

ILLINOIS VALLEY COMMUNITY COLLEGE



COURSE OUTLINE

DIVISION: Workforce Development

COURSE: CSP 2201 – Help Desk/User Support

Date: Spring 2014

Credit Hours: 2

Prerequisite(s): CSP-2200

Delivery Method:

<input checked="" type="checkbox"/> Lecture	1.5 Contact Hours (1 contact = 1 credit hour)
<input type="checkbox"/> Seminar	0 Contact Hours (1 contact = 1 credit hour)
<input checked="" type="checkbox"/> Lab	1 Contact Hours (2 contact = 1 credit hour)
<input type="checkbox"/> Clinical	0 Contact Hours (3 contact = 1 credit hour)
<input type="checkbox"/> Online	
<input type="checkbox"/> Blended	

Offered: Fall Spring Summer

IAI Equivalent –**Only for Transfer Courses**-go to <http://www.itransfer.org>:

CATALOG DESCRIPTION:

This course will present an overview of the wide range of topics that an entry-level user support specialist will be expected to know. This course will include the technical aspects of end user support along with necessary problem solving and communication skills. Topics will include customer support, help desk organization, procedures, and resources.

GENERAL EDUCATION GOALS ADDRESSED

[See the last page of this form for more information.]

Upon completion of the course, the student will be able:

[Choose those goals that apply to this course.]

- To apply analytical and problem solving skills to personal, social and professional issues and situations.
- To communicate orally and in writing, socially and interpersonally.
- To develop an awareness of the contributions made to civilization by the diverse cultures of the world.
- To understand and use contemporary technology effectively and to understand its impact on the individual and society.
- To work and study effectively both individually and in collaboration with others.
- To understand what it means to act ethically and responsibly as an individual in one's career and as a member of society.
- To develop and maintain a healthy lifestyle physically, mentally, and spiritually.
- To appreciate the ongoing values of learning, self-improvement, and career planning.

EXPECTED LEARNING OUTCOMES AND RELATED COMPETENCIES:

[Outcomes related to course specific goals.]

Upon completion of the course, the student will be able to:

1. Classify the various components of end user computing.
2. Identify the basic components of computer user support.
3. Evaluate & select computer products.
4. Analyze & assess computer user needs.
5. Understand the basics of installing end user computing systems.
6. Understand the basics of training computer users.
7. Complete end user documentation.
8. Identify the essential components of computer facilities management.
9. Set up a basic help desk operation.
10. Effectively communicate with end users to provide support.
11. Identify & handle common troubleshooting & support problems.
12. Identify different types of information resources for end user support.

Outcome 1 – Students will be able to classify the various components of end user computing.

Competency 1.1 - Students will classify end users.

Competency 1.2 – Students will describe the basic computing resources end users need.

Competency 1.3 - Students will describe the major types of end user applications software.

Competency 1.4 - Students will describe common problems end users encounter.

Outcome 2 - Students will identify the basic components of computer user support.

Competency 2.1 - Students will describe common ways to organize user support.

Competency 2.2 - Students will describe & explain the basic services that user support centers provide.

Competency 2.3 – Students will write position descriptions for user support staff members.

Competency 2.4 – Students will describe the knowledge, skills, and abilities needed to qualify for an entry-level user support position.

Outcome 3 - Students will evaluate & select computer products.

Competency 3.1 – Students will explain how product standards emerged.
Competency 3.2 - Students will describe the most common tools and methods used to evaluate and select computer products.
Competency 3.3 – Students will explain how companies develop and implement product standards.

Outcome 4 - Students will analyze & assess computer user needs.

Competency 4.1 - Students will explain basic information about analysis and assessment.
Competency 4.2 - Students will explain the major steps an analyst uses to analyze and assess a user's needs.
Competency 4.3 - Students will describe the most common tools that aid a support specialist in a user analysis project.

Outcome 5 - Students will understand the basics of installing end user computing systems.

Competency 5.1 - Students will describe the major site preparation steps for computer installations.
Competency 5.2 - Students will perform the major tasks to prepare an installation site.
Competency 5.3 - Students will understand the purpose and contents of a site management notebook.
Competency 5.4 – Students will list the tools needed and explain the steps to install hardware.
Competency 5.5 – Students will explain the steps to install and configure an operating system.
Competency 5.6 – Students will explain the steps to install and configure application software packages.
Competency 5.7 – Students will describe the wrap-up tasks that installers often perform.

Outcome 6- Students will understand the basics of training computer users.

Competency 6.1 – Students will define training.
Competency 6.2 – Students will explain the main steps in the training process.
Competency 6.3 - Students will plan a training session
Competency 6.4 – Students will prepare a training session.
Competency 6.5 – Students will present a training module.

Outcome 7- Students will complete end user documentation.

Competency 7.1 – Students will describe the types of end user documentation.
Competency 7.2 – Students will explain how technical writing differs from other writing.
Competency 7.3 - Students will explain how technical documents are organized.
Competency 7.4 – Students will plan effective documentation.
Competency 7.5 – Students will describe the technical writing process.
Competency 7.6 – Students will explain some technical writing strategies.
Competency 7.7 – Students will describe some common problems in technical writing.
Competency 7.8 – Students will describe some technical writing tools.
Competency 7.9 – Students will evaluate documentation.

Outcome 8 - Students will identify the essential components of computer facilities management.

Competency 8.1 – Students will describe the major types of computer facilities.
Competency 8.2 – Students will list the most common facilities management problems.
Competency 8.3 – Students will describe facilities management tools and procedures for dealing with problems end users often encounter.

Outcome 9 - Students will set up a basic help desk operation.

Competency 9.1 – Students will describe a help desk and a typical help desk organization.
Competency 9.2 – Students will describe the call management process.

Competency 9.3 - Students will explain how hardware and software tools are used to manage calls.

Competency 9.4 – Students will describe the concerns of help desk managers.

Competency 9.5 – Students will describe help desk trends.

Outcome 10 - Students will effectively communicate with end users to provide support.

Competency 10.1 – Students will describe the importance of communication skills and customer service.

Competency 10.2 – Students will describe the reasons for careful listening.

Competency 10.3 - Students will explain how to build and communicate understanding.

Competency 10.4 – Students will list and describe three important aspects of effective speaking in a support interaction.

Competency 10.5 – Students will develop a call management strategy.

Competency 10.6 – Students will explain strategies for difficult calls.

Competency 10.7 – Students will describe other components of excellent customer service.

Outcome 11 - Students will identify & handle common troubleshooting & support problems.

Competency 11.1 – Students will define the troubleshooting process and the thinking skills required for successful troubleshooting.

Competency 11.2 – Students will describe the tools used to troubleshoot computer problems.

Competency 11.3 - Students will develop a personal problem-solving strategy.

Competency 11.4 – Students will describe the types of common end user computer problems.

Competency 11.5 – Students will explain the problem-solving process support specialist use to solve several typical user support problems.

Outcome 12 - Students will identify different types of information resources for end user support.

Competency 12.1 – Students will understand the role of information resources in a user support organization.

Competency 12.2 – Students will understand the types of user support information available.

Competency 12.3 - Students will use effective search strategies to locate information resources for user support.

Competency 12.4 – Students will use common information resources to respond to user questions.

COURSE TOPICS AND CONTENT REQUIREMENTS:

- Define End User Computing
- Define Computer User Support
- Product Evaluation Strategies and Standards
- User Needs Analysis and Assessment
- Installing End User Systems
- Training Computer Users
- Documentation for End Users
- Computer Facilities Management
- Help Desk Operations
- Customer Service Skills for User Support
- Troubleshooting Computer Problems
- Common Support Problems
- Information Resources for User Support

INSTRUCTIONAL METHODS:

- Lecture
- Lab - hands-on training
- Testing
- Teacher demonstration
- Group work

INSTRUCTIONAL MATERIALS:

Computer overhead projection system
Computer lab

A Guide to Computer User Support, 5th Edition, by Fred Beisse, Course Technology
ISBN 1-1331-8782-X

STUDENT REQUIREMENTS AND METHODS OF EVALUATION:

Develop an understanding and/or a comprehensive knowledge of the items listed as course content.

1. Read required material on the topic
2. Attend class on current topic
3. Complete all tests and homework
4. Ask questions about any misunderstood area either in class, during office hours, or of the tutor
5. Join in discussions
6. Participate in group and lab activities.

A= 90-100

B= 80-89

C= 70-79

D= 60-69

F= 0-59

OTHER REFERENCES

Course Competency/Assessment Methods Matrix

CSP 2201 – Help Desk/User Support	Assessment Options																																													
For each competency/outcome place an “X” below the method of assessment to be used.	Assessment of Student Learning	Article Review	Case Studies	Group Projects	Lab Work	Oral Presentations	Pre-Post Tests	Quizzes	Written Exams	Artifact Self Reflection of Growth	Capstone Projects	Comprehensive Written Exit Exam	Course Embedded Questions	Multi-Media Projects	Observation	Writing Samples	Portfolio Evaluation	Real World Projects	Reflective Journals	Applied Application (skills) Test	Oral Exit Interviews	Accreditation Reviews/Reports	Advisory Council Feedback	Employer Surveys	Graduate Surveys	Internship/Practicum /Site Supervisor Evaluation	Licensing Exam	In Class Feedback	Simulation	Interview	Written Report	Assignment														
	Direct/ Indirect	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	I	I	I	I	D	D																				
Assessment Measures – Are direct or indirect as indicated. List competencies/outcomes below.																																														
Students will be able to classify the various components of end user computing.								X	X																																					
Students will identify the basic components of computer user support.								X	X																																					
Students will explain how product standards emerged								X	X																																					
Students will analyze & assess computer user needs				X	X			X	X																																					
Students will understand the basics of installing end user computing systems				X	X			X	X																																					
Students will understand the basics of training computer users				X	X			X	X																																					
Students will complete end user documentation				X	X			X	X																																					
Students will identify the essential components of computer facilities management								X	X																																					
Students will set up a basic help desk operation				X	X																																									
Students will effectively communicate with end users to provide support				X	X																																									

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	Assessment Measures – Are direct or indirect as indicated. List competencies/outcomes below.	Direct/Indirect	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	I	I	I	I	D	D									
	Students will identify & handle common troubleshooting & support problems				X	X			X	X																									
	Students will identify different types of information resources for end user support.				X				X	X																		X				X		X	