

Bossier Parish Community College
Master Syllabus

Course Prefix and Number: CTEC 119

Credit Hours: 3-3-0

Course Title: HDI Support Center Analyst (HDI-SCA)

Course Prerequisites: None

Textbook(s): None

Course Description: HDI Support Center Analyst (HDISCA) training focuses on support center strategies for effective customer service, emphasizing problem-solving and troubleshooting skills, contact handling procedures, incident management, communication skills, and an introduction to service management process. This course will help students gain the skills required for the nationally recognized HDI-SCA certification exam.

Learning Outcomes:

At the end of this course, the student will:

- A. identify the process of incident management, from detection and recording to closure;
- B. demonstrate critical thinking skills to resolve incidents quickly and consistently;
- C. discuss the value of service management processes and the role they play in providing quality support;
- D. develop an awareness of the core help desk processes and best practices;
- E. develop valuable active listening skills and effective communication strategies;
- F. identify techniques for improving customer interactions; and
- G. define effective support center strategies for managing difficult customers.

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

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

- 1. define the role of the support center analyst; (A)
- 2. discuss troubleshooting and incident management; (B)
- 3. describe the service management process; (C)
- 4. recognize best practices for service and support; (D)
- 5. apply communication essentials; (E)
- 6. identify personal and professional development; (F)
- 7. use customer management skills; (G)

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 the Internet. The Internet and software are available to the student on campus during scheduled computer lab times and in the Technology Resource Center located on the second floor of the BPCC library.

Course Grading Scale:

A = 89.5% - 100%
B = 79.5% - 89.4%
C = 69.5% - 79.4%
D = 59.5% - 69.4%
F = 0.0% - 59.4%

Attendance Policy: The college attendance policy is available at <http://catalog.bpcc.edu/content.php?catoid=10&navoid=1151>

Course Fees: This course is accompanied with an additional fee for supplemental materials.

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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Equity/Compliance Coordinator

Teri Bashara, Director of Human Resources

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Phone: 318-678-6056

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