

ACCELERATED PROGRAMMER TRAINING

ITSC 2339 Personal Help Desk

Please allow 10 to 12 Hours per week per assignment

	Topic	Reading	Quiz	Student Activities
Week 1 19-Jan	Course Orientation		Orientation Quiz (No later thanXX)	1. Orientation Voice Board 2. Orientation Adobe Connect (No later than)
Week 2 26-Jan	Chapter 1: Introduction to Computer User Support	Read Chapter 1	Chapter 1 Quiz (No later thanXX)	1. Chapter 1 Voice Board Discussion 2. Chapter 1 Adobe Connect Meeting 3. Chapter 1 Hands-on (No later thanXX)
Week 3 2-Feb	Chapter 2: Customer Service Skills for User Support Agents	Read Chapter 2	Chapter 2 Quiz (No later thanXX)	1. Chapter 2 Voice Board Discussion 2. Chapter 2 Adobe Connect Meeting 3. Chapter 2 Hands-on (No later thanXX)
Week 4 9-Feb	Chapter 3: Skills for Troubleshooting Computer Problems	Read Chapter 3	Chapter 3 Quiz (No later thanXX)	1. Chapter 3 Voice Board Discussion 2. Chapter 3 Adobe Connect Meeting 3. Chapter 3 Hands-on (No later thanXX)
Week 5 16-Feb	Chapter 4: Common Support Problems	Read Chapter 4	Chapter 4 Quiz (No later thanXX)	1. Chapter 4 Voice Board Discussion 2. Chapter 4 Adobe Connect Meeting 3. Chapter 4 Hands-on (No later thanXX)
Week 6 23-Feb	Make up of previous quizzes and Hands-on Exam 1 /Project 1 (Chapters 1-4)			
Week 7 2-Mar	Chapter 5: Help Desk Operation	Read Chapter 5	Chapter 5 Quiz (No later thanXX)	1. Chapter 5 Voice Board Discussion 2. Chapter 5 Adobe Connect Meeting 3. Chapter 5 Hands-on (No later thanXX)
Week 8 9-Mar	Chapter 6: User Support Management	Read Chapter 6	Chapter 6 Quiz (No later thanXX)	1. Chapter 6 Voice Board Discussion 2. Chapter 6 Adobe Connect Meeting 3. Chapter 6 Hands-on
16-Mar	Spring Break			
Week 9 23-Mar	Chapter 7: Product Evaluation Strategies and Support Standards	Read Chapter 7	Chapter 7 Quiz (No later thanXX)	1. Chapter 7 Voice Board Discussion 2. Chapter 7 Adobe Connect Meeting 3. Chapter 7 Hands-on (No later thanXX)
Week 10 30-Mar	Chapter 8: End-User Needs Assessment Projects	Read Chapter 8	Chapter 8 Quiz (No later thanXX)	1. Chapter 8 Voice Board Discussion 2. Chapter 8 Adobe Connect Meeting 3. Chapter 8 Hands-on (No later thanXX)

Competency 3	Week 11 6-Apr	Make up of previous quizzes and Hands-on Exam 2 / Project 2 (Chapters 5-8)			
	Week 12 13-Apr	Chapter 9: Installing and Managing End-User Computers	Read Chapter 9	Chapter 9 Quiz (No later thanXX)	1. Chapter 9 Voice Board Discussion 2. Chapter 9 Adobe Connect Meeting 3. Chapter 9 Hands-on (No later thanXX)
	Week 13 20-Apr	Chapter 10: Training Computer Users	Read Chapter 10	Chapter 10 Quiz (No later thanXX)	1. Chapter 10 Voice Board Discussion 2. Chapter 10 Adobe Connect Meeting 3. Chapter 10 Hands-on (No later thanXX)
	Week 14 27-Apr	Chapter 11: Writing for End Users	Read Chapter 11	Chapter11 Quiz (No later thanXX)	1. Chapter 1 Voice Board Discussion 2. Chapter 1 Adobe Connect Meeting 3. Chapter 1 Hands-on (No later thanXX)
	Week 15 4-May	Chapter 12: A User Support Utility Tool Kit	Read Chapter 12	Chapter 12 Quiz (No later thanXX)	1. Chapter 1 Voice Board Discussion 2. Chapter 1 Adobe Connect Meeting 3. Chapter 1 Hands-on (No later thanXX)
	Week 16 11-May	Make up of previous quizzes and Hands-on Exam 3 / Project 3 (Chapter 9-12)			

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