



# Wayne County Community College District

## COURSE SYLLABUS

### CIS 248 Computer Support I

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**CREDIT HOURS:** 3.00

**CONTACT HOURS:** 45.00

**COURSE DESCRIPTION:**

In this class the student will learn how to resolve end-user operating systems problems by phone or, by connecting to the system remotely. It also gives the students skills needed to support end-users from Microsoft windows in a corporate environment or at home

**PREREQUISITE:** *CIS 110, CIS 240, CT 211*

**EXPECTED COMPETENCIES:**

Upon completion of this course, the student will be familiar with:

1. Converse with an end user professionally over the phone.
2. Determine probable root cause of system problems.
3. Use remote support software to connect to remote computers.
4. Resolve system problems remotely.

**ASSESSMENT METHODS:**

Student performance may be assessed by examination, quizzes, case studies, oral conversation, group discussion, oral presentations. The instructor reserves the option to employ one or more of these assessment methods during the course.

**GRADING SCALE:**

90%-100% = A  
80%-89.9%= B  
70%-79.9%= C  
60%-69.9%= D  
<60% = E