

ITSC 2339
Personal Computer Help Desk

Western Texas College

- I. Basic Course Information
 - A. Course Description: Diagnosis and solution of user hardware and software related problems with on-the-job and/or simulated projects.
 - B. Required Prerequisite: None
- II. Student Learning Outcomes
 - A. Demonstrate rapport with users in problem-solving situations;
 - B. analyze user problems and lead them through solutions;
 - C. maintain problem logs;
 - D. formulate problem-solving methodologies
- III. Testing Requirements
 - A. The final exam must be proctored. (ask your instructor for more details)
- IV. Major Course Requirements
 - A. Lab Assignments 30%
 - B. Exams 15%
 - C. Project 20%
 - D. Final 35%
- V. Information on Books
 - A. Required Book: *Computer User Support for Help Desk and Support Specialists, 6thEd., Fred Beise; ISBN-10: 1-285-85268-0*
- VI. Other Policies, Procedures and important dates. Please refer to the [WTC Catalog](#) for the following:
 - A. Campus Calendar
 - B. Final Exam Schedule
 - C. How to drop a class
 - D. Withdrawal Information
 - E. Student Conduct/Academic Integrity
 - F. Class Attendance
 - G. Student with disabilities

Course Content

	Chapter Description
	Course instructions & discussion
Chapter 1	Achieving High Customer Satisfaction
Chapter 2	Customer Service Skills for User Support Agents
	Exam week
Chapter 3	Writing for End Users
Chapter 4	Skills for Troubleshooting Computer Problems

Chapter 5	Common Support Problems
Chapter 6	Help Desk Operation
Chapter 7	User Support Management
Chapter 8 Chapter 9	Product Evaluation Strategies & Support Standards End-User Needs Assessment Projects
	Exam week, project instructions
Chapter 10	Installing & Managing End-User Technology
Chapter 11	Technology Training for Users (Chapter 12 is for you information only)
	Project
Review	
Final	

***Disclaimer: Assignments due to change by instructor

Last Modified: October 9, 2017