

While at Curry College, I have taken many courses that have prepared me for my career in Information Technology. All the classes I have taken reflect the college's mission statement. One part of the mission statement talks about mentoring their students. For me, this part was completed when I completed my internship with the tech center at the college. Here is where they showed me how a helpdesk works the day-to-day operations and what needs to be completed to keep the systems running. This has helped in the job I got over this past summer when I left retail and entered the world of higher education as a Helpdesk Analyst.

Most of the courses I took seemed Rigorous, but the two that stood out were structured programming and object-oriented programming (OOC). They stood out due to their end-of-semester project, making a program do something. In OOC, we had to create a program that, when you entered a number when you clicked submit, would display that number in words. Through this project and the one in structured programming, I demonstrated mastery of the subject when I was stuck taking a step back to see the bigger picture of the assignment. This included talking to the professor to see where I had gone wrong and thinking about how someone with no knowledge of the subject area would use this program.

While I have not taken all of my classes here at Curry, all the types I took align with the learning outcomes as an Information Technology student. The first outcome is to “Assist and lead in creating an effective project plan.” This was completed while I was

at UMass Boston, where we had to do a project as a group where, throughout the semester, we learned how to use Microsoft Project. If my memory is correct, we did the project on HubSpot when they were planning an upgrade of their computer systems to Windows 10 version 1903. Within it, we designed a timetable for when specific steps would be completed. This was very important for me as I took an empty project file and could fill in all the needed data. It was also a peculiar class in the sense that the first half of the course was completed in person while the second half was conducted online from home through Blackboard, which was very hard as you only heard the professor and not did not see the professor.

The subsequent learning outcome was to analyze the local and global impact of computing on individuals, organizations, and societies. For me, this outcome was completed in IT3805, where we had to work as a group to see if the robot delivery system at Curry benefited the community. Our main suggestion from this was to update the app and rearrange the information and the menus. As well as to improve user experience when using the app and make it so a place doesn't appear when they are not accepting orders.

The third learning outcome articulating professional, ethical, legal, security, and social issues and responsibilities of Information Technology was completed at UMass Boston. The class that meets this outcome would be Social Issues and Ethics in Computing. This class covered all ethical things in IT and social issues within the field and the world. The one assignment that stood out for me was the final paper, where we were given four topics to choose from and then write an essay about the ethical issue. The one I chose was about the MBTA and, at that time, how easy it was to get to unauthorized areas where they kept the equipment and computers because they left the

doors open and unlocked so anyone could walk in. Before that report was released, the MBTA tried to stop its release, but the judge in the case told them no because anyone could step in and see the same stuff they say because the doors were left open and unlocked. This changed after the report was released, as all unauthorized areas of the MBTA are secured, and the doors are locked where they don't want the public to access them. This was a significant security risk to the MBTA as anyone who knew how this stuff worked could have walked in and caused substantial damage to how the systems were set up.

The fourth outcome is to “Communicate effectively with a range of technical and non-technical audiences, including internal and external stakeholders. This outcome was mastered through some course work like communication technology, my first course at Curry, which taught me to slow down when speaking. It was also learned through work experience when I was employed with Staples, as I dealt mainly with the public but also with the district managers and those higher than them.

Another outcome was to function effectively in teams to accomplish a common goal. This was accomplished by doing a group project in Technology Seminar. This was not easy, as we all had different schedules. But when we were together, we were most able to complete the assignment, especially when a third party was involved when trying to get answers.

The next one is to “Critically assess and implement IT-based solutions.” I believe this is currently being completed in this class while I work on my capstone. This happens because I am assessing my church's IT infrastructure and computer systems to see what can be improved, upgraded, or replaced. As well as see what IT policies should be suggested, as I currently believe there is none.

The outcome is to “Recognize the need and availability of tools for engaging in lifelong professional development.” I believe that this has happened through all. My courses, internship, and work experience. As each issue or problem you face will require a particular tool to do the job, not everything will use the same tools. How you use them within each assignment will also tell how much you understand the topic or issue at hand. The other part I got was to go after certifications, which let employers know you understand the subject, are professional in the case, and see what you are doing. I also believe that if you don't know the answer, look into the issue to see if you can find a solution.