

Course Information

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| Course Title | Personal Computer Help Desk Support |
| Course Prefix, Num. and Title | ITSC 2339 - Personal Computer Help Desk Support |
| Division | Technology and Business |
| Department | Computer Science |
| Course Type | WECM Course |
| Course Catalog Description | <p>Diagnosis and solution of user hardware and software related problems with on-the-job and/or simulated projects.</p> <p>This is the Capstone Course for the PC Technical Support Certificate.</p> |
| Pre-Requisites | ITSC 1305 and completion of 12 computer credit hours towards the PC Technical Support certificate |
| Co-Requisites | None |

Semester Credit Hours

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|--|-------|
| 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 |
|-------------------------|------------------|-------------|
| Prepared by: | | |
| Department Head: | | |
| Division Chair: | | |
| Dean/VPI: | | |
| Approved by CIR: | | |

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:

- 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; 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

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

- Butterfield, Jeff, Written Communication: Illustrated Course Guides, 2nd Edition, Cengage, 2013, 9781133187615
- Pyles, James. Comptia A+ Complete Lab Manual. Sybex (Imprint of Wiley), 2012, ISBN #: 978-1-118-32407-3.
- USB Flash Drive
- High-speed Internet Connection

Suggested Course Maximum:

15

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 tester
- 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:

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|--|--------|
| 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

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