

Department: Computer Information Technology
Program: Computer User Support (CUS) Degree Program

3/16/2005

TITLE: Capstone Course CIS 226: Operating a Help Desk

Priority: 5

Describe Initiative: Further development of the capstone course of the CUS degree program, CIS 226, to become a live, real time help desk among CIT students and perhaps a wider constituency within the LCC community.

Buy/obtain software and hardware to support a live, real-time Help Desk as the major content of the CUS degree program capstone course, taken by majors in the final term of their second year. Further develop the curriculum for CIS 226 so the course work revolves around operating the Help Desk, beginning with providing support for other CIT students but also potentially for a wider range of students and staff.

The Help Desk would reside within the CIT Lab and have a rotating student support staff to monitor and assist CIT student taking a CIT course. The students would develop a backup support for technical questions they could not answer by getting staff instructors to assist in the questions they could not answer after exhausting there research efforts.

Why do it? A year ago we began to develop CIS 226 into the capstone class for the CUS Degree program, in which students need to demonstrate and bring to bear the key skills they have learned in their two years of course work and independent study. However, to truly make this course what it should be requires both formal curriculum development and its transition into as real-world a class as we can make it.

What will the outcome of the initiative be? CIS 226 will become a true capstone, hands-on class. In addition, students in the CIT Department and perhaps elsewhere on campus will have access (during the course, at least to begin with) to additional; support and learning resources.

Is it feasible? Yes. Help Desk management software is available in both free and commercial versions, giving us a range to select from. The first attempt in the direction of restructuring this course, Spring '03, was successful within the confines of what could be initially done, and was popular with students.

What would be the campus location of this request/project? CIT Department classrooms/labs on Main Campus.

How many students (per year) will benefit? There are about 20-25 students in CIS 226 each spring term. There are approximately 1000 students in CIT courses generally in the spring term.

How will students benefit? Students in CIS 226 will have a real-world type of experience. Other students who can use the services of the help desk will have additional support available beyond the classroom, lab staff, and instructors.

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Describe Resources needed:

100 hours of curriculum development funds to work out the curriculum.

100 hours * \$25.94 = \$2,594.

Hardware and possibly software to operate the Help Desk:

Hardware: Server = \$3,000

Software: Help Desk SW = \$2,000

TOTAL = \$5,000

List Possible Funding Sources:

Curriculum Development.

Carl Perkins

1. What evidence do you have that shows special populations have access to your programs?
Women comprised 26% of CIT degree programs population of students in 2002-03. Minority students comprised 14% of CIT degree programs population in 2002-03.
2. How does this request fit in with at least two of the Carl Perkins related goals?
Goal #1 – Improving Academic and Technical Skills. This initiative will improve the technical component skills Programming Degree students have acquired in the program.
Goal #3 – Nontraditional Training & Employment. This initiative will better prepare students for employment.
3. Describe how this project might show collaboration with Lane County high schools.
This initiative would probably not collaborate with local high schools.

TACT Funds

1. Category of request: Increase student access to technology.
2. How does this request fit in with other unit or college technology plans? The college is committed to maintaining the instructional technical facilities at the level expected by the local community for graduates of technical programs.
3. Cost breakdown, including any unit resources being applied to project.
Hardware: Server = \$3,000
Software: Help Desk SW = \$2,000
TOTAL = \$5,000

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.