

Bossier Parish Community College
Master Syllabus

Course Prefix and Number: CTEC 118

Credit hours: 3-3-0

Course Title: Help Desk Operations

Course Prerequisites: None

Textbook(s): Beisse, Fred. A Guide to Computer User Support for Help Desk and Support Specialists, 6th edition. Cengage, 2015. ISBN: 9781285852683

Optional Textbook/Subscription Offers from Cengage:

Cengage Unlimited, 1 term (4 month) Printed Access Card, 1st edition,
PAC: 9780357700037 or IAC: 9780357700006

Cengage Unlimited, Multi-term (12 month) Printed Access Card, 1st edition,
PAC: 978035770044 or IAC: 9780357700013

Cengage Unlimited, Multi-term (24 month) Printed Access Card, 1st edition,
PAC: 9780357700051 or IAC: 9780357700020

Course Description: This course focuses on key information and skills to prepare the student to assist non-technical people with computer-related problems in the workplace. Topics include troubleshooting and problem solving, determining a client's specific needs, and successful communication with clients.

Learning Outcomes:

At the end of the course, the student will:

- A. demonstrate effective customer service skills;
- B. describe help desk operations; and
- C. manipulate relevant help-desk software.

To achieve the learning outcomes, the student will or will be able to:

(The letter designations at the end of each statement refer to the learning outcome(s).)

- 1. use basic computer and help desk terminology (A) ;
- 2. create documentation to track help desk incidents (A) ;
- 3. identify common support issues (B) ;
- 4. discuss procedures of help desk operations (B) ;
- 5. utilize relevant software for user support (C) ; and
- 6. apply problem-solving methodologies using knowledge base articles (C).

Course Requirements:

- 1. Achieve a course average of 70% or above.
- 2. Each student is expected to attend class regularly; excessive unexcused absences constitute grounds for suspension (refer to the student handbook for attendance policies).
- 3. Students must have access to a Windows computer, Microsoft Office 2016, and the Internet to complete the assignments. Computers, software, and the Internet are

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available to students on campus during scheduled computer lab times and in the Learning Commons located in the BPCC Library.

Course Grading Scale:

A = 90 - 100
B = 80 - 89
C = 70 - 79
D = 60 - 69
F = 0 - 59

Attendance Policy: The college attendance policy is available at

<http://catalog.bpcc.edu/content.php?catoid=5&navoid=369>

Course Fees: This course is accompanied with an additional non-refundable fee for supplemental materials, laboratory supplies, software licenses, certification exams, and/or clinical fees.

Nondiscrimination Statement: Bossier Parish Community College does not discriminate on the basis of race, color, national origin, gender, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. Bossier Parish Community College does not discriminate in its hiring or employment practices.

COORDINATOR FOR SECTION 504 AND ADA

Angie Cao, Student and Disability Services Specialist

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Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.

Equity/Compliance Coordinator

Teri Bashara, Director of Human Resources

Human Resources Office, A-105

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Bossier City, LA 71111

Phone: 318-678-6056

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