Department Chair: Merille Siegel
Program Coordinator: Eric Cameron

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Course Code: CIS 218   **Course Title:** Technical Communications

Department: CIS/Engineering

Course Description:
This course introduces communication skills required to be a successful technical support specialist. Students will learn how to conduct in-person, phone, and virtual technical support, while also learning how to write technical documentation, conduct user training, create training videos, and use helpdesk ticketing software effectively. Offered Spring only.

Prerequisites: ENS 106 and either (CIS 180 or CIS 116)

Credits: 3   **Lecture Hours:**   3   **Lab/Studio Hours:**   0   **Clinical/Fieldwork Hours:** 0
                                                                                          Open Lab Assignments

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Required Textbook/Materials:
Computer User Support for Help Desk and Support Specialists, Beisse, 2015.

Additional Time and Supplemental Requirements:
Students are expected to spend 6 hours per week preparing for the course, including reading the chapters, reviewing the objectives, and doing projects and homework.

COVID-19:
On-Campus Requirements during COVID-19: Passaic County Community College has created a thorough plan for maintaining a healthy environment while on campus during the COVID-19 Pandemic. You are required to wear your mask, maintain safe social distances and wash your hands frequently. Also, remember to use hand sanitizer stations, and do not gather in groups. Maintaining a healthy campus will require all of us to do our part. If we take these simple precautions, we can have a safe and productive semester.

Course Learning Outcomes:
Upon completion of this course, students will be able to:
• Execute effective in-person, phone, and virtual technical support
• Create clear technical documentation
• Conduct effective technical training
• Develop a plan to evaluate the impact of new products in the workplace
• Identify correct ethical choices in user support

General Education Outcomes: This is not a general education course.

Grading Standards:

Component	Percentage	Other Information
Exams	35%	Two exams
Practice Quizzes	5%	Two per chapter
Projects	40%	One per chapter
Simulations	10%	One per chapter
Attendance/In-Class Activities	10%	

Course Content:

(Schedule and suggested topics, readings, and assignments subject to change based on instructor and instructional resource)

TOPIC
Syllabus Review Introduction to Computer User Support
Customer Service Skills for User Support Agents
Writing for End Users *Microsoft Procedural Syntax; creating effective training materials*
Writing for End Users
Technology Training for Users
User Support Presentation and Meetings *Participating effectively in support team meetings, designing effective technical presentations* *Midterm*
User Support Management *Ethical decision making, user support as a profession; creating user codes of conduct*
Help Desk Operation
Hands-On with LBE Desktop Helpdesk
Common Support Problems
Product Evaluation Strategies *Creating and presenting potential solutions; how to plan user testing*
Creating technical training videos *Creating a YouTube account; publishing using Screen-Cast-O-Matic*
Creating technical training videos
Microsoft Outlook *Email automation tools; templates; email etiquette*
Final Exam
TOPIC
Syllabus Review Introduction to Computer User Support

Customer Service Skills for User Support Agents
Writing for End Users Microsoft Procedural Syntax; creating effective training materials
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Creating technical training videos
Microsoft Outlook Email automation tools; templates; email etiquette
Final Exam

Department Policies:
- If you are unable to take an exam, it is always better to contact the professor **before** the exam, rather than after the exam.
- Unless otherwise specified by your instructor, all homework assignments and projects are to be done on your own. Handing in an identical assignment to someone else's work is considered cheating. In the case of identical work, all students involved can receive academic sanctions, up to and including course failure. This includes two students handing in the same file.
- Plagiarism in any form is unacceptable. All work that is not yours must be cited properly. Plagiarism on any part of an assignment is still plagiarism. Plagiarism will result in academic sanctions, up to and including course failure
- Tests/quizzes may include work that was not covered in class. It is expected that you are reading the textbooks, even if it is not explicitly assigned. Likewise, you are expected to take notes.
- The CIS computer lab will have the software you need for assignments, even if you do not. The department labs are open and staffed over 70 hours a week. If your home computer will not allow you to complete assignments, plan on doing your work on campus. The CIS has a department lab in Paterson in room H311. If you can use that lab, we recommend doing so. Labs are also available at other campuses or at other locations in Paterson, but the CIS lab is your best resource.

College Policies:
For Information regarding:
- PCCC's Academic Integrity Code

- Student Conduct Code
- Student Grade Appeal Process

Please refer to the PCCC Student Handbook and PCCC Catalog

Panther Alert:
The College will announce delayed openings, closings, and other emergency situations through the Panther Alert System. Students are encouraged to sign up for Panther Alert Notifications by logging into their student accounts through the PCCC website at www.pccc.edu and following Panther Alert System instructions.

Notification for Students with Learnings Disabilities:
If you have a disability, and believe you need accommodations in this class, please contact the Office of Disabilities Services (ODS) at 973-684-6395, or email ods@pccc.edu. You should do so as soon as possible at the start of each semester. If you require testing accommodations, you must remind me (the instructor) one week in advance of each test.

Date last modified: December 2020