WELCOME

Congratulations and welcome to another soft skills class that is designed to equip you for success during and after Hybrid Technology training. It is our goal that this Job Interviewing course will leave you with a lasting impact, responsible for proper and immediate understanding and ability to effectively communicate in person. Your ability to identify your career goals and target your pursuits towards that goal are imperative in person and on paper. Although this class has been condensed to meet the needs of the entire training program, it still has the foundation for you to build upon and use immediately upon completion of training. You may already identify with one or more of the areas covered in this course, it remains our goal to provide instruction that will enhance your understanding and cause significant growth in those areas that may be new to you.

As stated above, this course is rich with information that will be covered over a short period of time. So come prepared to participate. This class has no required reading, but the optional reading text is written in clear, everyday language and contains valuable information to support the instruction.

We will start off the class with a student interaction exercise in order to establish a baseline of confidence. Then you can expect everything else related to your personal presentation to grow from there. This course will also teach the art of communicating and connecting, in order to leave a lasting positive impact on the interviewer. The culmination of three of your four Soft Skills courses (Business Etiquette, Resume Writing, Interviewing) will be put to immediate use at the PGCC TAA INsTEPs Hiring Fair.

This course has a leadership focus in order to stress the importance of influencing self to remain confident, proactive and equipped to influence others to take notice of the valuable asset that you will be to their organization.

Prince Georges Community College Mission Statement

> Prince George's Community College transforms students' lives. The college exists to educate, train, and serve our diverse populations through accessible, affordable, and rigorous learning experiences.

Information Technology Entry Program Mission Statement

Information Technology Entry Program Objective

The Information Technology Entry Program (ITEP) is a comprehensive multi-phase program of Prince George's Community College that develops the skills needed to enter the demanding world of IT Support. Upon successful completion of the program, the student will 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.

Through our comprehensive approach, the material is combined into an interconnected program, allowing the instructor and student adequate time on a specific subject such as: TCP/IP, DNS, DHCP, Wireless, IPv6 or troubleshooting.

Each student is treated and trained as an information technology support professional from day one. The student will design, build, administer and maintain a live network during the program. We can do this through the delivery method of the combined and interconnected nature of this dynamic multi-phase program.

Upon completion of the Information Technology Entry Program, and with adequate preparation in addition to the contact hours, the student should have developed the skills needed to sit for the following exams: CompTIA A+, CompTIA NET+, CompTIA SECURITY+, and Microsoft Certified Technology Specialist MCTS Configuring Windows 7.

Interviewing Objective

In support of the technical training that students will receive from ITEP, this foundational course is the student's introduction to financial management. The primary purpose of this course is to establish a firm foundation for you to build upon. It promotes financial awareness, accountability of resources and self-control. In this course, students will gain a better understanding for the importance of planning for, managing, saving and investing financial resources.

Upon completion of this course students will understands the importance of being a good steward over financial resources. Students will be able to effectively project and manage wealth, know the difference between debt and credit, and understand the different types of savings accounts and be able to employ appropriate financial management tools.

HOW TO USE THIS STUDENT GUIDE

The student guide provides students with direction and course instruction that navigates the student throughout this block of instruction.   It contains information that will guide the student through the intent of the course so that there are no surprises.

The Student Guide is intended for use in conjunction with the Course Syllabus and Student Workbook. All electronic copies of all the documents are posted in the "Syllabus & Schedule" area of the Blackboard course site for this course.

Throughout this course, you should have easy access to the Student Guide, Course Syllabus and Student Workbook.

The Table of Contents below provides links to all of the pertinent information found in this document.

Let's get started!

TABLE OF CONTENTS

SECTION 1: COURSE INFORMATION

Course Description
In this course, students will understand the importance of an effective resume. They will be able to effectively represent their skills and accomplishments via written media.

Optional Reading:
- Maxwell, J. Everyone Communicates, Few Connects. Thomas Nelson, 2010, ISBN 978-0-7852142-5-0

Other Required Course Materials
N/A

Required Technology Accounts
To be successful in this course, students must have access to the following technology accounts:
   o Owl Mail Email Account
   o Blackboard Account

Details on how to setup and access the technology accounts for this course can be found in the Course Technology Setup section of this document.

Prerequisites
N/A

Course Meeting Schedule
This course will meet on the PGCC Largo campus. The class meeting times and room location for this course can be found on the Course Syllabus document found in the Syllabus & Schedule area of the Blackboard course site.

Course Length
This course meets for a half day as a part of the ITEP multi-phase program.

The course consists of:
   Lecture: 30%
   Power Point: 20%
   Workshop: 30%

Interview Simulation 20%

Course Contact Hours
The total number of contact hours for this course is: 3.5 hours

Course Structure
This course is designed to provide a hybrid experience, including a blend of face-to-face and online activities.

> **Face-to-face sessions** will be held on the Largo campus in the Continuing Education building, room 126 on **Friday, June 5, 2015**. Face-to-face activities will consist of lecture, group discussion, question and answer periods, a power point presentation and demonstration of learning through workshop activities and a computer interview simulation.

Technology Requirements
Computer/internet access and mastery of basic computer skills are considered to be the student's responsibility. To be successful in this course, students must have access to:
- a Pentium-class or Mac computer with at least 256 MB RAM
- Broadband (DSL, Cable, FIOS) is highly recommended
- An Internet Service Provider (ISP)
- Your PGCC Owl Mail student email address
- Firefox version 22 (or higher), Chrome version 30 (or higher), or Internet Explorer 8 (or higher)
- Microsoft Word (word processing software)
- Video player and speakers for multimedia content

SECTION 2: COURSE OBJECTIVES

Upon completion of this module, students will understand the interview process. They will be able to identify with professional communication, representation and presentation. Students will be able to conduct a professional job search and identify potential employers. Specifically students will be able to:

1. Describe the interview process
2. Describe how to research a potential company prior to the interview
3. Apply business etiquette that reflects appearance, confidence, positive attitude

4. Conduct an interview
5. Communicate and connect during the interview
6. Prepare for difficult questions
7. Ask questions during an interview
8. Follow-up after an interview
9. Automated Interview Simulation

SECTION 3: COURSE SCHEDULE

The detailed Course Schedule can be found in the Syllabus & Schedule area of Blackboard.

Instructions to access Course Schedule in Blackboard:
1. Go to Blackboard course site for this course (http://pgcconline.blackboard.com)
2. Click on "Syllabus & Schedule" navigation button
3. Click on Course Schedule document link

SECTION 4: COURSE MODULES

Module #	Module Name	Course Objective(s) Covered	# Hours
1	Describe the interview process	1	10 Min
2	Research a potential company prior to the interview	1,2	30 Min
3	Apply business etiquette that reflects appearance, confidence, positive attitude	3	60 Min
4	Conduct an interview	4, 5, 6	90 Min
5	Communicate and connect during the interview	5, 7	60 Min
6	Prepare for difficult questions	5, 7	60 Min

7	Ask questions during an interview	5,6	60 Min
8	Follow-up after an interview	4, 5, 6, 7	20 Min
9	Interview Simulation	9	90 Min

SECTION 5: ASSIGNMENT DESCRIPTIONS AND RUBRICS

Course Assignment Descriptions
During the course you will experience in class assignments that consist of group participation and individual presentation of understanding.

Assignment Submission Instructions

Assignments for this course will be submitted as required during the course.

Assignments must be submitted by the stated deadline or special permission must be requested from instructor before the due date. Extensions will not be given beyond the next assignment except under extreme circumstances.

ASSIGNMENT 1 (Written)
Due: N/A
Length: 2 Hours
Format:
- Fill in the blanks within in your workbooks, while exercising good listening skills
- This assignment will emphasize the importance of using the STAR (Situation, Task, Action, Response) approach to providing clear, concise and measurable interview responses.

ASSIGNMENT 2 (Group Participation)
Due: N/A
Length: 3 Hour
Format:
- Exercising good listening skills as you demonstrate, in the classroom, the information received through instruction
- This assignment will teach and demonstrate the appropriate response to different types of interview questions

- Demonstrate your ability to exercise increasing confidence while effectively presenting yourselves to other classmates with clear and concise statements that engage the interviewer.

ASSIGNMENT 3 (Interview Simulation)
Due: N/A
Length: 2 Hours
Format:

- Sign into Blackboard and engage in an interview

- This assignments provides hands-on experience for answering interview type questions having the following experiences: 1) having an aggressive interviewer; 2) Answering non-technical type questions; 3) Answering personal type questions and 4) Answering generalized questions using

- Demonstrates real life encounters given specific job-related interview scenarios

ASSIGNMENT 4 (Embedded Assessment)
Due: at the end of training
Length: 30 Minutes
Format:

- To summarize class assignments, you will be given an online Embedded Assessment.

- The assessment is found on Blackboard.

SECTION 6: COURSE POLICIES

Grading Policy

The detailed Grading Policy can be found on the Course Syllabus in Blackboard.

Instructions to access Course Syllabus in Blackboard:
1. Go to Blackboard course site for this course (http://pgcconline.blackboard.com)
2. Click on "Syllabus & Schedule" navigation button
3. Click on Course Syllabus document link

Attendance Policy
Attendance and punctuality are the basic requirements for an effective discussion and hands-on real life based course. The student must be present for the entire length of instruction, in order to receive course completion credit.

Late Work Policy
N/A

Participation Policy
Class participation is key to learning in this course and is a requirement for each student through individual demonstration and/or group discussion and presentation. Each person's frequency and quality of contribution to the class discussion will be assessed and reflected in the class participation score, which is 40% of the overall grade.

Extra Credit Policy
N/A

Plagiarism Policy
At Prince George's Community College, cheating is the act of obtaining or attempting to obtain credit for academic work through the use of any dishonest, deceptive, or fraudulent means.

Plagiarism is a form of cheating. At Prince George's Community College, plagiarism is the use of distinctive ideas or works belonging to another person without providing adequate acknowledgement of that person's contribution.
Source: PGCC Student Handbook

SECTION 7: COURSE TECHNOLOGY SETUP

Below are instructions to setup and access the technology tools used in this course.

Owl Mail (http://mail.students.pgcc.edu)

Owl Mail is the college's student email system. Your instructor will use Owl Mail and may be reached at the email address located in your course syllabus. To be successful in this course, you should check your Owl Mail account regularly.

To activate your Owl Mail account, follow the directions at http://live.pgcc.edu/.

If you already have an active Owl Mail account, you may access your Owl Mail account at http://mail.students.pgcc.edu.

HYBRID TECHNOLOGY TRAINING
PRINCE GEORGE'S COMMUNITY COLLEGE

Blackboard (http://pgcconline.blackboard.com)

Blackboard is a web based program that serves as the college's online classroom. In this course, you will use Blackboard to access the eModules. You will also use blackboard to respond to online Discussion Board topics and questions and complete your end of course assessment.

Once you have your Owl Link account information, type it in the Blackboard login box at the http://pgcconline.blackboard.com. **Note**. You will not be able to immediately login to Blackboard as it takes one business day for your Owl Link account to synchronize with your Blackboard account. If your login is successful, you will see the Blackboard "Welcome" screen.

SECTION 8: TECHNOLOGY QUICKLINKS

Below are URL links to the technology tools used in this course:

Owl Mail   **http://mail.students.pgcc.edu**
Blackboard   **http://pgcconline.blackboard.com**
TestOut   **http://www.testout.com**

SECTION 9: STUDENT SUPPORT

ITEP Program Support

Technical Support
For technical support in this course, contact PGCC ITEP Course Coordinator.

Disability Support Services
Students requesting academic accommodations are required to contact the College's Disability Support Services Office (B-124) or call (301) 546-0838 (voice) or (301) 546-0122 (TTY) to establish eligibility for services and accommodations. Students with documented disabilities should discuss the matter privately with their instructors at the beginning of the semester and provide a copy of the completed Student/Faculty Accommodation Form.