

COURSE IMPLEMENTATION DATE: September 2001  
 COURSE REVISED IMPLEMENTATION DATE: September 2010  
 COURSE TO BE REVIEWED: January 2014  
*(four years after UPAC approval)* *(month, year)*

**OFFICIAL UNDERGRADUATE 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 – see course syllabus available from instructor

<b>CIS 285</b>	<b>Computer Information Systems</b>	<b>3</b>
COURSE NAME/NUMBER	FACULTY/DEPARTMENT	UFV CREDITS
<b>End User Training and Support</b>		
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)

*As of September 2011, prerequisites will change to the following:*  
 CIS 190 and CIS 192; one of COMP 150, COMP 125, or COMP 152; and one of ENGL 105 or any 100-level CMNS course (CMNS 125 is recommended).

COREQUISITES:  
 PRE or COREQUISITES:

**SYNONYMOUS COURSE(S):**

- (a) Replaces: \_\_\_\_\_
- (b) Cross-listed with: \_\_\_\_\_
- (c) Cannot take: \_\_\_\_\_ for further credit.

**SERVICE COURSE TO:** *(department/program)*

**TOTAL HOURS PER TERM:** 45

**STRUCTURE OF HOURS:**

Lectures: 45 Hrs  
 Seminar: \_\_\_\_\_ Hrs  
 Laboratory: \_\_\_\_\_ Hrs  
 Field experience: \_\_\_\_\_ Hrs  
 Student directed learning: \_\_\_\_\_ Hrs  
 Other (specify): \_\_\_\_\_ Hrs

**TRAINING DAY-BASED INSTRUCTION:**

Length of course: \_\_\_\_\_  
 Hours per day: \_\_\_\_\_

**OTHER:**

Maximum enrolment: 35  
 Expected frequency of course offerings: Once per year  
*(every semester, annually, every other year, etc.)*

**WILL TRANSFER CREDIT BE REQUESTED? (lower-level courses only)**

Yes  No

**WILL TRANSFER CREDIT BE REQUESTED? (upper-level requested by department)**

Yes  No

**TRANSFER CREDIT EXISTS IN BCCAT TRANSFER GUIDE:**

Yes  No

Course designer(s): Duncan Jeffries

Department Head: Ora Steyn

Date approved: October 16, 2009

Supporting area consultation (Pre-UPAC)

Date of meeting: November 6, 2009

Curriculum Committee chair: Edward Lo

Date approved: October 8, 2009

Dean/Associate VP: Dan Ryan

Date approved: January 18, 2010

Undergraduate Program Advisory Committee (UPAC) approval

Date of meeting: January 29, 2010

**LEARNING OUTCOMES:**

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

- Describe the relationship between end users, management and IS departments.
- Provide software assistance over the telephone.
- Plan, construct and evaluate user support systems.
- Assess training needs
- Plan, conduct, and evaluate training.
- Evaluate and enforce software license agreements.

**METHODS:** (Guest lecturers, presentations, online instruction, field trips, etc.)

Lecture and online instruction

**METHODS OF OBTAINING PRIOR LEARNING ASSESSMENT RECOGNITION (PLAR):**

Examination(s)                       Portfolio assessment                       Interview(s)

Other (specify):

PLAR cannot be awarded for this course for the following reason(s):

**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. 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
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