

IST 300
Undergraduate Client Support Practicum

Revised: August 17, 2017

SAMPLE CONTRACT

Description of Responsibilities for all Student Practitioners (SP's)

By serving as an undergraduate Student Practitioner, you will have many opportunities to further develop your technical, managerial, and communication skills. The primary responsibilities of Student Practitioners include lab development, lab mentoring, tutoring, assisting with lecture, and interacting with students but will vary from class to class. To earn 3 credit hours, we expect a time commitment of approximately 7-10 hours per week, averaged over the course of semester.

A student can gain up to six credit hours through IST300, and can repeat the course with alternative assignments outlined in the course syllabus for a maximum of 3 credit hours.

Learning Outcomes

After successfully completing your Client Support Practicum, you will

- Develop a deeper understanding for how people learn and apply fundamental concepts and skills related to the class you are assisting.
- Gain experience developing and presenting instructional materials related to the class you are assisting.
- Gain experience in testing and quality assurance by insuring that lab modules are effectively delivered to students.
- Enhance your ability to effectively mentor other students in a laboratory or class context.
- Gain a deeper understanding of the material in the class you are assisting
- Enhance your ability to communicate effectively with others through individualized and small-group tutoring.

Professional Expectations in Labs and Lectures

SP's are role models for current students. As such, all SP's are expected to display professional behavior while working in the labs and/or lectures. You should not be spending time in lab surfing the web, texting, e-mailing, or talking on your phone. You should respect the fact that some students will struggle with material and your goal should be to provide constructive support. You should be attentive while in lab/lecture, constantly watching for students who are having trouble. If you don't know the answer to a student's question, don't make one up. Check with the instructor to make sure you are answering a question the correct way. That way, if it comes up again with another student (and it usually does), you will be able to answer the question correctly. Don't wait for students to ask questions. Walk around and ask if they are doing OK. That will often prompt questions that the student might be too embarrassed to ask.

Weekly Report

Each teaching assistant is expected to fill out the weekly status report at the end of each week, summarizing their experiences and making recommendation for areas where the labs/lectures can be improved. You are encouraged to maintain a note sheet during lab/class that summarizes your teaching experiences while they are still fresh in your mind.

A template of the weekly status report is attached to this document.

This report should be submitted in electronic format no later than the first day of class the next week. A compiled set of all weekly reports will be handed to the instructor by each SP at the end of the semester and will be passed on to the next semester's SP to review.

Grading

75% of your final grade will be based on your overall participation as well as the effectiveness of your contributions in the class you are serving. In order to receive an A, you must meet all of your weekly obligations and achieve excellent assessments from the Lab Instructor and/or the Primary Instructor. The instructors will base their assessment on their personal observations as well as feedback from students, lab staff (if applicable), other SP's, and on attendance.

In addition, each semester we schedule 3-4 additional professional development sessions. The dates are communicated at the start of the semester (usually occurring late in the day on Friday) and run for 2-3 hours each. Attendance and active participation is required. 25% of your final grade relates to this portion of the course.

IST 300

Undergraduate Client Support Consultant Program

Description of Responsibilities for IST359 Database Management

CSC's are expected to review weekly materials and provide assistance to students who have questions/need additional help. In addition, CSCs are asked to contribute samples that can be used in future labs, assignments, and exams that are relevant to student interests. As new software versions are released, CSCs may be asked to review and update changes needed in weekly labs.

IST359 Specific Learning Outcomes

1. Describe fundamental data and database concepts
2. Compare and contrast the relational database model with other database models
3. Explain and use the database development lifecycle
4. Design databases using data modeling and data normalization techniques
5. Create databases using popular database management system products
6. Solve problems by constructing database queries using the Structured Query Language
7. Develop insights into future data management tool and technique trends
8. Recommend and justify strategies for managing data security, privacy, audit/control, fraud detection, backup and recovery
9. Critique the effectiveness of Database Management Systems in computer information systems

Roles / Responsibilities (check applicable)

- Attending Lab
- Proof-reading labs
- Attending Lecture
- Tutoring
- Q&A on Blackboard
- Review Sessions
- Office Hours (or general tutoring as requested – consistent office hours work best)
- Other: Identify sample problems that can be used for future assignments, exams, class activities. Improve existing labs and activities.

Time Commitment (SAMPLE ONLY – a specific schedule of duties is customized based on final schedules during the first week of the semester.)

	Start Time	End Time	Responsibilities	Total Hours
Sunday	6pm	8pm	Review of upcoming week materials. Rerun lab, review assignments/class exercises. Review class notes. (all are distributed via BB)	2
Monday				
Tuesday				
Wednesday				
Thursday	8:00 am 2:00pm	9:20 3:20	Lab Mentor	4.0
Friday				
Saturday	2:00	4:00pm	One-on-one scheduled appointments with student having difficulty. By apt only. Appt limited to 30 mins per student	2
Total				8

Instructor Name (printed)

Instructor Signature

Date

CSC Name (printed)

CSC Signature

Date

CSC Student SUID (Required)

IST 300

Undergraduate Client Support Consultant Program

Weekly Status Report

CSC's Name: _____

Class: _____

Date: _____

What work did you complete this week?

What problems did you face with your responsibilities this week?

What did students struggle with the most this week?

How could the lab, assignments, or class content in general from this week be improved?