



STARK STATE COLLEGE

GENERAL SYLLABUS

Course Information

Course Name: Help Desk and Computer Support Concept
Course Number: CIS121

Required Materials

Textbook(s): Computer User Support for Help Desk and Support Specialists, 6th Edition, ISBN 9781285852683
Required Readings: None
Additional Materials: None

Course Outline/Calendar

The date of coverage and order of coverage may be modified based on the faculty member and events beyond the control of faculty members that interfere with class times and teaching.

Week	Chapter/Topic/Lab
Week 1	Course Intro, Chapter 1 – Intro to Computer User Support (Video, Quiz, Lab, Objectives 1, 2, 5)
Week 2	Chapter 2 – Customer Service Skills for User Support Agents (Video, Quiz, Lab, Objectives 3, 4)
Week 3	Chapter 3 – Writing for End Users (Video, Quiz, Lab, Objectives 3, 5, 8)
Week 4	Exam 1 (Chapters 1-3, Objectives 3, 4, 5)
Week 5	Chapter 4 – Skills for Troubleshooting Computer Problems (Video, Quiz, Lab, Objectives 7, 8, 6)
Week 6	Chapter 5 – Common Support Problems (Video, Quiz, Lab, Objectives 7, 13, 14)
Week 7	Chapter 6 – Help Desk Operation (Video, Quiz, Lab, Objectives 2, 3, 8), Academic Advising Bonus
Week 8	Exam 2 (Chapters 4-6, Objectives 2, 7)
Week 9	Chapter 7 – User Support Management (Video, Quiz, Lab, Objectives 1, 9, 13)
Week 10	Chapter 8 – Product Evaluation Strategies and Support Standards (Video, Quiz, Lab, Objectives 1, 10)
Week 11	Chapter 9 – End-User Needs Assessment Projects (Video, Quiz, Lab, Objectives 5, 10, 11), Registration Bonus
Week 12	Exam 3 (Chapters 7-9, Objectives 9, 10)
Week 13	Chapter 10 – Installing and Managing End-User Technology (Video, Quiz, Lab, Objectives 10, 12, 14)
Week 14	Chapter 11 – Technology Training for Users (Video, Quiz, Lab, Objective 13)
Week 15	Chapter 12 – A User Support Utility Tool Kit (Video, Quiz, Lab, Objectives 7, 10, 14)
Week 16	Exam 4 (Chapters 10-12, Objectives 7, 10, 14)