





Computers and Management Information Systems (CMIS) 311

Supporting End-User Computing (Revision 7)

Status:

Replaced with new revision, see the [course listing](#)  for the current revision 

Delivery mode:

Individualized study online  with eText 

Credits:



3

Area of study:

Applied Studies (Business and Administrative Studies)

Prerequisites:

None. Students are expected to have experience using Microsoft Office products before starting this course. Those wishing to upgrade their Office skills may take **CMIS 245** instead.

Business program students: This course does not meet the prerequisite requirement for **CMIS 351** ; see **CMIS 245** . If needed, contact an advisor for assistance in determining prerequisite eligibility.



Precluded: None

Challenge: CMIS 311 has a challenge for credit option.

Faculty: [Faculty of Business](#) 

Notes: You must have a version of Microsoft Office that includes Word, PowerPoint, and Excel (Office 365, Office 2013, or newer).

Overview

CMIS 311 is a three-credit, senior-level course that introduces the key concepts and methods of end-user IT support, including communication skills, problem-solving skills, and organizational needs.

Outline

Unit 1: Communication Skills for End-User Support

- Section 1.1: The Goal of User Support
- Section 1.2: Listening and Communication Skills
- Section 1.3: Telephone Skills
- Section 1.4: Technical Writing Skills

Unit 2: Problem-Solving Skills for End-User Support



- Section 2.1: Handling Difficult Customers
- Section 2.2: Solving and Preventing Problems
- Section 2.3: Business Skills for Technical Professionals




Unit 3: Organizational Needs of End-User Computing

- Section 3.1: Teams and Team Players
- Section 3.2: Managing Stress


Evaluation

To **receive credit**  for CMIS 311, you must complete all assignments and achieve an overall course grade of at least a **D (50 percent)** . If it is necessary to improve your course mark, you may resubmit assignments for which you have received less than 50 percent. There are no examinations in this course. Weighting of each component is as follows:

Activity	Weight
Assignment 1	20%
Assignment 2	20%
Assignment 3	20%
Assignment 4: User Support Portfolio	20%
Assignment 5: Course Website	20%
Total	100%

To learn more about assignments and examinations, please refer to Athabasca University's **online Calendar** .

Materials

Knapp, D. (2015). *A guide to customer service skills for the service desk professionals* (4th ed.). Cengage Learning. ISBN: 9781305445871 (eText) 9781305461253 (print)  (eText)



eText

Registration in this course includes an electronic textbook. For more information on **electronic textbooks** [↗](#), please refer to our **eText Initiative site** [↗](#).

Other Resources

All other learning resources will be available online.

Special Course Features

This course and the learning activities within it have been designed specifically for use with a version of Microsoft Office that includes Word, PowerPoint, and Excel (Office 365, Office 2013, or newer).

Office 365 is provided free of charge to Athabasca University students. For complete information, see **Office 365 for Students** [↗](#).

Important links

- › **Academic advising** [↗](#)
- › **Program planning** [↗](#)
- › **Request assistance** [↗](#)
- › **Support services** [↗](#)

Athabasca University reserves the right to amend course outlines occasionally and without notice. Courses offered by other delivery methods may vary from their individualized study counterparts.

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