I. **Course Title:** Users Services Practicum

II. **Course Prefix/Number:** CSCI 315

III. **Credit Hours:** 3.0

IV. **Prerequisite(s):**
- CSCI 150 minimum grade D  OR
- CSCI 208 minimum grade D  OR
- MATH 210 minimum grade D

V. **Catalog Description:**
Assisting computer users with application and instructional software, aiding peers with program development and debugging, and managing day-to-day demands of the computer lab. The course is graded P/F.

VI. **Curricular Relationships:**
The course provides students with experience in helping laboratory users and in managing a computer laboratory. It is a requirement in the Mathematics-Computer Science program.

VII. **Student Learning Outcomes:**
- Students will demonstrate and ability to help computer users run software and debug programs in a way that enhances the understanding of the user.
- Students will be able to describe and discuss in detail how a computer lab is run including keeping logs and maintenance records, checking out software, and keeping the lab clean.
- Students will be able to maintain the lab and lab equipment.
- Students will be able to trouble-shoot hardware, software and human systems.
- Students will demonstrate an ability to communicate technical concepts to non-technical individuals.

VIII. **Content Outline:**
1. Laboratory user assistance and instruction.
2. Lab management and maintenance skills.
3. Trouble shooting skills.
4. One-on-one communication skills.

IX. **Course Procedures/Policies/Grading Scale:**
1. The course instructor oversees the Computer Lab; trains and manages the work study help as well as the students in CSSI 315.
2. The course instructor maintains and updates lab procedures and trains lab assistants regarding procedures.
3. Students will work six hours a week in the lab assisting both sophisticated and novice users.
4. Students are responsible for completing and fully understanding any lab modules used in CSCI 100 as well as lab procedures.
5. Students are responsible for aiding people using the lab. They are there to guide others, not do the work for them.
6. Students will perform maintenance tasks for the lab such as keeping the lab clean, loading paper in the printers, cleaning keyboards and disk drives.
7. Students will perform lab management tasks such as keeping a daily log, usage records, maintenance records, and software check out records.
8. Students will handle any problems that arise in the lab to the best of their ability. In no case should a student risk life or limb in order to solve a problem.

X. Required/Recommended Readings:
Lab procedure and maintenance documentation. Text material pertaining to CSCI 100 lab modules.

XI. Issues Unique to Course:
This course is primarily of an experiential nature and does not involve formal lectures.

XII. Additional Departmental Issues: None.