

# 2018-2019 TTC Catalog

## CPT 268 Computer End-User Support

Lec: 3.0 Lab: 0 Credit: 3.0

This course prepares students to train and support end-users. Topics include end-user support functions, developing training modules, and strategies to provide ongoing technical support. Emphasis is on solving problems with users (needs analysis, troubleshooting and interaction with users).

### **Prerequisite**

ENG 101

### **Course Offered**

Fall

Spring

### **Grade Type**

Letter Grade

### **Division**

Business Technology