



CIST 2130 Desktop Support Concepts COURSE SYLLABUS Online Spring 2017 Fiscal Year 201714

Semester: Spring 2017 FY 201714
Course Title: Desktop Support Concepts
Course Number: CIST 2130
Credit Hours/ Minutes: 3/3750
Class Location: GVTC/Blackboard
Class Meets: Via Internet / 7.5 weeks
CRN: 40313

Instructor: Mr. Jamie Powers
Office Hours: 8 – 10 am MTWR, 4 – 6 M
Office Location: Bldg, 2, Room 2106, Swainsboro Campus
Email Address: jpowers@southeasterntech.edu
Phone: 478-289-2221
Fax Number: 478-289-2214
Preferred Method of Contact: STC Email to address above

REQUIRED TEXT:

- **A Guide to Computer User Support for Help Desk and Support Specialists, 6th Edition**
- **Fred Beisse** - Lane Community College
- ISBN-10: 1285852680 ISBN-13: 9781285852683
- 684 Pages



REQUIRED SUPPLIES & SOFTWARE: USB FLASH DRIVE, HEADPHONES Note: Students will be saving their work thru BLACKBOARD drop box. Internet access required. **Although students can use their smart phones and tablets to access their online course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither BLACKBOARD nor GVTC provide technical support for issues relating to the use of a smart phone or tablet so students are advised to not rely on these devices to take an online course.**

COURSE DESCRIPTION: This course is designed to give an overview to Desktop Support Management.

MAJOR COURSE COMPETENCIES/OUTLINE:

1. Computer Support Specialists Soft Skills
2. Computer Support Service Management
3. Computer Support Operations
4. Computer Support Job Setting

PREREQUISITE(S): None

GENERAL EDUCATION CORE COMPETENCIES: STC has identified the following general education core competencies that graduates will attain:

- a) The ability to utilize standard written English.
- b) The ability to solve practical mathematical problems.
- c) The ability to read, analyze, and interpret information.

STUDENT REQUIREMENTS (Online): Online courses require students to be academically engaged each week doing course related activities. The completion dates of these activities will be used to determine a student's last date of attendance in the event a student withdraws or receives an F in a course. A student's last date of attendance can have a negative effect on his/her financial aid and academic progress. Students are responsible for policies and procedures included in the STC Catalog and Student Handbook.

Students are expected to complete all work required by the instructor, and to attend the required proctored campus exam. **Students are also expected to complete all chapter work, project assignments, discussion boards and tests on the dates specified on the attached calendar.**

Students will have at least one week to complete tests and assignments. All tests and assignments are due at midnight on Monday of each week. Exceptions to the due dates of assignments due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor. Assignments will be submitted via the Remote Lab Information Delivery System (CITRIX – IDS) or emailed to the instructor, Blackboard, and SAM. **Late assignments will not be accepted. Students who miss any assignment, test, project, or discussion board will receive a grade of 0.**

Discussion Board topics must be appropriate to the class. Spelling and Grammar are considered part of the grade. Posted content should fully answer the question. Short 1 to 2 sentence posts will not be sufficient. See Discussion Board rubric below. **Complete your initial post by Wednesday and all replies by the Monday due date.**

ONLINE ATTENDANCE: It is the student's responsibility to be academically engaged each week doing course related activities. The completion dates of these activities will be used to determine a student's last date of attendance in the event a student withdraws, stops attending, or receives an F in a course. Students will not be withdrawn by an instructor for attendance; however, all instructors will keep records of graded assignments and student participation in course activities. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Students will have at least one week to complete tests and assignments. All tests and assignments are due at (time) on (Monday, Tuesday, or Wednesday) of each week. (Instructors...fill in the time and choose a day that assignments are due each week). Exceptions to the due dates of assignments due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

EMAILS: All emails should be sent to me using **Student email or Blackboard**. Make sure that you always type your name and class in the subject line of every email you send me so I know which class you are in. **For example: CIST2130 Powers Online**

SPECIAL NEEDS: Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact Helen Thomas, 912-538-3126, hthomas@southeasterntech.edu, to coordinate reasonable accommodations.

SPECIFIC ABSENCES: Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

PREGNANCY: Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please advise me and make appropriate arrangements with Helen Thomas, 912-538-3126, hthomas@southeasterntech.edu.

No Harm No Foul Policy: It is the student's responsibility to drop courses during the first three days by completing a withdrawal form with a Counselor in Student Affairs. If a student comes to class during the first three days or any day during this time, the student will be dropped with no penalty **only if** they have completed the Withdrawal Form with Student Affairs by the close of business on the third business day of the quarter. (For **SPRING semester Term B, that day will be March 9, 2017.**) **The student must formally withdraw from classes in order to receive the no harm-no foul benefit.** *If the student shows up the first day but does not return, the instructor will drop the student after the attendance period but that will not come under the no harm-no foul policy. The student will be charged for the class unless he/she formally withdraws.*

WITHDRAWAL PROCEDURE: Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% portion of the semester (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W" is assigned when the student completes the withdrawal form from the course.

Students who are dropped from courses due to attendance (see your course syllabus for attendance policy) after drop/add until the 65% point of the semester will receive a "W" for the course. Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of 'F' being assigned.

After the 65% portion of the semester, the student will receive a grade for the course. (Please note: A zero will be given for all missed assignments.)

There is no refund for partial reduction of hours. Withdrawals may affect students' eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine

any financial penalties that may be assessed due to the withdrawal. All grades, including grades of 'W', will count in attempted hour calculations for the purpose of Financial Aid.

Remember - Informing your instructor that you will not return to his/her course does not satisfy the approved withdrawal procedure outlined above.

PROCTORED EVENT REQUIREMENT: In order to validate student identity for all online courses, students enrolled in online courses are **required** to complete one proctored event per online course. The proctored event will be administered on two separate days during the semester—once on the Vidalia campus and once on the Swainsboro campus and will be monitored by the instructor or another STC employee. The proctored event may be a major exam, assignment, or presentation, etc. that will count a minimum of 20% of the course grade. Students must attend one of the scheduled proctored sessions and will need to make arrangements with work, childcare, etc. The specific dates of the proctored event are scheduled on the Lesson Plan/Calendar for the online course. Students living further than 75 miles from either campus who cannot come to Southeastern Tech for the event must secure an approved proctoring site. The site and the proctor must meet Southeastern Technical College's requirements (instructor will provide more information and necessary forms if this is the case). Note: Students taking proctored events off campus will utilize the Proctor Scheduling and Approval Form found in Blackboard within the [Getting Started/Start Here and Proctoring Event area](#). [The completed form should be submitted to the course instructor](#) a minimum of two weeks prior to the proctored event. If approved, the instructor will notify the proctor.

Students arranging off-campus proctoring must take the event on one of the originally scheduled days. Students who do not complete the proctored event as scheduled must submit a valid documented excuse within three business days after the scheduled event. If the excuse is approved, students must make arrangements with the instructor to makeup/reschedule the missed event. The penalty and makeup instructions will be at the instructor's discretion. Proctored events will be given after the 65% point of the semester. **Students who do not complete the proctored event will receive an F in the course.**

As published on STC's website, any expenses incurred to obtain a proctor will be the responsibility of the student; however, students are not charged a proctoring fee when taking the proctored exam on the campus of Southeastern Tech. Most of Georgia's technical colleges do not charge to proctor exams for students enrolled in other TCSG colleges. Students who are enrolled at Southeastern Technical College and live out of the state of Georgia or out of the country could incur a proctoring charge. However, in that instance, the instructor would assist the student in locating the least expensive proctor.

The required proctored event for this class, the Chapter 10 Test, is scheduled on the following dates and times: Vidalia Campus, (04/13/17 at 3:30 pm, room 818) and Swainsboro Campus, (04/12/15 at 3:30 pm room 2106). Students must be on-time in order to take the exam.

DROPPING COURSES BEFORE THE CLASS HAS BEGUN: Students wishing to withdraw from one or all courses prior to the first day of class need to go to Banner Web and drop their classes. Please note that a registration access number will be needed as well as a student's ID number and PIN. If the registration access number is unknown, the student will need to contact the registrar.

MAKEUP GUIDELINES: Students are required to take all tests scheduled during the semester. Failure to take Blackboard/SAM Tests/Exam(s), and assignments **will result in a grade of zero. There will be no makeup of assignments or EXAMS.** If Internet or browser failure occurs, contact instructor immediately. A decision will be made at that time if the exam will be reset. Instructor reserves the right to deduct points from the exam scores for exceeding the scheduled time limit on the exam and/or requiring student to come to campus to take the final exam. **Note: If student notifies instructor about exam problems because of technical issues after the due date or on the last day of the semester, the student will NOT be allowed to make-up the exam. No exceptions! Assignments must be turned in on the assigned date and will not be accepted late, a grade of zero will be given. All Assignments are due according to the lesson plan. The due dates are posted on the lesson plan. Weeks start on Tuesday and end on Monday with assignments due on Monday at midnight. See Lesson Plan.**

No Harm No Foul Policy: It is the student's responsibility to drop courses during the first three days by completing a withdrawal form with a Counselor in Student Affairs. If a student comes to class during the first three days or any day during this time, the student will be dropped with no penalty **only if** they have completed the Withdrawal Form with Student Affairs by the close of business on the third business day of the quarter. (For **SPRING semester Term B, that day will be March 9, 2017.**) **The student must formally withdraw from classes in order to receive the no harm-no foul benefit.** *If the student shows up the first day but does not return, the instructor will drop the student after the attendance period but that will not come under the no harm-no foul policy. The student will be charged for the class unless he/she formally withdraws.*

ACADEMIC DISHONESTY POLICY: The STC Academic Dishonesty Policy states All forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline. The policy can also be found in the STC Catalog and Student Handbook.

Procedure for Academic Misconduct

The procedure for dealing with academic misconduct and dishonesty is as follows:

--First Offense--

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

--Second Offense--

Student is given a grade of "WF" for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

--Third Offense--

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

STATEMENT OF NON-DISCRIMINATION: Southeastern Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran, veteran of Vietnam Era or citizenship status, (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

GRIEVANCE PROCEDURES: Grievance procedures can be found in the Catalog and Handbook located on STC's website.

ACCESS TO TECHNOLOGY: Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the STC website at www.southeasterntech.edu.

GRADING POLICY

Exams	40%
Projects and Assignments	30%
Discussion Boards	10%
Proctored Exam	<u>20%</u>
Total	100%

GRADING SCALE

A: 90-100
B: 80-89
C: 70-79
D: 60-69
F: 0-59

TCSG GUARANTEE/WARRANTY STATEMENT:

The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.

Discussion Board Project/Problems Grading Rubric					
Performance	Exceptional 100	Proficient 80	Satisfactory 60	Limited 40	Poor 20
Grammar/ Spelling	Grammatical and Spelling errors do not exist.	Grammatical and Spelling errors are few and cause no comprehension problems.	Grammatical and Spelling errors cause the reader to reread many parts of the paper.	Grammatical and Spelling errors are frequent. Makes paper confusing to read and comprehend.	Grammatical and Spelling errors are so numerous that the paper is hard or impossible to comprehend.
Posts & Word Count	<ul style="list-style-type: none"> • Posts early to allow others time to read and reply to 5 or more posts • 125 - 150 words in main thread 	<ul style="list-style-type: none"> • Posts early to allow others time to read and reply to 4 posts • 80 – 124 words in main thread 	<ul style="list-style-type: none"> • Posts at the last minute without allowing enough time for others to read and reply to. Some required postings missing. Reply to 3 posts • 50 – 79 words in main thread 	<ul style="list-style-type: none"> • Posts at the last minute without allowing enough time for others to read and reply to. Some required postings missing. Reply to 2 posts • 25-49 words in main thread 	<ul style="list-style-type: none"> • Posts at the last minute without allowing enough time for others to read and reply to. Some required postings missing. Reply to 1 posts • 0 – 24 words in main thread
Scope of Solution NO COPYING AND PASTING FROM WEBSITES. If any information comes from a website it must be cited as a resource.	<ul style="list-style-type: none"> • Content provides a thorough frame of reference for comprehending the solution; • An original solution is provided. • Numerous Resources listed 	<ul style="list-style-type: none"> • Content provides appropriate factual data but is not original or complete to solve problem or topic. • Resources listed 	<ul style="list-style-type: none"> • Content attempts to solve problem or topic but is too vague or disorganized to completely comprehend solution. • Few resources listed 	<ul style="list-style-type: none"> • Content is not realistic solution to problem or topic. • One resource listed 	<ul style="list-style-type: none"> • Content fails to offer a conscientious solution to selected problem or topic. • No resource listed
Explanation	All Steps are covered. All Questions are answered correctly.	Most Steps are covered and answered correctly.	Most steps are covered but not answered correctly.	Less than half of the steps are covered and answered correctly.	Less than half of the steps are covered and not answered correctly.

CIST 2130 – Desktop Support Concepts
SPRING Semester 2017 Lesson Schedule (Fiscal Year 201714)

Date	Chapter / Lesson	Content	Assignments Tests	*Competency Area
Week 1				
Tues – Mon Mar 7 - 13		First Day of Class: Class Introduction – Syllabus, Outline, Rules & Regulations coverage SEE DISCUSSION BOARD RUBRICS FOR GRADING.	Orientation Assignments below: <ul style="list-style-type: none"> • Logon to STUDENT MAIL: Send email to Instructor. Reply to any Instructor email. • Login to BLACKBOARD: • Complete Personal Introduction on Blackboard • Complete STC Acknowledgement, Student Information & Policy Packet on Blackboard • Review BLACKBOARD, IDS, and Discussion Board coverage 	1,2, a, c
	1	Introduction to Computer User Support	Read Chapter 1 Do Case Project –1, from book. Submit to the Chapter Blackboard digital drop box. Chapter 1 Test	1,2, a, c
	2	Customer Service Skills for User Support Agents	Read Chapter 2 Do Case Project 4 from book. Submit to the Chapter Blackboard digital drop box. Chapter 2 Test	
WEEK 1 ASSIGNMENTS DUE BEFORE MIDNIGHT Mar 14				
Week 2				
Tues – Mon Mar 14 - 20	3	Writing for End Users	Read Chapter 3 Do Hands-on Activity 3-3 from book. Do Case Project 3 from book. Submit to the Chapter Blackboard digital drop box. Complete Discussion Board #1 in Blackboard. <u>See Discussion Board Grading Rubric</u> Chapter 3 Test	1-4, a, c
	4	Skills for Troubleshooting Computer Problems.	Read Chapter 4 Do Case Project 1 Ques 5 from book. Submit to the Chapter Blackboard digital drop box. Chapter 4 Test	1,2,3,a,c
WEEK 2 ASSIGNMENTS DUE BEFORE MIDNIGHT Mar 21				

Week 3				
Tues – Mon Mar 21 - 27	5	Common Support Problems	Start Chapter 5 Do Case Project 5 from book. Submit to the Chapter Blackboard digital drop box. Chapter 5 Test	3,4,a
	6	Help Desk Operation	Read Chapter 6 Do Case Project 4 Submit to the drop box. Chapter 6 Test	1,2,3,4 a,b,c
WEEK 3 ASSIGNMENTS DUE BEFORE MIDNIGHT Mar 28				
Week 4				
Tues – Mon Mar 28 – Apr 3	7	User Support Management	Read Chapter 7 Do Hands-on Activity – 7-4 from book. Do Case Project – 2 Submit both to the Chapter Blackboard digital drop box. Chapter 7 Test	1,2,3, a
	WEEK 4 ASSIGNMENTS DUE BEFORE MIDNIGHT Apr 4			
Week 5				
Tues – Mon Apr 4 - 10	8	Product Evaluation Strategies and Support Standards Notify Instructor of your Proctor Date by April 10	Start Chapter 8 Do Hands-on Activity – 8-5 from book. Submit to the Chapter Blackboard digital drop box. Complete Discussion Board #2 in Blackboard. <u>See Discussion Board Grading Rubric</u> Chapter 8 Test	1,2,3,4,a,c
	9	User Needs Assessment Projects	Read Chapter 9 Do Hands-on Activity – 9-1 from book Do Case Project – 4 from book. Submit both to the Chapter Blackboard digital drop box. Chapter 9 Test	1,2,3, a, b,
WEEK 5 ASSIGNMENTS DUE BEFORE MIDNIGHT Apr 11				
Week 6				
Tues – Mon Apr 11 - 17	10	Installing and Managing end-User Computers	Start Chapter10 Do Hands-on Activity – 10-10 from book. Submit to the Chapter Blackboard digital drop box.	1,2,3,4, a, b, c
		Proctored Exam	Chapter 10 Test – Proctored Exam. You must take this test on campus. See above proctored event section for dates and times Complete Discussion Board #3 in Blackboard. <u>See Discussion Board Grading Rubric</u>	
WEEK 6 ASSIGNMENTS DUE BEFORE MIDNIGHT Apr 18				

Week 7				
Tues – Mon Apr 18 - 24	11	Training Computer Users	Read Chapter 11 Do Hands-on Activity 11-6 from book. Do Case Project -1 from book. Submit both to the Chapter Blackboard digital drop box. Complete Discussion Board #4 in Blackboard. <u>See Discussion Board Grading Rubric</u> Chapter 11 Test	1,2,3,4, a, c
	12	A User Support Utility Tool Kit	Read Chapter 12 Do Hands-on 12-7 from book Submit to the Chapter Blackboard digital drop box. Complete Discussion Board #5 in Blackboard. <u>See Discussion Board Grading Rubric</u> Chapter 12 Test	1,2,3,4 a, c
WEEK 7 ASSIGNMENTS DUE BEFORE MIDNIGHT Apr 27				

COURSE COMPETENCIES:

1. Computer Support Specialists Soft Skills
2. Computer Support Service Management
3. Computer Support Operations
4. Computer Support Job Setting

GENERAL EDUCATION CORE COMPETENCIES:

- a. The ability to utilize standard written English.
- b. The ability to solve practical mathematical problems.
- c. The ability to read, analyze, and interpret information.

Students are responsible for all information contained in this lesson plan. This lesson plan is subject to change at instructor's discretion.