DEPT: Computer Careers  COURSE NO.: CST2310

COURSE TITLE: Information Technology Customer Service

CATALOG DESCRIPTION: This course covers the basic skills needed to work effectively with customers one-on-one or at a help desk. Basic communication, listening, telephone, writing, and problem solving skills are developed. Students practice the learned skills by working at the campus help desk.

AUDIENCE: Computer Careers students

FULFILLS MN TRANSFER CURRICULUM AREA(S) (Leave blank if not applicable)
Area : by meeting the following competencies:
Area : by meeting the following competencies:
Area : by meeting the following competencies:

PREREQUISITES OR NECESSARY ENTRY SKILLS/KNOWLEDGE:
CSCI 1102 – Introduction to Microcomputers
CST1111 – File Structures
CST1190 – Intro to Networking

LENGTH OF COURSE: 3 credits

THIS COURSE IS USUALLY OFFERED: Every other year ☐ fall ☐ spring ☒ summer ☐ undetermined ☐

Four goals are emphasized in course at Minnesota West Community & Technical College:

1. ACADEMIC CONTENT: The student will achieve the level of knowledge and skill needed to effectively communicate in various ways.

2. THINKING SKILLS: The student will need to be able to analyze problems and communicate the problems to customers effectively.

3. COMMUNICATIONS SKILLS: The student will begin to demonstrate appropriate communication techniques in working with fellow students to complete assignments.

4. HUMAN DIVERSITY: The student will gain self awareness regarding their feelings towards people of different cultures, value systems and socioeconomic status.

TOPICS TO BE COVERED: Achieving High Customer Satisfaction, Developing strong listening and communication skills, developing winning telephone skills, technical writing skills for support professionals,
handling difficult customer situations, solving and preventing problems, teams and team players in a help desk setting, minimizing stress and avoiding burnout.

**LIST OF EXPECTED COURSE OUTCOMES:**
1. Determine communication styles
2. Resolve customer issues
3. Develop telephone skills
4. Identify user computer literacy
5. Perform help desk duties

**LEARNING/TEACHING TECHNIQUES used in the course are:**
- [ ] Collaborative Learning
- [ ] Problem Solving
- [ ] Student Presentations
- [ ] Interactive Lectures
- [ ] Creative Projects
- [ ] Individual Coaching
- [ ] Lecture
- [ ] Films/Videos/Slides
- [ ] Demonstrations
- [ ] Lab

**ASSIGNMENTS AND ASSESSMENTS FOR THIS CLASS INCLUDE:**
- [x] Reading
- [ ] Tests
- [x] Individual Projects
- [ ] Oral Presentations
- [ ] Worksheets
- [x] Collaborative Projects
- [x] Textbook Problems
- [ ] Papers
- [x] Portfolio
- [x] Group Problems
- [ ] Term Paper
- [ ] Other (describe below)

The information in this course outline is subject to revision

**Veteran Services:** Minnesota West is dedicated to assisting veterans and eligible family members in achieving their educational goals efficiently. Active duty and reserve/guard military members should advise their instructor of all regularly scheduled military appointments and duties that conflict with scheduled course requirements. Instructors will make every effort to work with the student to identify adjusted timelines. If you are a veteran, please contact the Minnesota West Veterans Service Office.

To receive reasonable accommodations for a documented disability, please contact the campus Student Services Advisor or campus Disability Coordinator as arrangements must be made in advance. In addition, students are encouraged to notify their instructor.

This document is available in alternative formats to individuals with disabilities by contacting the Student Services Advisor or by calling 800-658-2330 or Minnesota Relay Service at 800-627-3529 or by using your preferred relay service.

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