

DEPARTMENT: Computer Information Technology

PROGRAM: Computer User Support (CUS) Degree

3/16/2005

TITLE: Telephone Infrastructure for Help Desk Training

Priority: 21

Describe Initiative: Install a telephone infrastructure for Help Desk training. Give the students the look and feel of a real help desk by having students act as people seeking help support and others assisting them and attempting to answer their questions, in a telephone-based environment.

First step (2003-2004): Investigation of alternatives given available technologies, classroom space, and curriculum needs. A full proposal will be ready by the 2004-2005 initiative schedule.

Why do it? Telephone-based user support is a common method used by businesses as well as computer companies. However, our facilities do not permit students to practice in a telephone-based environment, even though the communications skills required are highly particular.

What will the outcome of the initiative be? Students can have hands-on practice in an environment that is similar to the one in which they may work.

Is it feasible? The reason for a two-stage process – first investigation, then implementation, is to allow for determination of what elements would make this initiative feasible, in terms of technology, space utilization, and curriculum.

What would be the campus location of this request/project? Probably within existing or modified CIT facilities, subject to the first-stage investigation

How many students (per year) will benefit? At this time, the most likely course in which this could be introduced would be CIS 225, Introduction to User Support, which is required for CUS majors and Network majors, approximately 75 students each fall term. Once in place, or course, a telephone infrastructure could be utilized in other courses as well.

How will students benefit? Real world environment in the classroom.

Describe Resources needed:

2004-05: No resources required, investigation phase.

Investigation is needed into options including physical telephone sets, headphones and microphones, traditional wiring, voice over IP or voice over Instant Messaging, etc. In the CUS Lab earlier ideas of utilizing unused wall plate capacity for telephones may no longer be viable given the use of two machines at every workstation. The use of a separate space would have obvious advantages; it might also trigger the search for partners elsewhere in the college and outside the college.

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2005-06: A call system with the ability to have people put on hold and have software with the ability to monitor calls generate reports on usage, dropped calls, duration of calls and miscellaneous information.

List Possible Funding Sources:

Provide ORG & PROG codes

How does project articulate with college's Vision, Mission and Goals and contribute toward meeting the President's/Board's approved goals?

This initiative directly supports the college's Mission to provide quality Professional Technical degree programs. This initiative is an example of the Learning Core Value by working together to create a learning-centered environment, of the Innovation Core Value by creativity and experimentation to provide more real world experiences for students, also by responding to technological changes.