Course Title – Personal Computer Help Desk Support
Course Prefix and Number – ITSC 2339
Department – Computer Science Division – Technology & Business
Course Type: (check one)
☐ Academic General Education Course (from ACGM – but not in WCJC Core)
☐ Academic WCJC Core Course
☒ WECM course (This course is a Special Topics or Unique Needs Course: Y ☒ or N ☐)

Semester Credit Hours #: Lecture Hours #: Lab/Other Hours #:  3:2:2

Equated Pay hours for course - 3

Course Catalog Description - Diagnosis and solution of user hardware and software related problems with on-the-job and/or simulated projects.

This is the Capstone Course for the PC Technical Support Certificate.

Prerequisites/Co-requisites - ITSC 1305 and completion of 12 computer credit hours towards the PC Technical Support certificate

Prepared by: Donna Schilling  Date: 07-19-2015
Reviewed by Department Head: Donna Schilling  Date: 07-19-2015
Accuracy verified by Division Chair: David Kucera  Date: 8/12/15
Approved by Dean or Vice President of Instruction: Leigh Ann Collins  Date: 3-4-16
I. Topical Outline – Each offering of this course must include the following topics (be sure to include information regarding lab, practicum, 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
  o Sentences and paragraphs that make point clearly
  o Use correct punctuation
  o 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
  o Research job opportunities
  o Prepare effective cover letter
  o Prepare resume
  o Attend Mock interview
☐ Write Professional Business Letters
☐ Prepare training for users (written instructions and presentation)

Technical Skills:
☐ Install Hardware and Software
☐ Maintain and document Computer Systems
☐ Networking
☐ Troubleshooting User Problem

II. Course 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; and formulate problem-solving methodologies.

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
III. Required Text(s), Optional Text(s) and/or Materials to be Supplied by Student.

- USB Flash Drive
- High-speed Internet Connection

IV. Suggested Course Maximum - 15

V. List any specific spatial 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 tester
- Router and cables to separate class from WCJC network
- Data projector

VI. 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%

**Grading System**

100 - 90 = A  
89 - 80 = B  
79 - 70 = C  
69 - 60 = D  
and below = F

VII. Curriculum Checklist

☐ - Academic General Education Course (from ACGM – but not in WCJC Core)
   No additional documentation needed

☐ - Academic WCJC Core Course
   Attach the Core Curriculum Checklist, including the following:
   - Basic Intellectual Competencies
   - Perspectives
   - Exemplary Educational Objectives

☒ - WECM Courses
   If needed, revise the Program SCANS Matrix & Competencies Checklist.