

COURSE IMPLEMENTATION DATE:
 COURSE REVISED IMPLEMENTATION DATE: September 2006
 COURSE TO BE REVIEWED: February 2010
 (Four years after UPAC final approval date) (MONTH YEAR)

OFFICIAL COURSE OUTLINE INFORMATION

Students are advised to keep course outlines in personal files for future use.
 Shaded headings are subject to change at the discretion of the department and the material will vary
 - see course syllabus available from instructor

FACULTY/DEPARTMENT:	Computer Information Systems	
CIS 285		3
COURSE NAME/NUMBER	FORMER COURSE NUMBER	UCFV CREDITS
	End User Training and Support	
COURSE DESCRIPTIVE TITLE		

CALENDAR DESCRIPTION:

An overview of the training and support functions within Information Systems. Students will examine existing models and complete projects demonstrating their understanding of planning, developing, implementing and evaluating training and support systems.

PREREQUISITES: ENGL 105 or any 100 level CMNS (CMNS 125 is recommended)
 COREQUISITES: None

SYNONYMOUS COURSE(S)	SERVICE COURSE TO:
(a) Replaces: N/A	
(Course #)	(Department/Program)
(b) Cannot take: N/A for further credit.	
(Course #)	(Department/Program)

TOTAL HOURS PER TERM:	45	TRAINING DAY-BASED INSTRUCTION
STRUCTURE OF HOURS:		LENGTH OF COURSE: _____
Lectures:	45	HOURS PER DAY: _____
Seminar:	Hrs	
Laboratory:	Hrs	
Field Experience:	Hrs	
Student Directed Learning:	Hrs	
Other (Specify):	Hrs	

MAXIMUM ENROLLMENT:	35
EXPECTED FREQUENCY OF COURSE OFFERINGS:	Once a Year
WILL TRANSFER CREDIT BE REQUESTED? (lower-level courses only)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
WILL TRANSFER CREDIT BE REQUESTED? (upper-level requested by department)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
TRANSFER CREDIT EXISTS IN BCCAT TRANSFER GUIDE:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

AUTHORIZATION SIGNATURES:

Course Designer(s): _____	Chairperson: _____
Patrick O'Brien	(Curriculum Committee)
Department Head: _____	Dean: _____
Shelley Drysdale	Karen Evans
UPAC Approval in Principle Date: _____	UPAC Final Approval Date: February 3, 2006

LEARNING OBJECTIVES / GOALS / OUTCOMES / LEARNING OUTCOMES:

Students will understand the relationship between end users, management and IS departments. Students will be able to provide software assistance over the telephone. Students will be able to plan, construct and evaluate user support systems. Students will be able to assess training needs, plan conduct and evaluate training. Students will understand and be able to enforce software license agreements.

METHODS:

PRIOR LEARNING ASSESSMENT RECOGNITION (PLAR):

Credit can be awarded for this course through PLAR (Please check:) Yes No

METHODS OF OBTAINING PLAR:

Challenge examination, portfolio or interview

TEXTBOOKS, REFERENCES, MATERIALS:

[Textbook selection varies by instructor. An example of texts for this course might be:]

SUPPLIES / MATERIALS:

None

STUDENT EVALUATION:

[An example of student evaluation for this course might be:]

- Participation 10%
- Midterm exam 30%
- Final exam 30%
- Help Desk Project 15%
- Software Training Lesson Plan 15%

COURSE CONTENT:

[Course content varies by instructor. An example of course content might be:]

1. About this course: The relationship between End User Training and Support, Systems Management, General Management and End Users
2. Computer Training
3. About Learners
4. Training - Assessment and Design
5. Training Techniques and Technologies
6. Training - Managing and Evaluating
7. Understanding and Enforcing Software License Agreements
8. Midterm Exam
9. Help Desk - Foundations, Structure and Staffing
10. Help Desk Processes
11. Technical Tools for the Help Desk
12. Help Desk - Performance Measurement and Marketing
13. Help Desk - Cost/Benefit and Outsourcing

