UNIVERSITY COLLEGE of the FRASER VALLEY

COURSE IMPLEMENTATION DATE:[ ]
REVISED COURSE IMPLEMENTATION DATE: Fall 2003]
COURSE TO BE REVIEWED DATE:[Fall 2004]
(Four years after implementation date)

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 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 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: COMP 125, CMNS 125

COREQUISITES: None

SYNONYMOUS COURSE(S)
(a) Replaces: N/A
(Course #)
(b) Cannot take N/A for further credit
(Course #)

SERVICE COURSE TO:
(Department / Program)
(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:

MAXIMUM ENROLMENT: 35

EXPECTED FREQUENCY OF COURSE OFFERING: Once a year

WILL TRANSFER CREDIT BE REQUESTED? **YES** **NO** X

TRANSFER CREDIT EXISTS IN BCCAT TRANSFER GUIDE: **YES** **NO** X

AUTHORIZATION SIGNATURES:

Course designer(s): Patrick O'Brien
Chairperson: *(Curriculum Committee)*
Department Head: Paul Franklin
Dean: Karen Evans
PAC Approval in Principle Date:
PAC Final Approval Date: December 4, 2002

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 YES X NO ___

METHODS OF OBTAINING PLAR:

Course Challenge

TEXTBOOKS, REFERENCES, MATERIALS:

SUPPLIES / MATERIALS:

STUDENT EVALUATION:

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

COURSE CONTENT:

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