

Week #	Class Meeting	Topic	Chapters	Activity
1 11/26 – 11/30	11/26 – Mon. In Class	Introduction to Helpdesk Organization and People	<ul style="list-style-type: none"> Chapter 1 Chapter 2 	
	11/28 – Wed. ONLINE			Quiz #1 Ch1-2 Assignment #1
2 12/3 – 12/7	12/3 – Mon. In Class	Receiving the Incident Processing and Resolving the Incident	<ul style="list-style-type: none"> Chapter 3 Chapter 4 	
	12/5 – Wed. ONLINE			Assignment #2 Quiz#2 Ch 3-4
3 12/10-12/14	12/10 – Mon. ONLINE	Computer Telephony	<ul style="list-style-type: none"> Chapter 5 	Assignment #3
	12/12 – Wed. ONLINE	Webbased Support	<ul style="list-style-type: none"> Chapter 6 	EXAM 1 (Ch1-5)
4 12/17 – 12/21	12/17 – Mon. In Class	Performance Management Knowledge Management	<ul style="list-style-type: none"> Chapter 7 Chapter 8 	
	12/19 – Wed. ONLINE		Interview Skill Workshop	Reflective Essay
Christmas Break 12/21 – 1/1 Happy Holidays				
5 1/2 – 1/4	1/2 – Wed. ONLINE	Asset and Security Management	<ul style="list-style-type: none"> Chapter 9 	Quiz #3 Ch 6,7,8
	1/7 – Mon. In Class	Helpdesk Survival Guide	<ul style="list-style-type: none"> Chapter 10 	
	1/9 – Wed. ONLINE			Assignment #4
7 1/14	1/14 ONLINE		Finish Up All Work	Exam 2 (CH 6-10)