

Date: April 2006

- I.** Course Name: Tools for Computer Users Support  
Prefix and Number: CSC 226  
Credit Hours and Contact Hours: 3 credit hours – 3 contact hours  
Course Description:

This course provides the student with the tools and techniques needed to support the computer user in today's fast paced computing environment. The continued growth and complexity of computing systems has increased the need for professional computing system user support. CSC 226 provides the student with skills to interact professionally at all levels when providing the support needed by computing system users. This course covers skills needed to provide a high level of service to the computer user such as listening and communication, effective use of the telephone, technical documentation, handling difficult situations and users, problem solving and prevention, computer user education, and teamwork. An additional focus is the role the computer user support team plays in insuring that organizations realize the full potential of their computing system investments. .

Prerequisite: CSC115.

## **II. Course Outcomes and Objectives**

### **Learning Outcomes**

Upon completion of the course the participant will be able to:

1. Understand the role of computer user support in today's computing environment
2. Understand and be able to use problem solving and prevention techniques
3. Use Help Desk tools and technologies such as Help Desk software applications, telephony systems and specialized hardware.
4. Be able to identify common computer user support problems and create strategies for resolving problems
5. Understand the Computer User Support Hierarchy
6. Understand the services provided by the computer user support organization.
7. To use the communication skills needed for successful computer user support.

### **Relationship to Academic programs and curriculum**

This course is required for the AAS IT degree program

### **College competencies addressed by this course**

- Writing
- Reading
- Computer Literacy
- Problem Solving and Critical Thinking
- Ethics and Values
- Professional Competency

### **III. Methods of Instruction**

#### **Types of Materials**

Textbooks: a conceptual, practice and case study book on Internetworking and the Internet.

#### **Method of Instruction**

1. Lecture
2. Discussions
3. Demonstrations
4. Hands-On Lab Activities
5. Programming

#### **Assessment measures**

Activities will emphasize problem solving using the computer as part of a computer user support organization. The students should demonstrate proficiency using a Help Desk software application as well as other learned skills such as listening, communication both written and verbal and show an understanding of the types of services provided by a support organization.

#### **Methods of Evaluation**

The demonstration of the satisfactory achievement of the above learning outcomes will be the responsibility of the student facilitated by the instructor. The department maintains an open attitude and believes that each instructor should determine the grading system and evaluation methods that will be used in his/her section of the course. It is highly recommended that these be communicated to the students the first week of the course, preferably in writing. Among the evaluation methods that may be used are examinations, quizzes and practice tests. Any grading system used must be consistent with the College Catalog and Middle States grading procedure. Course policies about attendance, late work, plagiarism, etc are at the discretion of the instructor. If such policies exist, they must be communicated to the student, preferably in writing.

### **IV. General Outline of Topics Covered**

1. Understanding the role of computer user support
  - a. Defining computer user support
  - b. computer user characteristics
2. Types of support offered by the typical Computer User Support Organization
  - a. hardware support
  - b. software support
  - c. The Computer User Support Hierarchy

3. Skills for Computer User Support
  - a. Communication skills
  - b. Technical Documentation
  - c. Developing strategies for handling difficult situations
  - d. Problem solving and troubleshooting
  - e. Interpersonal relations
  
4. Other Services provided by the Computer User Support Organization
  - a. Evaluation of computing products and services
  - b. Standards coordination
  - c. Needs assessment
  - d. Computer User training
  - e. Assisting product development
  
5. Help Desk Operations
  - a. Help Desk Models
  - b. Call Management systems
  - c. Help Desk tools and technologies
  
6. Common Computer User Support Problems
  - a. End User Problem Categories – software, hardware, documentation, etc.
  - b. Examples of problems encountered and resolutions