

**MDCA 1391**  
**Special Topics in Medical Assistant [Help Desk Customer Service]**  
**Western Texas College**

I. Basic Course Information

- A. Course Description: Topics address recently identified current events, skills, knowledge, and/or attitudes and behaviors pertinent to the technology or occupation and relevant to the professional development of the student.
- B. Prerequisites: None

II. Student Learning Outcomes

- A. Demonstrate effective communication skills
- B. Apply problem-solving techniques

III. Major Course Requirements: The grade for this course will be determined as follows:

- A. Exams 50%
- B. Homework Assignments 40%
- C. Discussions 10%
- D. Grading scale:
  - A= (90-100%)
  - B= (80-89%)
  - C= (70-79%)
  - D= (60-69%)

IV. Information on Books and Other Course Materials

- A. Title: *Customer Service Skills for the Service Desk Professional*
- B. Author: Donna Knapp
- C. Edition: 4th
- D. Publisher: Cengage
- E. ISBN-13: 9780357539057 [Digital Only]

V. Other Policies, Procedures and important dates: Please refer to the WTC Course 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. Students with disabilities

## VI. Course Sequence & Content

<b>Week</b>	<b>Topic</b>
Week 1	Course Introduction
Week 2	Chapter 1 – ACHIEVING HIGH CUSTOMER SATISFACTION
Week 3	Chapter 2 – DEVELOPING STRONG LISTENING AND COMMUNICATION SKILLS
Week 4	EXAM 1 Assignment
Week 5	Chapter 3 – WINNING TELEPHONE SKILLS
Week 6	Chapter 4 – TECHNICAL WRITING SKILLS FOR SUPPORT PROFESSIONALS
Week 7	EXAM 2 Assignment
Week 8	Chapter 5 – HANDLING DIFFICULT CUSTOMER SITUATIONS
Week 9	Chapter 6 – SOLVING AND PREVENTING INCIDENTS AND PROBLEMS
Week 10	EXAM 3
Week 11	Chapter 7 – BUSINESS SKILLS FOR TECHNICAL PROFESSIONALS
Week 12	Chapter 8 – TEAMS AND TEAM PLAYERS IN A SERVICE DESK SETTING
Week 13	Chapter 9 – MINIMIZING STRESS AND AVOIDING BURNOUT
Week 14	SERVICE DESK SITE VISIT
Week 15	Course Review
Week 16	Final Exam

Disclaimer: Sequence & Content is subject to change at the instructor's discretion.