



HYBRID TECHNOLOGY TRAINING
PRINCE GEORGES COMMUNITY COLLEGE

CUSTOMER SERVICE SKILLS IN INFORMATION TECHNOLOGY SUPPORT

STUDENT HANDBOOK

WELCOME!



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Welcome to the Customer Support Course. In this course you will be introduced to concepts that will make your technical and problem solving skills shine! When you have completed this course, you will have a comprehensive skill set in building relationships with customers and delivering excellence, which will last a lifetime.

Prince Georges Community College Mission Statement

Prince George's Community College transforms students' lives. The college exists to educate, train, and serve our diverse populations through accessible, affordable, and rigorous learning experiences.

Information Technology Entry Program Mission Statement

[ADD ITEP Mission Statement here].

Information Technology Entry Program Objective

The Information Technology Entry Program (ITEP) is a comprehensive multi-phase program of Prince George's Community College that develops the skills needed to enter the demanding world of IT Support. Upon successful completion of the program, the student will be able to demonstrate practical knowledge and application of their skills, exceeding that of an Entry Level Desktop and Network IT Support Technician or Tier I Help Desk Support.

Through our comprehensive approach, the material is combined into an interconnected program, allowing the instructor and student adequate time on a specific subject such as: TCP/IP, DNS, DHCP, Wireless, IPv6 or troubleshooting.

Each student is treated and trained as an information technology support professional from day one. The student will design, build, administer and maintain a live network during the program. We can do this through the delivery method of the combined and interconnected nature of this dynamic multi-phase program.

Upon completion of the Information Technology Entry Program, and with adequate preparation in addition to the contact hours, the student should have developed the skills needed to sit for the following exams: CompTIA A+, CompTIA NET+, CompTIA SECURITY+, and Microsoft Certified Technology Specialist MCTS Configuring Windows 7.

Customer Service Objective

The focus of this course is on interpersonal skills. Unlike most of the other courses in this program, we focus on people, not the technology. We focus on the impact of your newly



obtained technical skills and what impact you will have on the hiring organization. The focus on why you are needed in these organizations and why getting along with others, collaboration, and communication are important concepts for a successful career.

HOW TO USE THIS STUDENT GUIDE

The student guide provides students with an overview of this course along with instructions on how to succeed in this class.

The Student Guide is intended to be used in conjunction with the Course Syllabus and Course Schedule documents. All electronic copies of all three documents are posted in the “Syllabus & Schedule” area of the Blackboard course site for this course.

Throughout this course, you should have easy access to the Student Guide, Course Syllabus and Course Schedule documents.

The Table of Contents below provides links to all of the pertinent information found in this document.

Let's get started!



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SECTION 1: COURSE INFORMATION

Course Description

This course will focus on the importance of delivering excellent customer service. Students will learn to handle complaints and deliver excellent customer service on the telephone, in chat sessions, in writing, and in person so that customers have a positive perception about the organization.

Students who complete this course will have been exposed to skills, concepts, and techniques of interfacing with customers who require IT support. The interaction can be over the phone, online chat, or in person. Students passing this course would have demonstrated how to:

- Respond to initial requests via several mediums
- Record the request, complaint, or need in a logging system
- Communicate effectively
- Apply information tools and resources

Required Textbook

This course does not require a textbook.

Other Required Course Materials

All of the material for this course is provided in class.

Required Technology Accounts

To be successful in this course, students must have access to the following technology accounts:

- Owl Mail Email Account
- Blackboard Account

Details on how to setup and access the technology accounts for this course can be found in the [Course Technology Setup](#) section of this document.

Prerequisites

This course has no prerequisites.



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Course Meeting Schedule

This course will meet on the PGCC Largo campus six times over the semester. The class meeting times and room location for this course can be found on the Course Syllabus document found in the Syllabus & Schedule area of the Blackboard course site.

Course Length

This course meets for six days. Each session will be four hours.

The course consists of:

Lecture: 85%

E-Module: 15%

Course Contact Hours

The total number of contact hours for this course is: 24.

Course Structure

This course is designed to provide a hybrid experience, including a blend of face-to-face and online activities.

Face-to-face sessions will be held on the Largo campus in [add building, room number). Face-to-face activities will occur on the following days and times: TBD

Online sessions will be an online exercise you can take after you have attended all face-to-face sessions. This online exercise will reinforce what you learned in the class by presenting several scenarios where you will interact with characters that are your customers. The characters will present their problems individually and you will make decisions, which will influence how the characters react.

Technology Requirements

Computer/internet access and mastery of basic computer skills are considered to be the student's responsibility. To be successful in this course, students must have access to the PGCC website in order to complete the online exercise.



SECTION 2: COURSE OBJECTIVES

By the end of this course, students who successfully complete classroom and online activities will be able to:

1. Recognize the importance of delivering excellent customer service so that you can help to build, maintain, and increase your organization's customer base.
2. Focus on the customer so that the individual is motivated to return.
3. Handle complaints so that customers are satisfied.
4. Deliver excellent customer service.
5. Cope with stress so that you maintain a healthy level of work-related stress.
6. Acquire tools to provide quality customer service and make lasting impressions.
7. Discover techniques to increase customer satisfaction.
8. Examine the techniques for providing service through face-to-face contact.
9. Understand the benefits of actively listening to your customers.
10. Identify the stages of customer management.
11. Identify the guidelines for dealing with unreasonable and irate customers.



SECTION 3: COURSE MODULES

This course is designed to give you, the student, an expanded and improved understanding of customer support. The goal is that with this new understanding, your effectiveness at helping your customers will improve. The designers of this course have included many learning opportunities through a short lecture, questions, and many classroom exercises. The designers believe the best way to learn excellent customer support is to experience it. Therefore, most of the class time is devoted to the exercises.

This guidebook explains the outline of the course, topics for each class session (called modules), and how the course is graded. Again, the main focus of this course is to experience customer service, both providing and receiving. The more you participate in the classroom sessions the more you will get out of the course.

Each class session is one module comprised of one or two major topics. These major topics are listed in your syllabus along with specific objectives. The series of major topics will take you through the foundational concepts, to building relationships, to specific goals and expectations related to job performance, to best practices, to the tools of the trade. The last module reviews the previous five modules.

Module #	Module Name	Course Objective(s) Covered	# Hours
1	Delivering Excellence	1, 2, and 4	4
2	Focus on the Customer & Service Level Agreements	4, 6, and 7	4
3	Customer Complaints & Managing Stress	2, 8, and 10	4
4	Active Listening & Customer Perspective	3, 5, and 11	4
5	The Tools for Technical Customer Support	1, 9, and 10	4
6	Review	All	4

Module 1 - Delivering Excellence

In this module, you will be introduced to the how important effective customer support is, define customer support, and create "return" customers.

Module 2 - Focus on the Customer and Service Level Agreements

In this module, you will learn some of the terminology typically used in Technical Customer Support, learn how to build relationships during the first contact with new customers, and maintain lasting relationships.



Module 3 - Customer Complaints and Managing Stress

In this module, you will gain an understanding of the difference between focusing on the customer versus focusing on the technical issues, and why this difference is important. You will also learn techniques of customer management, either in face to face contact or over a specific medium, such as telephones or chat.

Module 4 - Active Listening and Customer Perspective

In this module, you will develop specific customer support skills that you will carry throughout your career. You will learn how to combine your technical skills with interpersonal and communication skills in order to fully engage with customer to provide excellent support and service.

Module 5 - Technical Customer Service Support

In this module, you will learn how to balance your sometimes unpredictable work schedule, how to create short term plans for resolving technical issues, and engage the customer in these solutions. By placing this module after the previous modules, you will see how different customer types, different support levels, tracking issues and problems, and developing relationship interrelate to make you an effective and well regarded customer support technician.

Module 6 - Review

In this module, you will review all previous concepts mostly through classroom exercises. By this time in the semester you will see how the technical knowledge gained from the other courses combined with this course completes the whole program in computer and technical customer support.



SECTION 4: ASSIGNMENT DESCRIPTIONS

Online Exercise

In the online module, you will be presented with four issues. You will be expected to apply what you have learned in this course to prioritize the issues, relate with each customer, and resolve each issue efficiently, effectively, and to the expectations set by each customer.

Classroom Exercises

Each classroom exercise will have unique instructions. The instructor will explain the purpose of each exercise, give clear direction, and keep the class focused on the main themes and concepts presented in the lectures. The classroom exercises are designed to give you ample opportunity to explore, question, and discuss how the lecture applies to real world examples. The more you participate in these exercises the more you will understand and retain. Therefore, to be effective in your next job and throughout your career, the instructor will encourage your participation. You can participate in many ways: asking questions, relating topics to real life events, encouraging others to participate, and expanding on comments from others.

The more you interact in this course, the more opportunity you will have in developing and advancing your own communication skills. An important theme in this class is that everyone, no matter how experienced, can always improve interpersonal skills. Continuous learning is a commitment. This course can be a strong foundation for life time learning.

How to Study

The class sessions are experiential, which means you, the student, should learn everything you need to pass the 20 question assessment at the end of the semester. The instructors of this course recommend that you talk to other people about customer support and discuss the ideas learned in class with many people outside of this course as possible. You can always review the lecture slides and re-watch the videos, but every chance you have to discuss this course with others gives you opportunity to practice what you learned in this course.



SECTION 5: COURSE POLICIES

Grading Policy

The detailed Grading Policy can be found on the Course Syllabus in Blackboard.

Instructions to access Course Syllabus in Blackboard:

1. Go to Blackboard course site for this course (<http://pgconline.blackboard.com>)
2. Click on “Syllabus & Schedule” navigation button
3. Click on Course Syllabus document link

Plagiarism Policy

At Prince George’s Community College, cheating is the act of obtaining or attempting to obtain credit for academic work through the use of any dishonest, deceptive, or fraudulent means.

Plagiarism is a form of cheating. At Prince George’s Community College, plagiarism is the use of distinctive ideas or works belonging to another person without providing adequate acknowledgement of that person’s contribution.

Source: PGCC Student Handbook



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SECTION 6: COURSE TECHNOLOGY SETUP

Below are instructions to setup and access the technology tools used in this course.

Owl Mail (<http://mail.students.pgcc.edu>)

Owl Mail is the college's student email system. Your instructor will use Owl Mail. To be successful in this course, you should check your Owl Mail account regularly.

To activate your Owl Mail account, follow the directions at <http://live.pgcc.edu/>.

If you already have an active Owl Mail account, you may access your Owl Mail account at <http://mail.students.pgcc.edu>.

Blackboard (<http://pgcconline.blackboard.com>)

Blackboard is a web based program that serves as the college's online classroom. In this course, you will not use Blackboard.

SECTION 7: TECHNOLOGY QUICKLINKS

Below are url links to the technology tools used in this course:

Owl Mail <http://mail.students.pgcc.edu>

Blackboard <http://pgcconline.blackboard.com>



SECTION 8: STUDENT SUPPORT

ITEP Program Support

[ADD support provided by ITEP program staff]

Technical Support

For technical support in this course, contact *[COPY FROM COURSE SYLLABUS]*.

Disability Support Services

Students requesting academic accommodations are required to contact the College's Disability Support Services Office (B-124) or call (301) 546-0838 (voice) or (301) 546-0122 (TTY) to establish eligibility for services and accommodations. Students with documented disabilities should discuss the matter privately with their instructors at the beginning of the semester and provide a copy of the completed Student/Faculty Accommodation Form.

SECTION 9: STUDENT GLOSSARY

Active Listening - participating in the conversation for the sole purpose of greater understanding

Body Language - the tone of voice, pace of conversation, movement, and pitch of your voice during a conversation that sends clues of your state of mind to others

Complaint - feedback from the customer that can induce stress, it is also an opportunity to improve the relationship with the customer, it is also needed feedback for self-improvement

Composure - remaining calm, controlled

Customer Chain - is a concept that puts you at the end of a long list of people needing your technical support

Empathy - feeling what others feel

Issue - a single incident of a customer needing help, information, or a specific service

Prioritization - making decisions on how and when to respond to each issue: immediately, wait, or pass the issue to other tiers of support

Problem - a series of issues that have a common root cause



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Resolution - solving an issue and documenting the solution

Service Level Agreement - describe the service, the responsibilities, and measured goals in delivering that service

Validation - the customer approving the solution and stating the issue has been resolved