



# CLASSROOM STRATEGIES FOR TEACHING EMPLOYABILITY SKILLS

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Cleveland Community College offers a multi-class approach to employability skills.

- First-year students learn the value of employability skills and practice them in classroom exercises
- Second-year students put those skills into real-world practice by helping run a campus PC repair clinic.

Why?

- The recommendations of Cleveland Community College's Business and Industry Leadership Team (BILT), insists that soft skills are a must both for new hires and for incumbent workers seeking retraining.

# YEAR ONE – SEMESTER ONE

- Foundational Courses

- CTI 110: Web, Programming and Database Foundations
- CTI 120: Network and Security Foundations
- CTS 120: Hardware / Software Support
- NOS 110: Operating Systems Concept

# YEAR ONE – SEMESTER ONE

- Employability Skill:
  - Communication / Critical Thinking
    - Discussion Boards
      - Critical Thinking
      - Response to Classmates
      - Grammar, Punctuation
  - Dependability
    - Deadlines set and enforced

# YEAR ONE – SEMESTER TWO

- Program of Study – Networking
- NET 125 Introduction to Networks
- NOS 120 Linux/UNIX Single User
- SEC 110 Security Concepts

# YEAR ONE – SEMESTER TWO

- Employability Skills
  - Communication Skills
    - Continue with Discussion Boards
  - Digital Footprint
    - Setup LinkedIn Accounts
      - Join Cisco Networking Academy to Education
      - End of Semester: Update
        - Add skills mastered
    - Reinforce that employers DO look
  - Hands On

# YEAR TWO – SEMESTER ONE

- CTS 115 Information Systems Business Concepts
- NET 126 Routing Basics
- SEC 150 Secure Communications
- CTS 217 Computer Training / Support
- CTS 220 Advanced Hardware / Software Support

# YEAR TWO – SEMESTER ONE

- Employability Skills

- Dependability:

- 60% of grade is based on attendance in PC Clinic

- Digital Footprint

- Update skills acquired

- Technical Writing/ Communication

- Training & Support course emphasis on communication with client

- Service / volunteer hours in a computer related field

- Library Helpdesk

- PC Clinic : Job rotation

- Front Desk – Intake

- Troubleshooting

- Contact with Client

- Front Desk – return of equipment



# YEAR TWO – SEMESTER TWO

- CIS 115 Intro to Programming & Logic
- NET 225 Routing & Switching I
- NET 226 Routing & Switching II
- NOS 230 Windows Admin I
- WEB 287 Web E-Portfolio

# YEAR TWO – SEMESTER TWO

- Employability Skills
  - Dependability:
    - Must meet deadlines of all assignments
  - Digital Footprint
    - Update skills acquired
    - Cleanup social media
  - Resume Writing
  - Interview Skills

## QUESTIONS ???

- Thank you to the National Convergence Technology Center for their continued work to support IT programs across the country with resources that include the Convergence College Network.
  - [www.connectedtech.org](http://www.connectedtech.org)
  - Email Mark Dempsey @ [mdempsey@collin.edu](mailto:mdempsey@collin.edu)
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