

Clackamas Community College
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Section #1 General Course Information

Department:Business & Computer Science: Computer Science

Submitter

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Course Prefix and Number:CS - 225

Credits:3

Contact hours

Lecture (# of hours): 22

Lec/lab (# of hours): 22

Lab (# of hours):

Total course hours: 44

For each credit, the student will be expected to spend, on average, 3 hours per week in combination of in-class and out-of-class activity.

Course Title:Computer End User Support

Course Description:

Addresses professional and interpersonal skills needed by technicians who support and manage hardware and software information systems. Customer service skills; troubleshooting; helpdesk operation; product needs analysis, evaluation, purchase, and installation; technical documentation and training.

Type of Course:Lower Division Collegiate

Is this class challengeable?

Yes

Can this course be repeated for credit in a degree?

No

Is general education certification being sought at this time?

No

Does this course map to any general education outcome(s)?

No

Is this course part of an AAS or related certificate of completion?

Yes

Name of degree(s) and/or certificate(s):Computer Science AAS & Certificate

Are there prerequisites to this course?

Yes

Pre-reqs:Pass CS-120 or placement in CS-121 or equivalent experience

Have you consulted with the appropriate chair if the pre-req is in another program?

No

Are there corequisites to this course?

No

Are there any requirements or recommendations for students taken this course?

No

Are there similar courses existing in other programs or disciplines at CCC?

No

Will this class use library resources?

No

Is there any other potential impact on another department?

No

Does this course belong on the Related Instruction list?

No

GRADING METHOD:

A-F or Pass/No Pass

Audit:Yes

When do you plan to offer this course?

✓ **Fall**

Is this course equivalent to another?

If yes, they must have the same description and outcomes.

No

Will this course appear in the college catalog?

Yes

Will this course appear in the schedule?

Yes

Student Learning Outcomes:

Upon successful completion of this course, students should be able to:

1. identify goals and processes of end-user computing and support,
2. define needs, develop, present, and write documentation for a training project;
3. write a software procedure,
4. identify personal and transferable skills required in computer support,
5. identify support arenas and modalities in technology, including synchronous and asynchronous support modes, internal and external support models;
6. perform simple user needs analysis and assessment,
7. develop a plan for addressing various issues in system installation,
8. implement processes for product evaluation and purchasing,
9. explain problem solving strategies and processes,
10. use and understand the purpose of help desk software,
11. discuss and identify issues in facilities management,
12. identify specific professional resources in computer support.

This course does not include assessable General Education outcomes.

Major Topic Outline:

1. Introduction to end-user computing and computer user support.
2. Learning and teaching.
 - a. Learning styles and modes.
 - b. Issues in training and teaching.
 - c. Preparing a teaching presentation.
3. Communication skills.
 - a. Writing for end-users.
 - b. Customer service communication skills.
4. Product evaluation strategies and standards.
 - a. Evaluating technology products.
 - b. Using tools to make effective product purchases.
5. Troubleshooting computer problems.

- a. Problem solving.
- b. Technical resources for troubleshooting.
- 6. Help Desk Operations.
 - a. Categorizing support problems.
 - b. Support desk software and knowledge-bases.
- 7. User needs analysis and assessment.
- 8. Systems analysis and installation.
 - a. Software systems analysis.
 - b. Installing computer systems.
- 9. Computer facilities management.

Does the content of this class relate to job skills in any of the following areas:

- 1. Increased energy efficiency **No**
- 2. Produce renewable energy **No**
- 3. Prevent environmental degradation **No**
- 4. Clean up natural environment **No**
- 5. Supports green services **No**

Percent of course:0%

Section #2 Course Transferability

Concern over students taking many courses that do not have a high transfer value has led to increasing attention to the transferability of LDC courses. The state currently requires us to certify that at least one OUS school will accept a new LDC course in transfer. Faculty should communicate with colleagues at one or more OUS schools to ascertain how the course will transfer by answering these questions.

- 1. Is there an equivalent lower division course at the University?
- 2. Will a department accept the course for its major or minor requirements?
- 3. Will the course be accepted as part of the University's distribution requirements?

If a course transfers as an elective only, it may still be accepted or approved as an LDC course, depending on the nature of the course, though it will likely not be eligible for Gen Ed status.

Which OUS schools will the course transfer to? (Check all that apply)

Identify comparable course(s) at OUS school(s)

How does it transfer? (Check all that apply)

:

First term to be offered:

Next available term after approval

:

