

Course Title: IST 204 Help Desk Technology & Services

Course Leader: Karen Weil-Yates

Expected Learning Outcomes for Course

- *Demonstrate competence in working with a call center system and professional help desk software*
- *Assist and support others in applying appropriate technology in a business environment in a variety of methods: one-on-one consultation, formalized training, written documentation*
- *Implement effective strategies to evaluate computer products and define standards for an organization*
- *Analyze and assess user needs for computer systems, software and network products*
- *Implement good facilities management procedures, including: security, media backups, preventative maintenance, ergonomics, recycling*
- *Utilize user support information resources*

Assessment

(How do students demonstrate achievement of these outcomes?)

Students complete assignments from the textbook (Activities and Case Study per chapter); since the course is on-line, they create and post to a blog. This way their classmates can see and comment on their efforts. Some assessments are emailed to the instructor. There is one group project that is assigned and worked on throughout the semester. **Examples** of assessment include:

- 15 hours of job shadowing with help desk personnel and writing a report based on that experience; install and learn Help Desk software (comes with textbook) and complete Activities (outcomes #1, #2 & #6)
- Complete Case Study on Evaluating Help Desk software; Case Study on Product Comparisons (outcome #3)
- Learn and utilize project management software (outcomes #2, & #5)
- Evaluating themselves in terms of communication skills, personalities, interactions with others (outcomes #1 & 2)
- Develop troubleshooting methods to assist users (flowcharts); critical thinking skills; knowledge bases (research & critique valid Internet sites, subscribe to and use RSS feeds & aggregators) (outcomes #2 & #3)
- Plan, develop, implement and evaluate a training session (outcome #2 & #6)
- Review a situation and write step-by-step instructions to solve; create a survey to evaluate the results of a Help Desk scenario (outcome #2 & #4)
- Review and compare Acceptable Use Policies of a company with basic guidelines (outcome #3)
- Create a disaster plan for a home user (outcomes #2 & #5)

Validation

(What methods are used to validate your assessment?)

Other assignments are the result of the instructor's externships, advisory committee suggestions, site visits with internships, and on-site interviews with various local technical personnel. The textbook is published by a leading technology publisher and utilizes Microsoft Office in its assignments and case studies. In addition this course transferred as a graduation requirement to Carroll Community College.

Results

(What does the data show?)

For this evaluation period there were two sections of the course, both Spring 2010 and Fall 2010 with a total of 8 students. Both sections were taught tutorially and students worked at their own pace. Thus quantitative data is not available; 7 out of 8 students passed the course. Poor scores were in the following areas: flowcharts; Acceptable Use Policies; Disaster Plans; Training Case Study. Students tend to put off finding places to job shadow and/or work on group projects.

Follow-up

(How have you used the data to improve student learning?)

I plan to re-write the on-line modules for flowcharting, disaster plans and acceptable use policies. I have already re-written the module for training.

I will also find additional places for job shadowing and promote that assessment early in the semester as well as the training module—so help prevent procrastination.

I will also find and assign group projects rather than allow students to design their own.

Budget Justification

(What resources are necessary to improve student learning?) None, students receive requirement software with their texts and through the MSDNA Alliance.