**I.  TITLE OF COURSE:**  CS1002- Help Desk Fundamentals

**II.  COURSE DESCRIPTION:** 2 **credit hours**
2 **credit hours of lecture and** 0 **credit hours of lab per week.**

This course is designed to provide students with service concepts, skills sets to assist in customer support situations. This course helps the students to gain problem-solving and communication skills required in the computer support industry.

For each unit of credit, a minimum of three hours per week with one of the hours for class and two hours for studying/preparation outside of class is expected.

Pre-requisite: None

**III.  PROGRAM AND/OR DEPARTMENT MISSION STATEMENT:**

The CIS Program will provide superior learning opportunities in the area of information technology, utilizing state-of-the-art technology, for both CIS majors and non-CIS majors to enable all students to achieve their career and/or educational goals.

**IV.  TEXTBOOK AND MATERIALS:**

Textbook selected when course is offered

**V.  SCCC OUTCOMES**

Students who successfully complete this course will demonstrate the ability to do the following SCCC Outcomes.

1: Read with comprehension, be critical of what they read, and apply knowledge gained to real life

5: Demonstrate the ability to think critically by gathering facts, generating insights, analyzing data, and evaluating information
6: Exhibit skills in information and technological literacy

9: Exhibit workplace skills that include respect for others, teamwork competence, attendance/punctuality, decision making, conflict resolution, truthfulness/honesty, positive attitude, judgment, and responsibility

**VI.  COURSE OUTCOMES:**

Upon completing of the Introduction to PC Systems Hardware course with 80% or higher mastery of course competencies, the student should be able to:
Computer user support
Customer service skills
Processes and procedures
Tools and technology

**VII.  COURSE OUTLINE:**

1. Review the meaning of support
2. How support is vital in industry
3. What is your role
4. Written Communication
5. Oral Communication
6. Non-Verbal Communication
7. Listening Skills
8. Analyze and assess user needs
9. Trouble shoot situations
10. Best Practices
11. Evaluate help-desk software
12. Documentation

## VIII. INSTRUCTIONAL METHODS:

Classroom lecture/discussion
Handouts, videos, on screen presentations
Demonstrations using projector
Hands-on computer lab projects both in teams and individually
Instructors will enforce the Academic Honor Code & Cheating Policy as set forth in the SCCC College Catalog.  Students who fail to adhere to this policy will receive an F for the course final grade unless otherwise stated in the instructor's course policies.

## IX. INSTRUCTIONAL AND RESOURCE MATERIALS:

Assorted periodical and newsletter articles as they apply to course
Miscellaneous personal computer hardware/software

## X. METHODS OF ASSESSMENT:

Outcomes #1, #5, #6, and #9 will be assessed by:
Hands-on lab assignments, quizzes and exams will assess student knowledge of the material covered.
Group assignments and projects will assess student ability to think critically by gathering and analyzing data and generating insight into problem solving methodology.

## XI. ADA STATEMENT:
Under the Americans with Disabilities Act, Seward County Community College will make reasonable accommodations for students with documented disabilities. If you need support or assistance because of a disability, you may be eligible for academic accommodations. Students should identify themselves to the Dean of Students at 620-417-1106 or going to the Student Success Center in the Hobble Academic building, room 149 A.

Syllabus Reviewed:  03/25/2020 16:46:04