

CPT-268 : Computer End-User Support

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).

Lecture Hours 3

Lab Hours 0 **Credit Hours** 3

Prerequisites

[CPT-170](#), [CPT-101](#), or [CPT-104](#).