I-D.2COMM-I-D.3COMM-I-D.4COMM-IV.1COMM-IV.2COMM-II-A.1COMM-II-A.2COMM-II.A.3COMM-II-A.4COMM-II-B.1CARDEV-III-A.1CARDEV-III-A.2CARDEV-III-D.1CARDEV-III-D.2CARDEV-III-D.3CARDEV-III-E.1CARDEV-III-E.2CARDEV-III-E.3 | **2** |
| 1. Demonstrate communication skills
 |  |  |  | RI11-12.1RI11-12.2RI11-12.3RI11-12.4RI11-12.5RI11-12.6RI11-12.7RI11-12.10SL11-12.1SL111-12.2SL11-12.3SL11-12.4SL11-12.5SL11-12.6L11-12.1L11-12.2L11-12.3L11-12.4L11-12.4L11-12.5L11-12.6RST11-12.1RST11-12.2RST11-12.3RST11-12.4RST11-12.5RST11-12.6WHST11-12.1WHST11-12.2WHST11-12.4WHST11-12.5WHST11-12.6WHST11-12.7WHST11-12.8WHST11-12.9WHST11-12.10 | MGMT-I-B.1MGMT-I-B.2MGMT-IV-D.1MGMT-IV-D.2MGMT-IV-D.3MGMT-IV-D.4MGMT-VIII-B.3COMM-I-A.1COMM-I-A.2COMM-I-A.3COMM-I-A.4COMM-I-B.1COMM-I-B.2COMM-I-B.3COMM-I-C.1COMM-I-C.2COMM-I-C.3COMM-I-C.4COMM-I-D.1COMM-I-D.2COMM-I-D.3COMM-I-D.4COMM-IV.1COMM-IV.2COMM-II-A.1COMM-II-A.2COMM-II.A.3COMM-II-A.4COMM-II-B.1CARDEV-III-A.1CARDEV-III-A.2CARDEV-III-D.1CARDEV-III-D.2CARDEV-III-D.3CARDEV-III-E.1CARDEV-III-E.2CARDEV-III-E.3 | **2** |
| 1. Demonstrate logical thinking
 |  |  |  | RI11-12.1RI11-12.2RI11-12.3RI11-12.4RI11-12.5RI11-12.6RI11-12.7RI11-12.10SL11-12.1SL111-12.2SL11-12.3SL11-12.4SL11-12.5SL11-12.6L11-12.1L11-12.2L11-12.3L11-12.4L11-12.4L11-12.5L11-12.6RST11-12.1RST11-12.2RST11-12.3RST11-12.4RST11-12.5RST11-12.6WHST11-12.1WHST11-12.2WHST11-12.4WHST11-12.5WHST11-12.6WHST11-12.7WHST11-12.8WHST11-12.9WHST11-12.10N-Q.1N-Q.2N-Q.3 | IT-I.1IT-I.2IT-I.3IT-I.4IT-III.1IT-IV.1IT-V.1IT-V.2IT-VI.1IT-VI.2IT-VII.1IT-VII.2IT-VIII.1IT-VIII.2IT-VIII.3IT-VIII.4IT-XI.1IT-XIV.1IT-XIV.2IT-XVI.1IT-XVI.2IT-XVI.3IT-XVIII.1IT-XVIII.2IT-XVIII.3IT-XVIII.4MGMT-I-B.1MGMT-I-B.2MGMT-IV-D.1MGMT-IV-D.2MGMT-IV-D.3MGMT-IV-D.4MGMT-VIII-A.1MGMT-VIII-A.2MGMT-VIII-A.3MGMT-VIII-A.4MGMT-VIII-B.3COMM-I-A.1COMM-I-A.2COMM-I-A.3COMM-I-A.4COMM-I-B.1COMM-I-B.2COMM-I-B.3COMM-I-C.1COMM-I-C.2COMM-I-C.3COMM-I-C.4COMM-I-D.1COMM-I-D.2COMM-I-D.3COMM-I-D.4COMM-IV.1COMM-IV.2COMM-II-A.1COMM-II-A.2COMM-II.A.3COMM-II-A.4COMM-II-B.1CARDEV-III-A.1CARDEV-III-A.2CARDEV-III-D.1CARDEV-III-D.2CARDEV-III-D.3CARDEV-III-E.1CARDEV-III-E.2CARDEV-III-E.3 | **3** |
| 1. Demonstrate interpersonal skills
 |  |  |  | SL11-12.1SL111-12.2SL11-12.3SL11-12.4SL11-12.5SL11-12.6L11-12.1L11-12.2L11-12.3L11-12.4L11-12.4L11-12.5L11-12.6 | MGMT-I-B.1MGMT-I-B.2MGMT-IV-D.1MGMT-IV-D.2MGMT-IV-D.3MGMT-IV-D.4MGMT-VIII-A.1MGMT-VIII-A.2MGMT-VIII-A.3MGMT-VIII-A.4MGMT-VIII-B.3CARDEV-III-A.1CARDEV-III-A.2CARDEV-III-D.1CARDEV-III-D.2CARDEV-III-D.3CARDEV-III-E.1CARDEV-III-E.2CARDEV-III-E.3ENT-V-C.1ENT-V-C.2 | **2** |
| 1. Exhibit leadership skills through a student organization (e.g. FBLA, PBL, ACM, SkillsUSA)
 |  |  |  | SL11-12.1SL111-12.2SL11-12.3SL11-12.4SL11-12.5SL11-12.6L11-12.1L11-12.2L11-12.3L11-12.4L11-12.4L11-12.5L11-12.6RST11-12.1RST11-12.2RST11-12.3RST11-12.4RST11-12.5RST11-12.6WHST11-12.1WHST11-12.2WHST11-12.4WHST11-12.5WHST11-12.6WHST11-12.7WHST11-12.8WHST11-12.9WHST11-12.10 | MGMT-I-B.1MGMT-I-B.2MGMT-IV-D.1MGMT-IV-D.2MGMT-IV-D.3MGMT-IV-D.4MGMT-VIII-A.1MGMT-VIII-A.2MGMT-VIII-A.3MGMT-VIII-A.4MGMT-VIII-B.3COMM-I-A.1COMM-I-A.2COMM-I-A.3COMM-I-A.4COMM-I-B.1COMM-I-B.2COMM-I-B.3COMM-I-C.1COMM-I-C.2COMM-I-C.3COMM-I-C.4COMM-I-D.1COMM-I-D.2COMM-I-D.3COMM-I-D.4COMM-IV.1COMM-IV.2COMM-II-A.1COMM-II-A.2COMM-II.A.3COMM-II-A.4COMM-II-B.1CARDEV-I-A.1CARDEV-I-A.2CARDEV-I-A.3CARDEV-I-A.4CARDEV-I-B.1CARDEV-I-B.2CARDEV-III-A.1CARDEV-III-A.2CARDEV-III-D.1CARDEV-III-D.2CARDEV-III-D.3CARDEV-III-E.1CARDEV-III-E.2CARDEV-III-E.3ENT-V-C.1ENT-V-C.2 | **2** |
| **ASSESSMENT DESCRIPTIONS\*: (Write a brief overview here. Identify Formative/Summative. Actual assessments will be accessed by a link to PDF file or Word doc. )** **Informal assessments may be utilized such as observation with checklist and quizzes embedded in the vendor curriculum.****Since most assessment items in network administration curricula are vendor specific and copyrighted, actual examples cannot be provided. Some suggested vendors are Cisco, Microsoft, and Comp-TIA.** **Rubric for Interview Skills – Formative Assessment****\*Attach Unit Summative Assessment, including Scoring Guides/Scoring Keys/Alignment Codes and DOK Levels for all items. Label each assessment according to the unit descriptions above ( i.e., Grade Level/Course Title/Course Code, Unit #.)** |
| **Obj. #** | **INSTRUCTIONAL STRATEGIES (research-based): (Teacher Methods)**  |
| 1-8 | 1. Teacher leads discussion on communication, technical, and interviewing skills. Have students practice interview skills.
 |
| 1-9 | 1. Teacher gives students assignments to research network administration jobs and complete the FBLA job application.
 |
| **Obj. #** | **INSTRUCTIONAL ACTIVITIES: (What Students Do)** |
| 1-8 | 1. Students discuss appropriate communication, technical, and interviewing skills for technology jobs. Students practice interviewing with each other.
 |
| 1-9 | 1. Students research network administration jobs and complete the FBLA job application.
 |
| **UNIT RESOURCES: (include internet addresses for linking)**[**www.mcce.org**](http://www.mcce.org) **– Resources @ MCCE:****BE 13.1397 W373 - 25+1 Communication Strategies for Business Education**Mary Witherow, Joyce Caton, Joanne Lozar GlennRESTON, VA, NATIONAL BUSINESS EDUCATION ASSOCIATION, 2003.BOOK — This book is intended for teachers who are committed to developing and strengthening workplace competencies in their students. It is divided into three sections: human relations, taking charge of your career, and meetings and presentations. The real-world approach allows students to gain practice in confronting problems in the workplace, observing their own and their peers? reactions, considering alternative views, discussing potential responses, and evaluating the appropriateness of proposed solutions.BE DVD ROM 44 - The Global Marketplace: How Will You Compete?Film Ideas, Inc.WHEELING, IL, FILMS IDEAS, INC., 2006.DVD ROM — In this program, young workers learn the importance of the global marketplace. As workers, they will be required to compete for employment with people of different nationalities from all over the world. What skills will best help them stay competitive? What can they bring to the market to make themselves more desirable to this global working world? These questions and more will be addressed in this thought-provoking program. Grades 11 and 12, College, Adult. 21 minutes. BE KIT 11 - Effective TeamworkMichael D MaginnCHICAGO, IL, JACK WILSON & ASSOCIATION INC, 2004.KIT — In businesses today the teamwork concept, rather than the old pyramid-shaped organization chart process, is what makes them successful. Ideas and decisions are generated within teams and not from the top down as in the past. With this how-to-video training program you'll learn: 1)What teams are all about and why they are important to you and your organization; 2)How to write a team constitution; 3)How to develop ideas and make decisions that the team can stand behind; 4) How to run a typical team meeting and how to deal with conflict and team problems.BE VIDEO 196 - Leadership, Team Building, and Decision MakingEducational Video NetworkHUNTSVILLE, TX, EDUCATIONAL VIDEO NETWORK, 2004.VIDEO — Every day, people are faced with pressures to be reliable teammates, to become extraordinary leaders, or to make important decisions. As members or leaders of a group, we are confronted with decisions constantly; some may be ordinary, and some may test our morals and our beliefs. The ability to make sound, and sometimes quick, decisions can mean the difference between success and failure. In extreme cases, even life-altering errors may be avoided if you learn what it truly means to be a positive team member, a dynamic leader, and an excellent decision maker. 26 minutes. BE 12.0000 B45 - 202 Great ResumesJay A. Block and Michael BetrusNEW YORK, NY, MCGRAW-HILL, 2004.BOOK — This comprehensive resume guide offers tips, strategies, and real-world examples needed for resume writing. Contains traditional formats and new cutting-edge styles. This guide includes: Ways to research a company to uncover their needs; How to get in the door, to network, and get exposed to the hiring managers; Methods to articulate your value to hiring managers; and street-smart tips to help job-search, negotiate salary, interview, and much more. BE 12.0000 D24 - 24 Hours to the Perfect InterviewMatthew J. Deluca and Nanette F. DelucaNEW YORK, NY, MCGRAW-HILL, 2004.BOOK — The authors provide a system that takes the reader step-by-step through pre-interview preparation. . Included are: End-of-chapter checklists and insider's tips; Putting together a professional look; Gathering important documents; Researching the company; Preparing responses to difficult questions; and Brainstorming stories that illustrate experience. BE CD ROM 18 - The Resume Resource: Creating the Perfect ResumeJaguar EducationalCHARLESTON, WV, JAGUAR EDUCATIONAL, 2004.CD ROM — A comprehensive reference that includes tutorials, expert advice, and practice tests, as well as sample resumes and cover letters. Topics range from the general (History and Purpose of Resumes, Main Types of Resumes) to the specific (7 Musts of Cover Letters, Presenting Your Portfolio. Requires Windows 95 or higher. BE DVD ROM 20.1 - Dude, I Need to Find a JobTMW Media GroupVENICE, CA, TMW MEDIA GROUP, 2004.DVD ROM — This program takes job hunters through the entire job hunting process including how to seek out jobs that match their personalities, script out phone calls, build resumes and answer interview questions like a pro. This informative, engaging and humorous live action program (supplemented with on-screen graphics) demonstrates the critical steps necessary to find a job. Includes Job Hunter's Guide. 16 minutes.BE DVD ROM 22 - Interview to Win Your First JobJIST WorksINDIANAPOLIS, IN, JIST WORKS, 2005.DVD ROM — This program shows a variety of mock interviews that allow students and first-time job seekers to master the primary aspects of interviewing. High School and Post Secondary. 32 minutes. BE DVD ROM 24 - Who Would You Hire?C.W. PublicationsSTERLING, IL, C.W. PUBLICATIONS, 2003.DVD ROM — The "dos" and "don'ts" of interviewing are demonstrated through six less-than-perfect interviewees. Viewers evaluate and decide who Ms. Baker should hire as a sales representative at her travel agency. This program is full of great examples for those just beginning or making a re-entry into the world of work. 25 minutes. BE DVD ROM 27 - Your Resume: First They Must See You in Writing!LINX EducationalJACKSONVILLE BEACH, FL, LINX EDUCATIONAL, 2003.DVD ROM — This video helps viewers choose the right action words and phrases to design effective resumes. It includes outlines for the following formats: chronological, functional, and combination, and when each is appropriate. It also has special signs for sending electronic resumes that will get read, not deleted! A segment on cover letters gives specifics on ways to tailor the letter using the right words and phrases so that the employer moves on to your resume. Grades 8 thru adult. 22 minutes BE VIDEO 149 - Common Mistakes People Make in InterviewsCambridge EducationalLAWRENCEVILLE, NJ, CAMBRIDGE EDUCATIONAL, 2003.VIDEO — An informative and effective program that helps job seekers anticipate what employers are looking for. Using a wrong way/right way format, the video illustrates the things to do and not to do in an interview. A teacher's guide. 25 minutesBE VIDEO 59 - Portfolio Resume Series: Defining & Developing Your PortfolioCambridge EducationalLAWRENCEVILLE, NJ, CAMBRIDGE EDUCATIONAL, 2002.VIDEO — Learn how to develop and design your portfolio. |