

CTS 217 Computer Training/Support

COURSE DESCRIPTION:

Prerequisites: None

Corequisites: None

This course introduces computer training and support techniques. Topics include methods of adult learning, training design, delivery, and evaluation, creating documentation, and user support methods. Upon completion, students should be able to design and implement training and provide continued support for computer users.

Course Hours per Week: Class, 2. Lab, 2. Semester Hours Credit, 3.

LEARNING OUTCOMES:

Upon completing requirements for this course, the student will be able to:

1. Identify training/ support roles in a computer support environment.
2. Create documentation and resources
3. Develop and implement effective training strategies
4. Align learning with organizational requirements
5. Demonstrate training skills

OUTLINE OF INSTRUCTION:

- I. Introduce Techniques
 - A. ADDIE Training Cycle
 - B. Training Techniques
 - C. Assessing End User Needs

- II. Roles in a Computer Support Environment
 - A. Adult Learners
 - B. Training design
 - C. Training Delivery
 - D. Training Evaluation

- III. Documentation and Project Management
 - A. Writing for End Users
 - B. Online documentation
 - C. Documentation techniques
 - D. Project Management and Quality Control

- IV. End-user support
 - A. Methods of support
 - B. Support tracking
 - C. Evaluation of support

REQUIRED TEXTBOOK AND MATERIALS:

Text to be assigned by the instructor each semester.