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)
(a) Replaces: **N/A** *(Course #)*
(b) Cannot take: **N/A** *(Course #)* for further credit.

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 ENROLLMENT: **35**
EXPECTED FREQUENCY OF COURSE OFFERINGS: **Once a Year**

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

AUTHORIZATION SIGNATURES:

Course Designer(s): Patrick O'Brien
Chairperson: *(Curriculum Committee)*
Department Head: Shelley Drysdale
Dean: 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