Appendix A

The Computer Support IFCC approved revisions to the following standard course:

- CIST 2130 – Desktop Support Concepts

The IFCC concluded that the Computer Support and Help Desk Specialist programs needed a capstone course that more closely matched the skill level of those programs. The IFCC cited the rationale that a revised course length would enable sufficient time for the increases in complexity and capabilities of the current industry standards to be addressed, namely customer support. Below are side-by-side reviews of the course revisions approved by the IFCC.

CIST 2130 – Desktop Support Concepts

Course Description: The course description adequately expresses the purpose of the course, thus the IFCC did not approve any revisions to this area.

Pre-requisites: The IFCC unanimously agreed that no pre-requisites remain pertinent for this course and did not approve any revisions to this area.

Course Length: The IFCC approved revisions to the course length by adding two (2) additional hours to regular lab contact time which increased the total contact hours to six (6) hours.

Original Course Length (version 201216L)

Course Length

(calculated as Course Competencies and Learning Outcomes are added)

	Lecture Contact Time	Regular Lab Type	Reg. Lab Contact Time	Other Lab Type	Other Lab Contact Time	Total Contact hours
Contact Hours Per Week	1 hrs	Lab	4 hrs	N/A	0 hrs	5 hrs
Contact Min/Hrs Per Semester	750 mins		3000 mins		0 mins	75 hrs

	Lecture Credit Hours	Lab Credit Hours	Total Credit Hours	Total WLU
Semester Credit Hours	1	2	3	108.75

Revised Course Length (version 202412)

Course Length

(calculated as Course Competencies and Learning Outcomes are added)

	Lecture Contact Time	Regular Lab Type	Reg. Lab Contact Time	Other Lab Type	Other Lab Contact Time	Total Contact hours
Contact Hours Per Week	1 hrs	Lab	4 hrs	Lab	1 hrs	6 hrs
Contact Min/Hrs Per Semester	750 mins		3000 mins		750 mins	90 hrs

	Lecture Credit Hours	Lab Credit Hours	Total Credit Hours	Total WLU
Semester Credit Hours	1	3	4	127.5

Competencies with Learning Outcomes

The IFCC decided to add learning outcomes to the course competencies that both measure student learning and ease the process for faculty to select content for the course.

Order	Description
1	Computer Support Specialists Soft Skills

Order	Description	Learning Domain	Level of Learning
1	Characterize traits that are important in achieving high customer satisfaction.	Cognitive	Evaluation
2	Demonstrate strong listening skills.	Psychomotor	Guided Response
3	Demonstrate appropriate call handling skills.	Psychomotor	Guided Response
4	Apply appropriate technical writing skills.	Psychomotor	Guided Response
5	Demonstrate an understanding of handling difficult customer situations.	Affective	Valuing
6	Describe characteristics of a successful team.	Cognitive	Comprehension
7	Display an appreciation for the importance of communications and presentation skills by applying these skills in various customer support contexts.	Affective	Responding

The seventh outcome was added by the IFCC as part of the course revision.

Order	Description
2	Computer Support Service Management

Order	Description	Learning Domain	Level of Learning
1	Describe strategies and standards for leading IT service management frameworks including ITIL.	Cognitive	Comprehension
2	Identify the principal characteristics and components of businesses as information systems.	Cognitive	Knowledge
3	Develop decision trees, flowcharts, and system charts to demonstrate their importance in understanding the business system and flow of information.	Cognitive	Application
4	Classify common service metrics and performance indicators.	Cognitive	Application
5	Utilize and contrast support center knowledge management systems commonly used in the support center environment.	Cognitive	Application
6	Demonstrate an understanding of and apply security management in a computer support setting.	Psychomotor	Guided Response

The fifth and sixth outcomes were added by the IFCC as part of the course revision.

Order	Description
3	Computer Support Operations

Order	Description	Learning Domain	Level of Learning
1	Describe processes and procedures for increasing productivity, drive consistent service delivery, and customer satisfaction.	Cognitive	Comprehension
2	Create and maintain processes and procedures for increasing productivity, drive consistent service delivery, and customer satisfaction.	Psychomotor	Guided Response
3	Describe the major implementation activities and responsibilities.	Cognitive	Knowledge
4	Utilize common tools and utilities used in support center environment.	Psychomotor	Guided Response
5	Describe and diagnose common user problems.	Cognitive	Application
6	Demonstrate ability to configure and troubleshoot applications and devices.	Psychomotor	Guided Response
7	Demonstrate an understanding of resolving issues related to usability of applications, web browsers, and email.	Psychomotor	Guided Response
8	Classify support issues according to service levels for appropriate escalation and resolution.	Cognitive	Analysis
9	Perform product evaluation, needs assessment, and performance measures.	Psychomotor	Guided Response

The eight and ninth outcomes were added by the IFCC as part of the course revision.