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CURRICULUM PROPOSAL COVER SHEET
University-Wide Undergraduate Curriculum Committee

I. **CONTACT**

Contact Person___Sharon Steigmann / M. Brandenburg___Phone___x3003___

Department__Office Systems and Business Education_____

II. **PROPOSAL TYPE (Check All Appropriate Lines)**

___X___ **COURSE**   Microcomputer Support
                      Suggested 20 character title

___X___ New Course*   OS 411 Microcomputer Support
                       Course Number and Full Title

_____ Course Revision   _____
                         Course Number and Full Title

_____ Liberal Studies Approval+ _____
      for new or existing course   *Course Number and Full Title*

_____ Course Deletion   _____
                         Course Number and Full Title

_____ Number and/or Title Change_____
                                 Old Number and/or Full Old Title

                                 _____
                                 New Number and/or Full New Title

_____ Course or Catalog Description Change _____
                                           Course Number and Full Title

_____ **PROGRAM:**   _____ Major   _____ Minor   _____ Track

_____ New Program*   _____
                      Program Name

_____ Program Revision*   _____
                           Program Name

_____ Program Deletion*   _____
                           Program Name

_____ Title Change   _____
                      Old Program Name

                      _____
                      New Program Name

III. **Approvals** (signatures and date)

Department Curriculum Committee   10-23-95   Department Chair

College Curriculum Committee   10/24/95   College Dean

+Director of Liberal Studies (where applicable)   *Provost (where applicable)

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Indiana University of Pennsylvania
Office Systems and Business Education Department

Microcomputer Support for Office Systems
OS 411   3 sh
Prerequisites: OS 301, OS 313, OS 400

I.   Catalog description: Includes three dimensions of study relative to office systems--
       helpdesk management, training and development, and ergonomics. Incorporates
       practical applications for delivering technical support through the operation of a help-
       desk. Requires development and delivery of technological applications and a field
       study of ergonomic office designs.

II.   Course objectives: Students will learn the requirements and skills of setting up and
       efficiently operating a microcomputer support center for office systems. Principles of
       problem solving and problem handling, procedure writing, training and development
       and ergonomics will be applied to create and maintain efficient office systems.
       Specifically, students will:

       *   learn and apply training principles including: assessment of needs, writing
              proposals, designing training programs, conducting training sessions,
              evaluating training results, and maintaining training ethics.

       *   learn and apply ergonomic principles relevant to the office environment
              including: job design, equipment and software selection, lighting, acoustics,
              and air quality.

       *   gain knowledge of the technical support/helpdesk purposes, functions, service
              activities, and management requirements.

       *   synthesize technical support center principles, training principles, and
              ergonomic principles by assisting in the operation and management of a
              technical support service within a lab environment.

III.   Detailed course outline:

Topics	Lecture Hours on Topic
A. Overview of training and development, technical support centers, and ergonomics in business	1 hr.
B. Training and Development	
Assessing organizational and individual needs	2 hrs.
Developing and presenting proposals for technological training	4 hrs.
Designing training modules	4 hrs.
Conducting training sessions	3 hrs.
Following up on training results	2 hrs.
Writing user documentation	4 hrs.
C. Ergonomic Office Design and Maintenance	
Office Environment (Lighting, air, thermal, acoustics)	1 hr.
Health/safety issues relating to equipment selection	2 hrs.
Physical arrangement	1 hr.
Software	1 hr.
D. Microcomputer Support for Office Systems	

Planning and organizing the technical support center
        Service agreements
        Job design
        Staffing and team building
	5 hrs.

Operating the technical support center
        Call handling
        Communication techniques and tools
        Problem management
	6 hrs.

Productivity		3 hrs.
Tracking, measuring, and reporting		
Disaster recovery		1 hr.
E.	Exams	2 hrs.
	Total Hours	**42**

IV.   Evaluation methods

Students will be evaluated on the following:

Textbook based quizzes and tests	25%
Technical writing assignments	15%
Class participation and homework	10%
Technical problem solving and user interaction skills in lab environment (students will be required to log hours working in a lab outside of class)	20%
Ergonomic field research	10%
User documentation projects, which include field testing and revising	20%

Grades will be determined by the percentage of points earned to total points possible:

90% +	=	A
80%-89%	=	B
70%-79%	=	C
60%-69%	=	D
less than 60%	=	F

V.   Required textbooks:

Arnold, W. E., & McClure, L. (1993). Communication Training and Development. Prospect Heights, IL: Waveland Press.

Joyce, M., & Wallersteiner, U. (1989). Ergonomics: Humanizing the Automated Office. Cincinnati: South-Western Publishing.

Muns, R. (1993). The Helpdesk Handbook. Colorado Springs, CO: Helpdesk Institute.

VI.   Special resource requirements:

A.   Class should be taught in a lab environment

B.   Helpdesk software

VII.   Bibliography of books, articles, software, and electronic resources

Armstrong, C. J. (1991). New approaches in the training and education of online users. Online review, 15(3-4), pp. 147-171.

Arnold, W. E., & McClure, L. (1993). Communication training and development. Prospect Heights, IL: Waveland Press.

Craig, J. S. (1993). A systematic approach to improving in-house computer literacy. Journal of educational technology systems, 21(1), pp. 51-70.

Czegel. B. (1994). Running an effective help desk: Planning, implementing, marketing, automating, improving, outsourcing. NY: John Wiley & Sons.

Eberhardt, K. (1992). Colorado Springs, CO: Help Desk Institute.

Joyce, M., & Wallersteiner, U. (1989). Cincinnati, OH: South-Western Publishing.

Lombardi, D. (1991). PCs and personal health. School-Business-Affairs, 57(5). pp. 16-19.

Miller, M. (1994). Opps! What to do when things go wrong with your PC (3rd ed.). Indianapolis, IN: Que Corporation.

Muns, R. (1993). Helpdesk handbook. Colorado Springs, CO: Help Desk Institute.

Sellers, D. (1994). Zap! Berkeley, CA: Peachpit Press

Updegrove, D. A., & Updegrove, K. H. (1991). Computers and health--individual and institutional protective measures. Cause-Effect, 14(3). pp. 40-45.

Zawacki, R. A., & Zawacki, J. L. (1992). Motivating and managing help desk people. Colorado Springs, CO: Help Desk Institute.

Course Analysis Questionnaire

Section A: Details of the Course

A1   How does this course fit into the programs of the department?

Answer: The course is an essential component of the Office Systems curriculum because it continues and builds on the knowledge and skills gained in OS 301, OS 313, and OS400.

For what students is the course designed? Answer: Primarily for Office Systems majors.

A2   Does this course require changes in the content of existing courses or requirements for a program.

Answer: OS312 Administrative Office Services will be dropped and replaced with this course.

A3   Has this course every been offered at IUP on a trial basis?

Answer: Yes, the course has been offered during the fall 1994, spring 1995 , and fall 1995 semesters as OS481, MicroComputer Support (special topics).

A4   Is this course to be a dual-level course?

Answer: It may be considered for dual level in the future.

A5   If this course may be taken for variable credit...

Answer: N/A

A6   Do other higher education institutions currently offer this course?

Answer: No. Other institutions offer courses focusing on one aspect but not a combination of these areas.

A7   Is the content, or are the skills, of the proposed course recommended or required by a professional society, accrediting authority, law, or other external agency?

Answer: Yes. Office Systems Research Association recommends a training and development course. Additionally, the Help Desk Institute promotes professional standards and professional development through seminars, conferences, and learning materials.

Section B: Interdisciplinary Implications

B1   Will this course be taught by one instructor or will there be team teaching?

    Answer: By one instructor

B2   What is the relationship between the content of this course and the content of courses offered by other departments?

    Answer: The overall content of the course is not similar to the content of any other course offered by other departments. This course is especially focused on office systems and is designed primarily for office systems majors.

B3   Will seats in this course be made available to students in the School of Continuing Education?

    Answer: Yes, if the student meets prerequisites for the course.

Section C: Implementation

C1   Are faculty resources adequate? How does the course fit into schedules of current faculty? What will be taught less frequently or in fewer sections to make this possible?

    Answer: Yes, faculty resources are adequate. Faculty who previously taught OS 312 will now teach OS 411 instead.

C2   What other resources will be needed to teach this course, and how adequate are the current resources?

    Answer: Computers will be used by students in their technical support activities, and they are available in the Eberly College of Business laboratories. Helpdesk software will be required for 20 work stations. Funding wil be provided by the Eberly College of Business.

C3   Are any of the resources for this course funded by a grant?

    Answer: No.

C4   How frequently do you expect this course to be offered?

    Answer: The course will be offered every semester, but not during summer sessions.

C5   How many sections of this course do you anticipate offering in any single semester?

    Answer: One section

C6 How many students do you plan to accommodate in a section of this course?

Answer: 25 students

Is this planned number limited by the availability of any resources?

Answer: Yes, the number of computers in the laboratory classroom, which will be used for part of the semester.

C7 Does any professional society recommend enrollment limits or parameters for a course of this nature?

Answer: No

Section D: Miscellaneous

Students will be required to spend scheduled time in a helpdesk area to answer questions and offer provide technical assistance.