

COURSE OUTLINE

Revision: Carol Koepke, Date: January, 2009

DEPARTMENT: Technical Education

CURRICULUM: Computing Technology

COURSE TITLE: Help Desk, Research & Customer Service
Network Administration

COURSE NUMBER: CTN 295

TYPE OF COURSE: Vocational Preparatory

COURSE LENGTH: 1 Quarter

CREDIT HOURS: 5

LECTURE HOURS: 55

LAB HOURS: 0

CLASS SIZE: 24

PREREQUISITES: CSC 100 or equivalent; CTN 101 or CTN 160
recommended

COURSE DESCRIPTION:

This course teaches students 1) effective Customer Service and Help Desk techniques and 2) methods to conduct research necessary to solve technical problems efficiently. Special emphasis given to customer interaction and soft skills. You will learn techniques to accomplish, document, evaluate, and present the research to the customer. Help desk techniques and infrastructure are studied. Prereq: CSC 100 or equivalent. CTN 101 or CTN 160

STUDENT LEARNING OUTCOMES ADDRESSED:

1. Technology - Demonstrate problem solving and network design by utilizing critical thinking skills.
2. Human Relations - Use social interactive skills to work in teams effectively
3. Personal Responsibility - Be able to demonstrate time management skills and independent work habits.

STUDENT LEARNING OUTCOMES ADDRESSED (Cont.):

4. Personal Responsibility -: Recognize the need to continue to learn computer hardware and software and adapt to industry changes
5. Information literacy - Access and evaluate information from a variety of sources and contexts

PROGRAM OUTCOMES ADDRESSED:

- 3b Be able to analyze and troubleshoot various Microsoft, Novell, and open source operating systems.
- 3c Troubleshoot and solve problems occurring at any level of the OSI layers in a network.
- 4a Use critical thinking for analysis of hardware, OS, or network problems.
- 4b Access information efficiently and accurately to resolve computer problems.
- 4c Work effectively with others to accomplish complex tasks.
- 4d Develop logical thinking skills.
- 4e Develop effective communication skills.
- 4f Be able to explain and communicate problems accurately and the related solutions effectively.

GENERAL COURSE OBJECTIVES:

At the end of the course the student will:

1. Demonstrate the ethics with respect to research
2. Be able to plan and organize a research project
3. Know how to request information and how to compile and present it
4. Use skills to evaluate research sources for relevancy and currency
5. Know how and when to use technical terminology and related acronyms.
6. Be able to communicate with a customer in a successful and efficient manner in person, via telephone and digital media such as online Help Desks.
7. Understand the structure, purpose, and factors that must exist in a successful help desk.
8. Be able to make wise resource choices w/r to time management, cost, accuracy, thoroughness.
9. Demonstrate effective use of tone, expressions, and body language.
10. Use the Do's and Don'ts of customer service

CTN 295 Technicians: Help Desk, Research & Customer Service

Network Administration

DATE: January, 2009

TOPICAL OUTLINE:

APPROX. HOURS

| | | |
|------|---|-------------|
| I. | General Information | 5.0 |
| | a. Rewards and consequences of research | |
| | b. Skills needed | |
| | c. Ethics in research | |
| II. | Planning, Organization, and Presentation of Research | 5.0 |
| III. | Methods of conducting research efficiently | 5.0 |
| IV. | Evaluation of your research | 5.0 |
| V. | Understanding a help desk | 10.0 |
| | a. Structure | |
| | b. Employee responsibilities | |
| | c. Factors for successful help desk | |
| VI. | Effective customer service using NLP, expressions, speech, manners, etc. | 15.0 |
| VII. | Customer satisfaction | <u>10.0</u> |
| | Total | 55.0 Hours |

REVISED BY: Carol Koepke

DATE: January, 2009