

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, 6<sup>th</sup> edition. Cengage, 2015. ISBN: 9781285852683

**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 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://www.bpcc.edu/catalog/current/academicpolicies.html>

**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**

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Equity/Compliance Coordinator

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