



El Centro College

DALLAS COUNTY COMMUNITY COLLEGE DISTRICT

CONVERGENCE TECHNOLOGY FAQ'S

What is Convergence Technology?

Convergence is the blending or integration of voice, video, data, and image into one flexible network using products and capabilities of multiple vendors.

What must a Convergence Technology Technician know?

Legacy telephony, Voice over IP, data networking, security, Wi-Fi and smart devices, RFID and other emerging technologies, business problem solving, verbal and written communication, and solution creation integrating equipment from different manufacturers using a variety of protocols and software.

What does a person need to study to do these jobs?

Broad array of courses covering

- Voice over IP (VoIP)

- Data networking (CISCO)

- Wireless technologies

- Security

- Interoperability

Non-IT skills

- Presentation

- Communication

- Project Management

What Convergence Technology training programs does El Centro College offer?

El Centro College offers courses to help prepare students for jobs in convergence technology and various certification exams desired by the industry including A+, Network +, Security+, Convergence+, DHTI+, CCNA, and some Microsoft Networking and VoIP exams.



Does El Centro College also offer a certificate and/or an Associate Degree, which includes the convergence technology courses?

Yes, we offer a **Convergence Technology Intern Certificate** and a **Convergence Technology Technician Certificate**.

We also offer an associate degree called **Network Administrator and Support** with a Primary and Secondary specialization in Convergence Technology.

How long does each Convergence Technology course last and when do they meet?

Some courses are offered for a full 16 week semester. Many are offered as flex entry classes which last 8 weeks.

In addition, a few classes are offered online.

Classes are offered during our Fall, Spring, and Summer sessions.

All classes are offered for credit and concurrent continuing education and are offered under a variety of rubrics including ITCC, CPMT, ITNW, ITSC, ITSE and ITMT.

How can I get more information about these courses?

Pick up our Credit Class Schedule for actual times and locations. This information is also available at our website

www.elcentrocollege.edu/program/IT

How many courses are required to prepare for various certifications?

A+ requires you to complete a minimum of 1 or 2 courses

Network+ requires you to complete 1 course

Security + requires you to complete 1 course

MCSA requires you to complete 4 courses

CCNA requires you to complete 4 courses

DHTI+, Voice, and Convergence+ require you to complete several courses (depending on the specific exam)



Are there any prerequisites for these programs?

For all tracks, a basic understanding of networking essentials, terminology and operating systems is required. If you lack this knowledge, you could take ITSC 1401, Introduction to Computers, BCIS 1405, Business Computer Applications, or COSC 1300 Computer Literacy.

What are the classes like?

Classes are a combination of lecture and lab. You will have weekly lab assignments. The lab is open seven days a week during the fall and spring semesters. During the summer, the lab is open Sunday through Friday. Students are encouraged to use the open lab to gain additional hands-on experience and practice with certification prep exams.

Who teaches these classes?

All Cisco and Microsoft instructors are certified in the courses they are instructing. Faculty teaching other certification preparation courses are either certified or have working knowledge and experience with the content. Most work full-time in the networking industry.

How do I sign up?

Obtain a Credit Class Schedule from our campus or look online at www.elcentrocollege.edu for a class schedule, fill out the application form online or complete it and take it to the Admissions office. Admissions is open 8:00 a.m. to 7:00 p.m. Monday through Thursday and until 4:30 p.m. Fridays. The telephone number is 214-860-2311.

Online registration is available for students who (1) have TSI status of exempt, waived, or complete, (2) are in good standing, (3) have no active blocks on their student record, and (4) have a valid email address.

To register online, go to www.dcccd.edu and choose e-Connect from the "Current Student" menu.



What do I need to bring with me when I register?

Bring your application and proof of residency. This can be a driver's license. If you have renewed your license this year, bring a utility bill sent to you at least one year ago. Also, bring transcripts for coursework completed outside the DCCCD.

Will I be required to take assessment tests before registering for Convergence Technology classes?

As long as you are taking classes that apply to the **Convergence Technology Intern certificate**, a TSI waiver will be provided and you will not have to take assessment tests. You will be required to take the assessment test before registering for any general education courses required in the AAS degree or **Convergence Technology Technician** certificate.

How much do the courses cost?

Effective Spring 2009, if you have been a Dallas County resident for the past 12 months, each 3 credit hour course will cost \$123.00 and each 4 credit hour course will cost \$164.00. Out-of-district tuition is \$228.00 for a 3 credit hour course and \$304.00 for a 4 credit hour course. The Board of Trustees may change these costs at any time.

Does El Centro College give me the certification after I complete classes?

No, El Centro will give you a grade for completing each course. Your designated certification (A+, Network+, Security+, CCNA, MCSA, and various wireless, voice, and convergence technology certs) will come from either a vendor-neutral or specific vendor after you pass the appropriate test at an official testing site. You will be given a list of official testing sites at the end of each course.

How much does the certification test cost?

The cost varies from \$60.00 to \$225.00 per test, but prices are subject to change. Students enrolled in selected courses at El Centro College are provided discount vouchers.

For more Information visit our Website

www.elcentrocollege.edu/program/IT

