UNIVERSITY OF THE FRASER VALLEY

OFFICIAL UNDERGRADUATE COURSE OUTLINE (page 1)

COURSE IMPLEMENTATION DATE: September 2001
COURSE REVISED IMPLEMENTATION DATE: September 2011
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

CIS 285	**Computer Information Systems**	**3**
COURSE NAME/NUMBER	FACULTY/DEPARTMENT	UFV 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: 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