



Miami-Dade County Public Schools: Summer Apprenticeship

Model of Practice: CAAP

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Miami-Dade County Public Schools (M-DCPS) offers an annual summer apprenticeship program for high school students enrolled in Cisco Networking Academy courses.

The Cisco Academy Apprenticeship Program (CAAP) provides students with a rare opportunity to combine classroom theory, practical hands-on training, and “real world” customer support experience, all in preparation for the demands of today’s competitive workforce.

Inspired by M-DCPS core values of citizenship, cooperation, and responsibility, CAAP offers an inside view of ICT and networking to two participants from each of its 17 Networking Academy schools each summer.

CAAP Provides District Support

CAAP students work in the M-DCPS Infrastructure & Systems Support (ISS) group, which is part of the Information Technology Services (ITS) department. M-DCPS is one of the largest school districts in the nation. ITS serves nearly 400 schools and is open seven days a week, 24 hours a day, to meet the district’s needs.

ITS provides overall leadership for the operation and enhancement of the district’s information systems, and evaluates the impact of new projects, including changes to systems and procedures already in place.

It also provides an interface between information systems tools and the education and administrative personnel who utilize them. ITS is guided by the recommendations, evaluations, and endorsements provided by advisory groups.



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www.cisco.com/go/netacad/us-can

Program History and Development

CAAP was initially developed in 1999 as a summer skills program for students from Miami Lake Educational Center. As it evolved into a county-wide annual apprenticeship program, its developers obtained guidelines from the National Academy Foundation (www.naf.org).

Application Process

The application process is managed by Davion Crumel, CAAP Director and ITS Network Analyst. Each year, Davion visits every Networking Academy school to provide an overview of the apprenticeship program. He sets up individual interviews with nominated students—typically juniors currently taking Cisco Certified Networking Academy (CCNA®) courses. Some seniors return to the program for a second summer and participate as mentors.

Curricula

CAAP students participate in a three-phase structured learning project.

PHASE 1

- soft skills: transition from classroom to workforce; teamwork, communication, resume writing, interviewing; understanding the goals and vision of an organization
- technology curricula: taught by ITS engineers and guest speakers

PHASE 2

- paired with ITS supervisors and staff to support up to 60 schools and district offices per team
- learning to match technical terminology to user knowledge

- tasks range from helping sync a principal's BlackBerry to setting up an entire school network

PHASE 3

- teams develop a plan for a school network built from scratch—construction, equipment, costs, etc.
- plan must incorporate suggestions to improve existing school networks
- presentations are given to principals, administrators, engineers, and Cisco channel partners

“One of the great things about CAAP is that it pulls students out of their individual classrooms into a new environment. Here they are in close contact with other students, instructors and engineers—solving problems together and expanding their network.” -Davion Crumel

Impact

- Since inception, over 100 M-DCPS students have participated
- 50+ are now employed with M-DCPS

- 2 participants manage their own ITS departments
- 9% of ISS staff came through CAAP

Cisco Networking Academy prepares its students for CAAP by providing a solid foundation in infrastructure support, including the ability to recognize issues and provide creative solutions. Networking Academy students know how to increase efficiency and success for any organization that utilizes ICT and networking.

CAAP's ultimate focus is on student transition from school to the workplace and higher education. M-DCPS initially hires some CAAP graduates part-time while they pursue a degree from a community college, trade school or university. M-DCPS encourages lifelong learning and advanced degrees for its instructors and staff.

Jerry Jerome, a previous CAAP student, and now M-DCPS Exchange Support Specialist, says: “The benefits of going through CAAP are countless! I can honestly say that this program was the stepping stone to my career. Everything in the program helped develop and fine-tune the abilities I acquired through Networking Academy, and allowed me to translate that into my job functions here. It's really an invaluable asset to any student looking to begin their career, to be able to see the result of their hard work put into action.”

To learn more about M-DCPS and CAAP, visit: <http://it.dadeschools.net/cisco.htm> and www.gocaap.com