



North Central Michigan College Master Course Syllabus

PART 1:

Course Name: Help Desk Internship

Course Number: IT 199

Credit Hrs. 4 Lecture Hrs. 0 Lab Hrs. 0 Clinical Hrs. 16 Variable Hrs. 0

Total Hours of Instruction: 4 Total Contact Hours: 281.6
(Total Contact hour's formula: (lecture hrs. + lab hrs. + clinical hrs) x 17.6)

Course Description:

Provides the student with hands on experience in a computer support environment. The student will perform end user support activities. All activities will be tracked with a typical help desk ticketing software. The routine activities required will range from hardware and wiring installations and software upgrades to virus removal and simple domain account activities like resetting passwords. The student will be expected to work approximately 16 hours per week and is required to take the Comp TIA A+ Certification exam.

Prerequisite (s): Instructor permission

Co-requisite (s): None

Course Objectives:

Upon successful completion of the course, the learner will be able to:

- Demonstrate ability to work with little supervision.
- Recognize common computer problems.
- Properly classify and prioritize support requests.
- Solve common computer software and hardware problems.
- Recognize when to ask for help.
- Utilize vendor support to solve software and hardware problems.
- Demonstrate appropriate post support documentation.
- Pass the Comp TIA Certification Examination.

Reasonable accommodations can be provided for students with documented disabilities. Please contact Learning Support Services to arrange for these (231)348-6687 or (231)348-6817, Room 533 SCRC.



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PART 2:

Course Objectives and Linked Lumina DQP Outcomes

See **PART 3** of this syllabus for the complete language of each Lumina DQP outcome.

*Please identify the Lumina DQP outcome(s) supported by the course objectives. List each course objectives (from **PART 1**), followed by the corresponding Lumina DQP Outcome number(s) in parentheses. (See the example.)*

Example:

- *Course Objective (DQP # 1, 5, 8)*
- Demonstrate ability to work with little supervision. (DQP 3, 16)
- Recognize common computer problems.(DQP 6, 7, 10, 11)
- Properly classify and prioritize support requests. (DQP 6, 7, 10, 11)
- Solve common computer software and hardware problems. (DQP 6, 7, 10, 11)
- Recognize when to ask for help. (DQP 6, 7, 11)
- Utilize vendor support to solve software and hardware problems. (DQP 6, 7, 8, 10, 11)
- Demonstrate appropriate post support documentation. (DQP 7, 8 10, 11)
- Pass the Comp TIA Certification Examination. (DQP 7, 8, 10, 16)



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Suggested Methods of Instruction:

On the job training and hands on experience monitored by instructor followed by third party certification examination.

Suggested Methods of Assessment and Evaluation:

Third party testing, support ticket documentation and daily reports to instructor.

Adopted Text at Time of Course Adoption/Revision:

CompTIA A+ Certification All-in-One Exam Guide, Seventh Edition (Exams 220-701 & 220-702), McGraw-Hill Osborne Media; 7 edition (January 21, 2010)

OPTIONAL SUPPLEMENTARY MATERIALS:

Topics Covered During the Semester:

Sequence of topics and time allowance are at the discretion of the instructor

WEEK 1	Orientation
WEEK 2	Help Desk Support / Self-study
WEEK 3	Help Desk Support / Self-study
WEEK 4	Help Desk Support / Self-study
WEEK 5	Help Desk Support / Self-study
WEEK 6	Help Desk Support / Self-study
WEEK 7	Help Desk Support / Self-study
WEEK 8	Help Desk Support / Self-study
WEEK 9	Help Desk Support / Self-study
WEEK 10	Help Desk Support / Self-study
WEEK 11	Help Desk Support / Self-study
WEEK 12	Help Desk Support / Self-study
WEEK 13	Help Desk Support / Self-study
WEEK 14	Help Desk Support / Self-study
WEEK 15	Help Desk Support / Self-study
WEEK 16	Comp TIA A + Certification Examination

Part 1 & Part 2 approved by CRDAP on:

Part 2 approved by AD:

Date:

Part 2 approved by CRDAP Chair:

Date:

Rev02/15



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PART 3:

LUMINA DQP OUTCOMES – Use this reference sheet for **PART 2** of Master Course Syllabus.

Specialized Knowledge

1. Describes the scope and principal features of the field of study, citing at least some of its core theories and practices and offers a similar explication of at least one related field.
2. Illustrates contemporary terminology used in the field.
3. Generates substantially error-free products, reconstructions, data, juried exhibits or performances as appropriate to the field.

Broad Integrative Knowledge

4. Describes how existing knowledge or practice is advanced, tested and revised
5. Describes and examines a range of perspectives on key debates and their significance both within the field and in society.
6. Illustrates core concepts of the field while executing analytical, practical or creative tasks.
7. Selects and applies recognized methods of the field in interpreting characteristic discipline-based problems.
8. Assembles evidence relevant to characteristic problems in the field, describes the significance of the evidence and uses the evidence in analysis of these problems.
9. Describes the ways in which at least two disciplines define, address and interpret the importance of a contemporary challenge or problem in science, the arts, society, human services, economic life or technology.

Intellectual Skills – Analytic Inquiry

10. Identifies, categorizes and distinguishes among elements of ideas, concepts, theories and/or practical approaches to standard problems.

Intellectual Skills – Use of Information Resources

11. Identifies, categorizes, evaluates and cites multiple information resources necessary to engage in projects, papers or performance in his or her program.

Intellectual Skills – Engaging Diverse Perspectives

12. Describes how knowledge from different cultural perspectives would affect his or her interpretations of prominent problems in politics, society, the arts and/or global relations.

Intellectual Skills – Communication Fluency

13. Presents accurate calculations and symbolic operations and explains how such calculations and operations are used in either his or her specific field of study or in interpreting social and economic trends.
14. Presents substantially error-free prose in both argumentative and narrative forms to general and specialized audiences.

Applied Learning

15. Describes in writing at least one substantial case in which knowledge and skills acquired in academic settings are applied to a challenge in a non-academic setting; applies that learning to the question; and analyzes at least one significant concept or method related to his or her course of study in light of learning outside the classroom.
16. Locates, gathers and organizes evidence on an assigned research topic addressing a course-related question or a question of practice in a work or community setting; offers and examines competing hypotheses in answering the question.

Civic Learning

17. Describes his or her own civic and cultural background, including its origins and development, assumptions and predispositions.
18. Describes diverse positions, historical and contemporary, on selected democratic values or practices and presents his or her own position on a specific problem where one or more of these values or practices are involved.
19. Takes an active role in a community context (work, service, co-curricular activities, etc.) and examines the civic issues encountered and the insights gained from the community experience.

The Degree Qualifications Profile was adopted by CRDAP: April 11, 2012