

**EL CENTRO COLLEGE
DIVISION OF BUSINESS/PUBLIC SERVICE/
INFORMATION TECHNOLOGY**

SUMMER, 2011

CLASS NUMBER/NAME: ITSC 2439, PERSONAL COMPUTER HELP DESK SUPPORT

SECTION NUMBER: 5420/9000 ONLINE

CLASS DAYS/HOURS: MTWRFS, TBA

COURSE PREREQUISITE: ITSC 1405 AND (ITSW 1401 OR ITSC 2421) OR (ITSW 1404 OR ITSW 2434) OR (ITSW 1407 OR ITSW 2437) OR INSTRUCTOR APPROVAL.

BASIC SKILLS REQUIREMENTS: DREA 00093 (CONCURRENT)

eCampus Tech Support	
Phone:	(972) 669-6402
Hours:	Mon-Friday - 7:00 a.m. – midnight
	Sat, Sun -3:30 p.m. – midnight

INSTRUCTOR: MR. JACKIE PORTER

EMAIL: jporter@dcccd.edu

OFFICE: A425

PHONE: (214) 860-2377

VIRTUAL HOURS: POSTED ON COURSE WEBSITE

Student Online Course Expectations

This course is taught entirely online in an asynchronous format with the opportunity to participate in synchronous chat sessions. Your participation (through the discussion postings and chat involvement) is essential to achieve maximum reflection and interactivity with other members of the online learning community. The following represent expectations for online learners:

- **Orientation (Prior to Beginning of Class)**
 1. Schedule an orientation with instructor prior to beginning the course or view the following online orientations:
<http://www.elcentrocollege.edu/library/guides/videos/ecampus.html>
 2. Log into their course or courses during the first week.
 3. Take a tour of the e-Campus course site to get acquainted with the course.
 4. Update personal information on e-Campus.
 5. Review thoroughly the course syllabus and outline.
 6. Have a valid e-mail address.
 7. Purchase textbooks, materials etc.
 8. Visit the ECC Distance Learning site,
<http://www.elcentrocollege.edu/Program/IT/Distance/>
- **Online Learning Environment**
 1. Complete readings and lab assignments as outlined in the course syllabus for meeting evaluation criteria.
 2. Submit reading and lab assignments as outlined in the course calendar.
 3. Complete lab objectives and skill exams as outlined in the course calendar.
 4. Submit all assignments **to the instructor by the due date**. Check the calendar or assignment page of the course for due dates.
 5. Receive one opportunity to revise the assignment if the instructor determines the assignment is not comprehensively addressed or requires clarification of writing.
 6. Use basic netiquette. This means respectful in your postings using good grammar, spelling, and proper capitalization.
- **Online Attendance (Course Requirements)**
 1. Learners are required to take an active role in each class and graded upon the following:
 - a. Login to e-Campus at least **three times a week**. Course statistics will be tracked to find out when and where you visited. Online presentations of lectures must be accessed each week. This will be tracked and counted as part of your attendance and included as part of your attendance grade.
 - b. Participate in **weekly online discussion** of specific topic. Check to be sure your discussion is posted and reload if necessary.
 - c. **Email the instructor once a week** to ask any questions regarding assignments, reading materials, etc. If there are no questions, learners are still required to email the instructor to indicate that there are no problems.
 - d. Post an introduction to the discussion section in their first week of class including their name, the number of computer courses completed, their

employment history, and their goals for this course. This will help us get to know one another.

- e. Complete and discuss with classmates their learning styles inventory provided in the online course. (Optional)

- **Virtual/Regular Lab Hours**

1. Learners are required to:
 - a. View and adhere to the instructor's virtual/regular lab hours and the semester schedule posted on e-campus, outside the instructor's office, and in the Computer Lab (A435) or (B267).
 - b. E-mail the instructor to schedule an appointment for one-on-one instruction if virtual/regular lab hours conflict with instructor or student schedule.
2. Access the instructor by telephone or e-mail, as posted on e-Campus and the semester schedule as well as the course syllabus.

- **Instructor Expectations**

1. Contact student within 2 days of the start of the class.
2. Respond to e-mails within 48-72 hours from time of posting.
3. Provide and Post a Course calendar.
4. Grade and post assignments within a week of submission.
5. Provide feedback on how you are doing in the course through e-Campus gradebook and comments on assignments.

**ITSC 2439
PERSONAL COMPUTER HELP DESK SUPPORT
SUMMER, 2011**

COURSE DESCRIPTION

Prerequisite: ITSW 1405 and (ITSW 1404 or ITSC 2421) OR (ITSW 1404 or ITSW 2434) or (ITSW 1407 or ITSW 2437) or instructor approval.

Diagnosis and solution of users hardware and software related problems with on-the-job and/or simulated projects.

The main purpose of this course is to provide students with a comprehensive understanding of the helpdesk environment and the knowledge, skills, and abilities necessary to work in the user support industry. Students will learn problem-solving and communication skills that are very valuable when providing user support. Through hands-on exercises and case projects students will learn how to apply their knowledge and develop their ideas and skills. They will also learn how to work individually and in teams which will prepare them for a team-oriented work environment.

This is a 4 credit hour course. (2 Lec., 4 Lab.)

WECM END-OF-COURSE OUTCOMES: Demonstrate rapport with users in problem-solving situations; analyze user problems and lead them through solutions; maintain problem logs; and formulate problem-solving methodologies.

STUDENT LEARNING OUTCOMES:

As a result of participating in ITSC 2439, Personal Computer Help Desk Support, students will be able to

- identify end-user software and hardware.
- analyze user problems and communicate possible solutions.
- evaluate and document, including the planning, writing and documenting of procedures.
- select the necessary tools to troubleshoot and fix a problem..
- apply customer service skills using call center technology and face to face communication techniques..

COURSE MATERIALS

Required Textbook: [A Guide to Computer User Support for Help Desk & Support Specialists.](#) 4th Ed. Beisse, Course Technology, 2004. (ISBN# 978-0-495-80649-3)

4 - 3 1/2" High Density disks with labels, CDs or USB Flash Drive, E-mail Address

FINANCIAL AID STATEMENT

Students who are receiving any form of financial aid should check with the Financial Aid Office prior to withdrawing from classes. Withdrawals may affect your eligibility to receive further aid and could cause you to be in a position of repayment for the current semester. **Students who fail to attend or participate after the drop date are also subject to this policy.**

DROP PROCEDURE/ATTENDANCE

If you are unable to complete the course or courses for which you have registered, it is your responsibility to withdraw formally from the course. You need to speak with and obtain the signature of the course instructor to drop the course. If the instructor is not available, a counselor, advisor, or dean may sign the drop form. Failure to drop will result in a performance grade, usually a grade of "F." If you drop a class or withdraw from the college before the official drop/withdrawal deadline, you will receive a "W" (Withdraw) in each class dropped. For more information about drop deadlines, refer to the current printed Credit Class Schedule, contact the Admissions office at 214-860-2484 (A169), or contact the division office.

THE LAST DAY TO DROP BY 7 P.M. IS TUESDAY, JULY 26, 2011.

Students sometimes drop courses when help is available that would enable them to continue. I hope you will discuss your plans with me if you feel the need to withdraw.

STOP BEFORE YOU DROP

For students who enrolled in college level courses for the first time in the fall of 2007, Texas Education Code 51.907 limits the number of courses a student may drop. **You may drop no more than six (6) courses during your entire undergraduate career, unless the drop qualifies as an exception.** Your campus counseling/advising center will give you more information on the allowable exceptions.

Remember that once you have accumulated six non-exempt drops, you cannot drop any other courses with a "W". Therefore, please exercise caution when dropping courses in any Texas public institution of higher learning, including all seven of the Dallas County Community Colleges. For more information, you may access <https://www1.dcccd.edu/6drop>.

REPEATING A COURSE

Effective for Fall Semester 2005, the Dallas County Community Colleges will charge additional tuition to students registering the third or subsequent time for a course. All third and subsequent attempts of the majority of credit and Continuing Education/Workforce Training courses will result in additional tuition to be charged. Developmental Studies and some other courses will not be charged a higher tuition rate. Third attempts include courses taken at any of the Dallas County Community Colleges since the Fall 2002 Semester. *See Third Attempt to Enroll in a Course at*

ACADEMIC ETHICS

Any violation of the Student Code of Conduct (as printed in the El Centro College Catalog and available at <http://www1.dcccd.edu/catalog/about/standard.cfm>) will be penalized accordingly. All matters of academic dishonesty (plagiarism, collusion, fabrication, cheating, etc.) will result in a failing grade for the assignment in question. All violations will be forwarded to the proper college authorities for review. The college may, at its discretion, impose additional penalties on the student including academic probation, suspension, or expulsion. ANY form of disruptive behavior will not be tolerated.

COURSE OUTCOME: The student will be able to apply user support concepts, customer service skills, and tie together knowledge and skills learned in previous computer information systems courses.

SCANS	Learning Outcomes	Method of Evaluation
3D,5B,6A,6D,6E,7E, 7A	Identify End Users, the software and other resources they use, and the problems they encounter.	Lecture, Lab Assignments, Test Objectives
2A, 3D, 6A, 6D, 6E, 7E, 7F	Identify various types of user support services and the organizational methods for help desk departments.	Lecture, Lab Assignments, Test Objectives
3B, 3D, 4C, 5A, 5B	Identify and practice customer service skills using call center technology and face to face techniques.	Lecture, Lab Assignments, Test Objectives
3D, 5B, 6A, 6D, 6E, 7A, 7E	Identify proper methods for troubleshooting computer problems over the telephone and other help desk environs.	Lecture, Lab Assignments, Test Objectives
3D, 5B, 6A, 6D, 6E, 7A, 7E	Identify common end user problems and learn the problem solving process.	Lecture, Lab Assignments, Test Objectives
3B, 3D, 4C, 5A, 5B	Identify help desk tools technology and operational methods.	Lecture, Lab Assignments, Test Objectives
3D, 5B, 6A, 6D, 6E, 7A, 7E	Identify management techniques for maintaining a productive help desk environment	Lecture, Lab Assignments, Test Objectives
3A, 3B, 3C, 6A, 7B, 7D, 7E	Identify methods for evaluating, creating and selecting computer product standards.	Lecture, Lab Assignments, Test Objectives
3A, 3B, 3C, 6A, 7B, 7D, 7E	Identify needs assessment tools and the proper method for using them to define user needs.	Lecture, Lab Assignments, Test Objectives

SCANS	Learning Outcomes	Method of Evaluation
3B, 3D, 4C, 5A, 5B	Identify common issues regarding end user computer systems and examine site management.	Lecture, Lab Assignments, Test Objectives
3B, 3D, 4C, 5A, 5B	Identify the training process as it relates to help desk functions.	Lecture, Lab Assignments, Test Objectives
3B, 3D, 4C, 5A, 5B	Identify techniques for technical documentation, including the planning, writing and document evaluation procedures.	Lecture, Lab Assignments, Test Objectives
3B, 3D, 4C, 5A, 5B	Identify methods used in computer facilities management, including tools and procedures.	Lecture, Lab Assignments, Test Objectives

COMPUTATION OF THE FINAL COURSE GRADE

Student progress will be evaluated by the following means:

Tests	30%	<u>Grade Evaluation:</u> A= 90-100 B= 80-89 C= 70-79 D= 60-69 F= 59-Below
Comprehensive Final	10%	
Check Your Understanding/Labs	50%	
Discussion Board	5%	
Attendance	5%	
Final Grade	100%	

Extra Credit will be given for the completion of two Case Projects:

Case Project 2, Develop a Simple Project Management Plan, page 243

Case Project 1, Preventive Maintenance Check List for Biz Net Systems, page 497

All review questions, lab assignments, or extra credit work due **Thursday August 4, 2011,**

INCOMPLETE GRADE STATEMENT

Incomplete grades are given only in case of extreme emergency and at least 50% of the course requirements must have been completed. Request for an incomplete grade must be justified through a written statement and presented before the drop date to your instructor who will decide if your request can be approved.

CONTINUING EDUCATION STUDENTS MUST COMPLETE ALL PROJECTS AND TESTS IN ORDER TO RECEIVE A CEU AWARD.

LATE WORK: NO LATE WORK WILL BE ACCEPTED!!!

MAKE-UPS: There will be no make-up of tests unless **previously** arranged with the instructor.

TESTING POLICY

All tests will be administered online. Three of the tests will be multiple choice take-home tests. Students will receive notification of when the test will be administered and the URL where the test is located. Students will be given approximately one week to finish each take-home test, with the answers turned in on disk or via e-mail. No handwritten or printed (hard copy) tests will be accepted. As well, no late tests will be accepted after the due date, unless extreme extenuating circumstances exist. Please consult with the instructor if you have any questions or further concerns about taking the test, or are unsure about testing procedures.

LABORATORY ASSIGNMENTS

Both the *Check Your Knowledge and the Hands-on Projects* must be turned in together to receive a passing grade. (Please note that the *Check Your Knowledge* must be typed in order to have it graded.) All completed lab assignments will be due one week from the day they are assigned, unless otherwise noted by the instructor.

COMPUTER CENTER HOURS OF OPERATION

The El Centro Computer Center, Room A435, is open to all students from:

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8:00 a.m. to 9:00 p.m.	Monday through Thursday
8:00 a.m. to 5:00 p.m.	Friday
8:00 a.m. to 1:00 p.m.	Saturday
CLOSED.	Sunday

Room A431 is open to all students from:	
5:00 p.m. – 9:00 p.m.	Friday

NOTE: In order to use the College Computer Center A435, you **must** have a **current fee receipt or student I.D.**

All lab work must be completed by Thursday August 4, 2011 at 9 p.m. when the 4th floor Computer Center closes for the semester, or at an earlier time announced by your instructor.

WE DO NOT PROVIDE TUTORING SERVICES IN THE 4TH FLOOR COMPUTER CENTER.

Other guidelines and procedures concerning the use of the computer facilities and services will be provided in additional handouts.

CLASSROOM RULES AND EXPECTATIONS

All students are required to practice courteous, respectful, cooperative behavior at all times, as this would be the norm in any higher education or work environment.

To avoid distractions in the classroom, students will:

- Arrive on time and stay until class is dismissed;
- Be prepared and stay on task;
- Leave all food, drink, candy and gum outside the classroom;
- Listen courteously to one speaker at a time, with no interruptions and no side conversations;
- Generally behave as mature adults would in the workplace.

CELL PHONE

In order not to interrupt the class session, students are asked to place all cell phones and pagers on vibrate prior to the beginning of the class.

GRIEVANCE PROCEDURES

Students are expected to follow established procedures of the appropriate division in handling academic issues, such as grade appeals. El Centro College requires that other complaints and disputes (that cannot be resolved by the persons directly involved) be referred initially to the Ombudsman Office for informal, confidential resolution. Additional grievance procedures and the Student Code of conduct are outlined in the El Centro College Catalog, available in hard copy in advisement or on the web at www.elcentrocollege.edu.

RELIGIOUS HOLY DAYS STATEMENT

A student who is absent from classes for the observance of a religious holy day shall be allowed to take an examination or complete an assignment scheduled for that day within a reasonable time after the absence if, not later than the fifteenth day after the first day of the semester, the student notified the instructor of each class scheduled on the date that the student would be absent for a religious holy day. A “religious holy day” means a holy day observed by a religion whose places of worship are exempt from property taxation under Section 11.20, Tax Code. The notice shall be in writing and shall be delivered by the student personally to the instructor, with receipt acknowledged and dated by the instructor or by certified mail, return receipt requested, addressed to the instructor. A student who is excused under this section may not be penalized for the absence, but the instructor may appropriately respond if the student fails to satisfactorily complete the assignment or examination.

CHILDREN ON CAMPUS

El Centro College strives to protect an environment most conducive to teaching and learning for all enrolled students. Minor children may not be brought to classrooms, labs, testing areas or study areas of the college. This practice is disruptive to the learning process. Children who are taking part in organized scheduled activities, or who are enrolled in specific classes, are welcomed. For reasons of security and child welfare, the college will not permit unattended children to be left anywhere on the premises. Students/Parents who have problems with childcare should visit the advisement/counseling center or the Adult Resource Center to receive referrals to childcare services in the area.

COMPUTER USE POLICY

This class will require you to utilize campus computers. Please see the computer use policy for the district under the student code of conduct at <http://www1.dcccd.edu/cat0406/ss/computer.cfm>

SOFTWARE COPYING POLICY

Copying computer software without the expressed written permission of the copyright holder may be unlawful and subject to civil and criminal penalties. To protect you, the college and the copyright holder, **no software used to complete the lab exercises may be copied by students.**

DISABILITY ACCOMMODATIONS

Any student who may need accommodations due to a disability and/or special needs should contact the Disability Services Office, Room A110, phone number (214) 860-2411. (Voice/TTY), visits A110, or go to http://www.elcentrocollege.edu/Student_Services/Disability/

CAMPUS EMERGENCY OPERATION PLAN

El Centro College and the Dallas County Community College District have developed policies and procedures for dealing with emergencies that may occur on campus. To familiarize yourself with these procedures, please take time to watch the overview video: http://video.dcccd.edu/rtv/DO/emergency_dcccd.wmv

STUDENT PARTICIPATION

Students are expected to attend all classes and contribute to the discussions. Classes will begin at the scheduled time and normally last the full period. If you cannot, or do not choose to participate this way, you should reconsider taking the course.

A course topical outline is provided in this syllabus. Assigned readings and assignments are expected to be done in advance of the class session. Material covered during class will include experience and information not necessarily covered in the text. Examinations will include material from both the assignments and class sessions. The documentation required for homework

assignments will be explained during the orientation.
Major tests will be announced in advance, on eCampus and in the course calendar.

COURSE OUTLINE

The instructor may alter this course outline at any time due to time constraints, loss of school days or unforeseen problems with computer equipment, labs, etc.

Readings, Project Due Dates, and Exam Dates

Please note that all Check Your Understanding questions and answers must be typed and submitted through the Digital Drop box of e-Campus.

Topics	Chapter Readings	Case Projects	Check Your Understanding Hands-On Projects	Exams
Week One: Introduction to User Support/Customer Service Skills for User Support Agents	Chapter 1 & Chapter 2	Project 1-9, 2-3	Chapter 1 & 2 Check Your Understanding	
Week Two: Skills for Troubleshooting Computer Problems	Chapter 3	Project 3-3	Chapter 3 Check Your Understanding	
Week Three: Common Support Problems Help Desk Operation	Chapter 4 & Chapter 5	Project 4-8 Project 5-1	Chapter 4 & 5 Check Your Understanding	Test 1 Chaps 1-4
Week Four: User Support Management	Chapter 6	Projects 6-3, 6-4	Chapter 6 Chapter 6 Check Your Understanding	
Week Five: Product Evaluation Strategies and Standards	Chapter 7	Develop a Simple Project	Chapter 7 Check Your Understanding	
Week Six: End-User Needs Assessment Projects	Chapter 8	Project 8-1	Chapter 8 Check Your Understanding	
Week Seven: Installing and Managing End-User Computers	Chapter 9		Chapter 9 Check Your Understanding Projects 9-1, 9-3, 9-4, 9-6	Test 2 Chaps 5-8
Week Eight: Training Computer Users	Chapter 10	Learn About Learning Styles	Chapter 10	

Topics	Chapter Readings	Case Projects	Check Your Understanding Hands-On Projects	Exams
Week Eight:		Projects 10-6, 10-9	Check Your Understanding	
Week Nine: Writing for End Users	Chapter 11 & 12	Project 11-9	Chapter 11 Check Your Understanding	
Week Nine: A User Support Utility Tool Kit	Chapter 12	Preventive Maintenance Check List for BizNet Systems	Chapter 12 Check Your Understanding Project 12-4	Test 3 Chaps 9-12
Week Ten: Final Exam Comprehensive Review		Optional Hand-On Labs/Simulations		Comprehensive Final Exam All Chapters

Accessing eCampus

(Accessing your course on the internet - Students)

To Login

- Start your internet browser (you need Firefox 3.5 (preferred) or Internet Explorer 7 or 8(in compatibility mode))
- Go to <http://ecampus.dcccd.edu/>
- Input your student ID number with an “e” in front of student ID number. This is the Username. (ie. e1253407)
- Tab over to the Password slot
- Input your student ID number with an “e” in front of the student ID number. This is used for the Password also (ie. e1253407).
- Click on the Login button

This will get you to your Homepage tab on eCampus called "My DCCCD".

Under the Tools area, you can check your grades for your eCampus courses, read the course announcements, send email to your instructor, change your password, input your email address and your personal information on eCampus.

To Access Your Course:

- Click on the Courses Tab or
- Click on the underlined title of your course

You may then click on the tabs on the left side of your screen to access specific areas within your course.

To Input Your E-mail Address

- Click on the Personal Information (in the Tools area)
- Input your E-mail address
- Scroll down to the bottom and click Submit (on the bottom left side of your screen)

To Change Your Password

- Click on the Personal Information (in the Tools area)
- Click on Change Password
- Input your new password
- Input the new password again to confirm it
- Click Submit (on the bottom left side of your screen)

Once you change your password, you will have to use your new password to login in the future.

To Check Your Grades

- Click on My Grades (in the Tools area)
- Then click on underlined title of the course

To E-mail Your Instructor (or Classmate)

- Click Send E-mail (in the Tools area)
- Select the appropriate course
- Select one of the options that are listed (e.g. All Instructors, Select Users, All Groups, etc.)
- Type in the Subject and the message
- Select Add if you want to add alternates, Click Browser button, Locate file to be attached.
- Scroll down and click Submit

If you have any questions or need assistance, you may contact Tech Support at (972) 669-6402.

EL CENTRO COLLEGE COMPUTER CENTER, ROOM A435
LAB RULES
FOR ALL ECC FACULTY, STAFF & CURRENTLY ENROLLED STUDENTS

General Rules

1. **Food, drinks** and the **use of cellular phones, or web phones** **will not** be permitted in the lab.
2. **Children** may not be present in the lab at **anytime**.
3. **Computer games** **are not to be played** on the computers.
4. **Walkmans, CD/MP3 players, radios, or music CDs** **are permitted**, but must be used with headphones, ear buds, etc. and cannot be heard by the next person in the area you are seating in. **If you can't abide, you will be asked to leave.**
5. **No downloading of music or playing musical tones from websites.**
6. No **personal software** may be **installed or downloaded** from the Internet onto the hard drive of the computer by faculty, staff or students.

Lab Specific Rules

1. During peak times of the day, there is an enforceable **computer usage time limit**. Internet usage will be limited to a **15-minute session**. Ask one of the lab assistants for further clarification.
2. Files **may not** be **saved** to the hard drive.
3. Software that comes with student books **may not** be **downloaded** onto the computer.
4. **(Advanced level CIT students only)** Configuration files may be modified only in the presence of your instructor on designated computers.
5. Hardware components may be exchanged **only** by authorized lab personnel.
6. Internet users **are not** to leave set bookmarks at the end of each individual session.
7. **In order to print**, you **must** have a print account with your 7-digit student/faculty/staff ID number, a 4 digit numerical password, and **at least \$1 in paper currency** at the **Add Value Station** at front of Computer Center. There is a \$.10 charge to print or photocopy in black & white and there is a \$.50 charge to print or photocopy in color. See lab personnel should you have questions.

Check-in and out at Front Counter/Sign-on and out procedures with AccuTrack on computers

1. **All** students are required to provide his/her **current student ID** throughout the entire semester. **If you should lose or misplace your student ID, a copy of your paid fee receipt can be obtained from the Cashier's Window on the second floor of Building A, window A244, or Admissions, A158, on the first floor of Building A.** This will be acceptable for **that visit only** and with proper photo ID. Your student ID can be **made** for you in the **SPAR office, B270**, second floor of Building B.
2. **All** faculty and staff members wanting to use a computer **must** provide his/her **staff ID** in order to be assigned a computer.
3. It is recommended that you have a **jump/flash drive or some other type of storage medium** for saving your class assignments.
4. **At the computer you have been assigned, type** in your **7-digit student ID** number at the AccuTrack welcoming screen and press **ENTER**. Upon completing your computing session, click on **START, SHUTDOWN, and RESTART** to re-boot the computer. Prior to leaving the Computer Center, return the computer placard to the front counter.

Service Provided by Lab Assistants (Identified by badges)

1. Explain how to properly sign-in to AccuTrack
2. Explain printer and copier operations and re-stock paper for each
3. Assist user with accessing software
4. Solve minor software and hardware problems requiring further assistance
5. Service reports of equipment malfunction

IMPORTANT REMINDERS:

Lab assistants **are not** expected to know how to use **all** lab software or be familiar with you class assignments. Instructors **should be** consulted for assignment **content** questions and associated problems.

El Centro College Scans Statement

What Are Scans Skills?

These are the skills that employers need the most from their workers. SCANS skills are the predictors in the workplace.

Who Defined these Skills?

In 1989, the U.S. Departments of Labor and Education jointly surveyed U.S. employers to find out the most important skills and competencies needed by workers.

The results of the survey identified SCANS (Secretary's Commission on Achieving Necessary Skills).

ECC Students and SCANS

El Centro College is committed to the preparation of our students for success in the workplace.

All El Centro College courses provide learning outcomes which result in the mastery of SCANS skills. Although each course will not include every SCANS skill, each course syllabus will identify the specific SCANS skills and competencies taught in that course.

Throughout a formal program of study (Certificate, Degree or Transfer Program) a student will have the opportunity to master all SCANS skills and competencies.

SCANS Workplace Competencies				
1 Managing Resources	2 Interpersonal Skills	3 Information Skills	4 Systems Knowledge	5 Using Technology
1.a. Manage Time	2.a. Work on Teams	3.a. Acquire and evaluate data	4.a. Work in social systems	5.a. Select equipment and tools
1.b. Manage Money	2.b. Teach Others	3.b. Organize and maintain data	4.b. Work in technological systems	5.b. Apply technology to tasks
1.c. Manage Materials	2.c. Serve Customers	3.c. Interpret and Communicate data	4.c. Monitor and correct systems	5.c. Maintain and troubleshoot technologies
1.d. Manage Space	2.d. Lead Others	3.d. Process data with computer	4.d. Design and improve systems	
1.e. Manage Human Resources	2.e. Negotiate Conflict			
	2.f. Work with Diversity			

SCANS Foundation Skills		
6 Basic Skills	7 Thinking Skills	8 Personal Qualities
6.a. Reading	7.a. Creative thinking	8.a. Responsibility
6.b. Writing	7.b. Decision making	8.b. Self-esteem
6.c. Arithmetic/Math	7.c. Problem Solving	8.c. Sociability
6.d. Speaking	7.d. Thinking logically	8.d. Self-Management
6.e. Listening	7.e. Seeing things in the mind's eye	8.e. Integrity
	7.f. Reasoning	