



Purpose: It is the intention of this Administrative-Master Syllabus to provide a general description of the course, outline the required elements of the course and to lay the foundation for course assessment for the improvement of student learning, as specified by the faculty of Wharton County Junior College, regardless of who teaches the course, the timeframe by which it is instructed, or the instructional method by which the course is delivered. It is not intended to restrict the manner by which an individual faculty member teaches the course but to be an administrative tool to aid in the improvement of instruction.

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

List Lab/ Other Hours
Lab Hours 2
Clinical Hours 0
Practicum Hours 0
Other (list) 0

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

Learning Outcomes	Methods of Assessment
<p>Upon successful completion of this course, students will:</p> <p>Communicate well verbally and in writing</p> <p>Work well in a team environment</p> <p>Demonstrate rapport with users in problem-solving situations; analyze user problems and lead them through solutions; maintain problem logs; and formulate problem-solving methodologies.</p>	<p>All outcomes will be assessed by one or more of the following:</p> <p>Individual Assignments/Exercises</p> <p>Tests</p> <p>Oral presentation</p> <p>Troubleshooting/Hands-on labs</p> <p>Final Exam</p>

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

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.