

OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

Note: The University reserves the right to amend course outlines as needed without notice.

Course Code and Number: CIS 285		Number of Credits: 3 Course credit policy (105)															
Course Full Title: End User Training and Support Course Short Title: <i>(Transcripts only display 30 characters. Departments may recommend a short title if one is needed. If left blank, one will be assigned.)</i>																	
Faculty: Faculty of Professional Studies		Department (or program if no department): Computer Information Systems															
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 (or NONE):		CIS 190, (CIS 191 or 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 (if applicable, or NONE):																	
Pre/corequisites (if applicable, or NONE):																	
Antirequisite Courses <i>(Cannot be taken for additional credit.)</i> Former course code/number: Cross-listed with: Dual-listed with: Equivalent course(s): <i>(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)</i>		Special Topics <i>(Double-click on boxes to select.)</i> This course is offered with different topics: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <i>(If yes, topic will be recorded when offered.)</i>															
		Independent Study If offered as an Independent Study course, this course may be repeated for further credit: <i>(If yes, topic will be recorded.)</i> <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes, repeat(s) <input type="checkbox"/> Yes, no limit															
Typical Structure of Instructional Hours <table border="1"> <tr> <td>Lecture/seminar hours</td> <td>45</td> </tr> <tr> <td>Tutorials/workshops</td> <td></td> </tr> <tr> <td>Supervised laboratory hours</td> <td></td> </tr> <tr> <td>Experiential (field experience, practicum, internship, etc.)</td> <td></td> </tr> <tr> <td>Supervised online activities</td> <td></td> </tr> <tr> <td>Other contact hours:</td> <td></td> </tr> <tr> <td>Total hours</td> <td>45</td> </tr> </table>		Lecture/seminar hours	45	Tutorials/workshops		Supervised laboratory hours		Experiential (field experience, practicum, internship, etc.)		Supervised online activities		Other contact hours:		Total hours	45	Transfer Credit Transfer credit already exists: <i>(See bctransferguide.ca.)</i> <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Submit outline for (re)articulation: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <i>(If yes, fill in transfer credit form.)</i>	
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		Grading System <input checked="" type="checkbox"/> Letter Grades <input type="checkbox"/> Credit/No Credit															
		Maximum enrolment (for information only): 35 Expected Frequency of Course Offerings: Once per year. <i>(Every semester, Fall only, annually, etc.)</i>															
Department / Program Head or Director: Edward Lo		Date approved: December 20, 2018															
Faculty Council approval		Date approved: March 15, 2019															
Dean/Associate VP: Tracy Ryder Glass		Date approved: March 15, 2019															
Campus-Wide Consultation (CWC)		Date of posting: June 21, 2019															
Undergraduate Education Committee (UEC) approval		Date of meeting: February 28, 2020															

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.

Prior Learning Assessment and Recognition (PLAR)

☒ Yes ☐ No, PLAR cannot be awarded for this course because

Typical Instructional Methods (*Guest lecturers, presentations, online instruction, field trips, etc.; may vary at department's discretion.*)

Lecture and online instruction.

NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.

Typical Text(s) and Resource Materials (*If more space is required, download Supplemental Texts and Resource Materials form.*)

Author (surname, initials)	Title (article, book, journal, etc.)	Current ed.	Publisher	Year
1. Beisse, F	A Guide to Computer User Support for Help Desk and Support Specialists	<input type="checkbox"/>	Cengage Learning	2014
2. Andrews, J	CompTIA A+ Guide to IT Technical Support 10 th ed	<input type="checkbox"/>	CompTIA	2019
3. Caffarella, R S; Ratcliff Daffron, S; Cervero, R M	Planning Programs for Adult Learners: A Practical Guide 3 rd Edition	<input type="checkbox"/>	Wiley	2013
4. Markel, M	Technical Communicatoin	<input type="checkbox"/>	Macmillan learning	2018
5.		<input type="checkbox"/>		

Required Additional Supplies and Materials (*Software, hardware, tools, specialized clothing, etc.*)

None

Typical Evaluation Methods and Weighting

Final exam:	30%	Assignments:	%	Field experience:	%	Portfolio:	%
Midterm exam:	30%	Project:	15%	Practicum:	%	Participation:	10
Quizzes/tests:	%	Lab work:	%	Software training lesson plan:	15%	Total:	100%

Details (if necessary):**Typical Course Content and Topics**

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
8. Help Desk: foundations, structure, and staffing
9. Help Desk processes
10. Technical tools for the Help Desk
11. Help Desk: performance measurement and marketing
12. Help Desk: cost/benefit and outsourcing