



Administrative Master Syllabus

Course Information

Course Title	Personal Computer Help Desk Support
Course Prefix, Num. and Title	ITSC 2339 - Personal Computer Help Desk Support
Division	Technology and Business
Department	Information Technology and Networking
Course Type	WECM Course
Course Catalog Description	Diagnose and solve user hardware and software related problems with on-the-job and/or simulated projects. (Capstone course for Information Technology Network Support Technician L2 Certificate)
Pre-Requisites	ITSC 1305
Co-Requisites	None

Semester Credit Hours

Total Semester Credit Hours (SCH): Lecture Hours:	3:2:2
Lab/Other Hours	
Equated Pay Hours	3
Lab/Other Hours Breakdown: Lab Hours	2
Lab/Other Hours Breakdown: Clinical Hours	0
Lab/Other Hours Breakdown: Practicum Hours	0
Other Hours Breakdown	0

Approval Signatures

Title	Signature	Date
Department Head:	Muna Saqer, Comp Sci and IT&N Program Director	11-16-2023
Division Chair:	David Kucera, Technology & Business Division	11-16-2023
VPI:		



Additional Course Information

Topical Outline: Each offering of this course must include the following topics (be sure to include information regarding lab, practicum, and clinical or other non-lecture instruction).

This course focuses on key information and skills for user support professionals, including troubleshooting and problem solving, successful communication with clients, determining a client's specific needs, and training end users.

Students will be given various projects/labs to simulate a help-desk environment including troubleshooting, upgrading computers, installing and upgrading software, evaluating new software, preparing reports and documenting.

Students are required to keep a weekly log of their activities and to attend one professional activity during the semester.

Written Communication:

- Communicate using E-Mail and Letters.
- Develop Clear Writing Skills including:
 - Sentences and paragraphs that make point clearly
 - Use correct punctuation
 - Use supporting and related information logically organized
- Use tables and figures to illustrate data as appropriate • Prepare (business oriented) Reports and/or Proposals
- Present themselves as a job candidate
 - Research job opportunities
 - Prepare effective cover letter
 - Prepare resume
 - Attend Mock interview
- Write Professional Business Letters
- Prepare training for users (written instructions and presentation) Technical Skills:

Technical Skills:

- Install Hardware and Software
- Maintain and document Computer Systems
- Networking
- Troubleshooting User Problem

Course Learning Outcomes:

Learning Outcomes – Upon successful completion of this course, students will:

- Communicate well verbally and in writing
- Work well in a team environment
- Demonstrate rapport with users in problem-solving situations
- Analyze user problems and lead them through solutions
- Maintain problem logs
- Create and maintain applicable documentaion
- Formulate problem-solving methodologies



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Methods of Assessment: All outcomes will be assessed by one or more of the following:

- Individual Assignments/Exercises
- Tests
- Oral presentation
- Troubleshooting/Hands-on labs
- Final Exam

Required text(s), optional text(s) and/or materials to be supplied by the student:

- Helpdesk Habits. Author: Copeman, Mark. Publisher: Helpdesk Habits (Latest edition)
- USB Flash Drive
- High-Speed Internet Connection

Suggested Course Maximum:

18

List any specific or physical requirements beyond a typical classroom required to teach the course.

- Microsoft Windows operating system software (64 bit) for each student and instructor
- VMWare Workstation 9 for each student and instructor
- Norton Antivirus software for each student and instructor
- Computer (64-bit CPU, 8 GB Ram, monitors, 1 TB hard drive) for each student and instructor
- Removable hard drive for each student and instructor
- Laser Printer
- Cat 5 network cable, RJ-45 jacks and crimper for each student and 2 cable testers
- Router and cables to separate class from WCJC network
- Data projector

Course Requirements/Grading System: Describe any course specific requirements such as research papers or reading assignments and the generalized grading format for the course.

Course Requirements:

Attendance and Housekeeping.....	0-10%
Homework (Review Questions)	0-10%
Professional Activity Summary	0-10%
Resume, Cover Letter and Interview	10-15%
Computer Labs	20-25%
Written Communication Exercises.....	10-25%
Oral Presentation	5-10%
Tests.....	10-20%
Final Report.....	10%

Grade System:

90-100%	=A
80-89%	=B
70-79%	=C
60-69%	=D
Below 60%....	=F



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Curriculum Checklist:

- Administrative General Education Course** (from ACGM, but not in WCJC Core) – No additional documents needed.
- Administrative WCJC Core Course.** Attach the Core Curriculum Review Forms
 - Critical Thinking
 - Communication
 - Empirical & Quantitative Skills
 - Teamwork
 - Social Responsibility
 - Personal Responsibility
- WECM Course** -If needed, revise the Program SCANS Matrix and Competencies Checklist