



**TENTATIVE—SUBJECT TO CHANGE**

**CIST2130 Desktop Support Concepts  
COURSE SYLLABUS  
Online  
Summer Semester 2021 (202116)**

**COURSE INFORMATION**

Credit Hours/Minutes: 3/3750

Campus/Class Location: Georgia Virtual Technical Connection (GVTC)/Blackboard

Class Meets: Via Internet for 9 weeks

Course Reference Number (CRN): 60017

Preferred Method of Contact: STC Email - [Jamie Powers jpowers@southeasterntech.edu](mailto:jpowers@southeasterntech.edu)

**INSTRUCTOR CONTACT INFORMATION**

Instructor Name: Mr. Jamie Powers

Email Address: [Jamie Powers jpowers@southeasterntech.edu](mailto:jpowers@southeasterntech.edu)

Campus/Office Location: Swainsboro Campus, Building 2, Room 2106

Office Hours: 8 a.m. – 11:30 a.m. Monday-Thursday

Phone: 478-289-2221

Fax Number: 478-289-2276

Tutoring Hours: 8 a.m. – 11:30 a.m. Monday-Thursday, or made by appointment with instructor

**SOUTHEASTERN TECHNICAL COLLEGE (STC) CATALOG AND HANDBOOK**

Students are responsible for all policies and procedures and all other information included in Southeastern Technical College's [Catalog and Handbook](https://catalog.southeasterntech.edu/college-catalog/downloads/current.pdf) (<https://catalog.southeasterntech.edu/college-catalog/downloads/current.pdf>).

**REQUIRED TEXT**

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



**REQUIRED SUPPLIES & SOFTWARE**

Use STC computers or a computer with XP, VISTA, Win 7, 8, or 10, 1.3 Ghz Processor, 512 MB RAM, up to 4.5

GB free hard drive space, DVD Drive, Monitor with 1024X768 resolution, sound card, Internet Explorer 7+ or **Internet Explorer (preferred)**, Windows Media Player 10.0 or later, Adobe Reader, optional: 128 mb or higher  
Note: 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 Georgia Virtual Technical Connection (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.

Note: 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 Georgia Virtual Technical Connection (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.

**Students should not share login credentials with others and should change passwords periodically to maintain security.**

## **COURSE DESCRIPTION**

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

## **MAJOR COURSE COMPETENCIES**

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

## **PREREQUISITE(S)**

Program Admission

## **COURSE OUTLINE**

Computer Support Specialist Soft Skills, Computer Support Service Management, Computer Support Operations, Computer Support Job Setting

## **GENERAL EDUCATION CORE COMPETENCIES**

Southeastern Technical College has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

## **STUDENT REQUIREMENTS (ONLINE)**

Students are expected to complete all work required by the instructor. Students will have at least one week to complete tests and assignments. All tests and assignments are due at 11:55 PM on Monday of each week. Assignments must be keyed in Microsoft Word, saved, uploaded, and attached for grading in Blackboard.

Students are expected to prove weekly academic engagement by meeting assignment deadlines each week and doing the required homework, quizzes, and tests. Students are expected to communicate frequently through college email and discussion boards. College email is accessed at <https://portal.office.com>, under Quick links on our webpage, or in the menu of your Blackboard course.

## COVID-19 MASK REQUIREMENT

Masks or face coverings must be worn at all times while on the campus of Southeastern Technical College. This measure is being implemented to reduce COVID-19 related health risks for everyone engaged in the educational process. Masks or face coverings must be worn over the nose and mouth, in accordance with the Centers for Disease Control and Prevention (CDC). A student's refusal to wear a mask or face covering will be considered a classroom disruption and the student may be asked to leave campus and/or receive further discipline.

## COVID-19 SIGNS AND SYMPTOMS

We encourage individuals to monitor for the signs and symptoms of COVID-19 prior to coming on campus.

If you have experienced the symptoms listed below or have a body temperature 100.4°F or higher, we encourage you to self-quarantine at home and contact a primary care physician's office, local urgent care facility, or health department for further direction. Please notify your instructor(s) by email and do not come on campus for any reason.

COVID-19 Key Symptoms
Fever or felt feverish
Cough: new or worsening, not attributed to another health condition
Shortness of breath, not attributed to another health condition
New loss of taste or smell
Chills; Repeated shaking with chills
Sore throat, not attributed to another health condition
Muscle pain, not attributed to another health condition or exercise
Headache, not attributed to another health condition
Diarrhea (unless due to known cause)
<b>In the past 14 days, if you:</b>
Have had close contact with or are caring for an individual diagnosed with COVID-19 at home (not in healthcare setting), please do not come on campus and contact your instructor (s).

## COVID-19 SELF-REPORTING REQUIREMENT

Students, who test positive for COVID-19 or who have been exposed to a COVID-19 positive person, are required to self-report using the [COVID 19 Health Reporting Form https://bit.ly/2Xq4g0f](https://bit.ly/2Xq4g0f). Report all positive cases of COVID-19 to your instructor and [Stephannie Waters](mailto:swaters@southeasterntech.edu), Exposure Control Coordinator, [swaters@southeasterntech.edu](mailto:swaters@southeasterntech.edu), 912-538-3195.

## 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" (Failing 0-59) 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 11:55 PM 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.

## **STUDENTS WITH DISABILITIES**

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact the appropriate campus coordinator to request services.

**Swainsboro Campus:** [Macy Gay, \(mgay@southeasterntech.edu\)](mailto:mgay@southeasterntech.edu), 478-289-2274, Building 1, Room 1210.

**Vidalia Campus:** [Helen Thomas, \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 165.

## **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 make arrangements with the appropriate campus coordinator.

**Swainsboro Campus:** [Macy Gay, \(mgay@southeasterntech.edu\)](mailto:mgay@southeasterntech.edu), 478-289-2274, Building 1, Room 1210.

**Vidalia Campus:** [Helen Thomas, \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 165.

It is strongly encouraged that requests for consideration be made **PRIOR** to delivery and early enough in the pregnancy to ensure that all the required documentation is secured before the absence occurs. Requests made after delivery **MAY NOT** be accommodated. The coordinator will contact your instructor to discuss accommodations when all required documentation has been received. The instructor will then discuss a plan with you to make up missed assignments.

## **WITHDRAWAL PROCEDURE**

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% point of the term in which student is enrolled (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" (Withdrawn) is assigned for the course(s) when the student completes the withdrawal form.

Important – Student-initiated withdrawals are not allowed after the 65% point. After the 65% point of the term in which student is enrolled, the student has earned the right to a letter grade and will receive a grade for the course. Please note: Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of "F" (Failing 0-59) being assigned.

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

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. A grade of "W" will count in attempted hour calculations for the purpose of Financial Aid.

## **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 separate days—once on the Vidalia campus and once on the Swainsboro campus. Students must attend one of the proctored sessions as scheduled on the Lesson Plan/Course Calendar. The event will be monitored by the instructor or by an approved proctor. 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 farther 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 by the instructor of the course, 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 on the scheduled date and do not present a valid documented excuse within three business days of the scheduled event will be given a zero for the proctored event.**

### **PROCTORING FEES**

Students are not charged a proctoring fee when taking a proctored event at Southeastern Technical College or any other TCSG college. Students who choose to use an off-campus proctor may be assessed a proctoring fee by the proctoring site. In this instance, the student is responsible for payment.

**The required proctored event for this class is scheduled on the following dates and times: Vidalia Campus, 6/30/2021, at 2:00 pm in the Gillis Building, Room 818 and Swainsboro Campus, 6/30/2021, at 10:00 am in Building 2, room 2106**

### **MAKEUP GUIDELINES (TESTS, QUIZZES, HOMEWORK, PROJECTS, ETC.)**

Students are required to take all tests scheduled during the semester. Failure to take Tests/Exam(s), and Lab assignments **will result in a grade of zero. There will be no makeup of Tests/Exams, Review Questions, or Labs.** 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 Monday and end on Sunday with assignments due on Monday at 11:55 PM. See Lesson Plan.**

### **ACADEMIC DISHONESTY POLICY**

The Southeastern Technical College Academic Dishonesty Policy states that 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 Southeastern Technical College Catalog and Handbook.

### **PROCEDURE FOR ACADEMIC MISCONDUCT**

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

- 1. 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.

**2. Second Offense**

Student is given a grade of "WF" (Withdrawn Failing) 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.

**3. 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 third 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**

The Technical College System of Georgia (TCSG) and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all technical college-administered programs, federally financed programs, educational programs and activities involving admissions, scholarships and loans, student life, and athletics. It also applies to the recruitment and employment of personnel and contracting for goods and services.

All work and campus environments shall be free from unlawful forms of discrimination, harassment and retaliation as outlined under Title IX of the Educational Amendments of 1972, Title VI and Title VII of the Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act of 1967, as amended, Executive Order 11246, as amended, the Vietnam Era Veterans Readjustment Act of 1974, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Americans With Disabilities Act of 1990, as amended, the Equal Pay Act, Lilly Ledbetter Fair Pay Act of 2009, the Georgia Fair Employment Act of 1978, as amended, the Immigration Reform and Control Act of 1986, the Genetic Information Nondiscrimination Act of 2008, the Workforce Investment Act of 1998 and other related mandates under TCSG Policy, federal or state statutes.

The Technical College System and Technical Colleges shall promote the realization of equal opportunity through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity.

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

<p><b>American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer</b></p>	<p><b>Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer</b></p>
<p>Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1<sup>st</sup> Street, Vidalia Office 165 Phone: 912-538-3126 Email: <a href="mailto:Helen.Thomas@tcsge.edu">Helen Thomas</a></p>	<p>Lanie Jonas, Director of Human Resources Vidalia Campus 3001 East 1<sup>st</sup> Street, Vidalia Office 138B Phone: 912-538-3230 Email: <a href="mailto:Lanie.Jonas@tcsge.edu">Lanie Jonas</a></p>

<b>American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer</b>	<b>Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer</b>
<a href="mailto:hthomas@southeasterntech.edu">(hthomas@southeasterntech.edu)</a>	<a href="mailto:ljonas@southeasterntech.edu">(ljonas@southeasterntech.edu)</a>

### ACCESSIBILITY STATEMENT

Southeastern Technical College is committed to making course content accessible to individuals to comply with the requirements of Section 508 of the Rehabilitation Act of Americans with Disabilities Act (ADA). If you find a problem that prevents access, please contact the course instructor.

### GRIEVANCE PROCEDURES

Grievance procedures can be found in the Catalog and Handbook located on Southeastern Technical College’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 [Southeastern Technical College Website \(www.southeasterntech.edu\)](http://www.southeasterntech.edu).

### TECHNICAL COLLEGE SYSTEM OF GEORGIA (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.*

### GRADING POLICY

Assessment/Assignment	Percentage
Exams	40%
Projects and Assignments	30%
Discussion Boards	10%
Proctored Event-June 30	20%

### GRADING SCALE

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

## Course Number and Name

### Summer Semester 2021 (202116) Lesson Plan

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
<p>Week 1 May 17 - 24</p>	<p>Getting Started</p>	<p><b>First Day of Class:</b> Class Introduction – Syllabus, Outline, Work Ethics, Rules &amp; Regulations coverage</p> <p><b>REQUIRED FOR THE COURSE</b> <b>Managing E-Mail Messages with STC Office 365 MAIL</b></p> <p><b>Chapter 1 Introduction to Computer Support Support</b></p>	<p><b>Familiarize yourself with BLACKBOARD class (COMP 1000). See STC Website – MySTC</b></p> <p><b>Login to BLACKBOARD</b></p> <p>Getting Started – Start Here Items:</p> <ul style="list-style-type: none"> <li>• Read all items</li> <li>• Complete STC Pledge Acknowledgement, Student Introduction <b>Due 11:55 PM 05/28/2020</b></li> </ul> <p>Familiarize yourself with Using Student Email Account (STC Office 365 Mail) from mySTC. Send email to instructor with an attachment for First Day Attendance. <b>Due 11:55 PM 05/28/2020</b></p> <p>Read Chapter 1. Do Chapter 1 Case Project 1 from book. Take Chapter 1 Test.</p> <p><b>Week 1 assignments must be completed and turned in before 11:55 PM Monday May 24</b></p>	<p>1, 2, 6 a,b c</p>
<p>Week 2 May 25 - 31</p>	<p><b>2</b></p> <p><b>3</b></p>	<p><b>Chapter 2 Customer Service Skills for User Support Agents</b></p> <p><b>Writing for End Users</b></p>	<p>Read Chapter 2. Do Chapter 2 Case Project 4 from book. Take Chapter 2 Test.</p> <p>Read Chapter 3. Do Chapter 3 Hands-on Activity 3-3 from book. Do Chapter 3 Case Project 3 from book.</p> <p><b>Week 2 assignments must be completed and turned in before 11:55 PM Tuesday May 31</b></p>	<p>1 a, b, c</p>



Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 3 June 1 - 7	3  4	<b>Writing for End Users</b>  <b>Skills for Troubleshooting Computer Problems.</b>	Complete Discussion Board 1. (See Discussion Board Grading Rubric) Take Chapter 3 Test Read Chapter 4. Do Chapter 4 Case Project 1 Ques 5 from book. Take Chapter 4 Test. <b>Week 3 assignments must be completed and turned in before 11:55 PM Monday June 7</b>	1,3 a, b, c
Week 4 June 8 - 14	5  6	<b>Common Support Problems</b>  <b>Help Desk Operation</b>	Read Chapter 5. Do Chapter 5 Case Project 5 from book. Take Chapter 5 Test. Read Chapter 6. Take Chapter 6 Test. <b>Week 4 assignments must be completed and turned in before 11:55 PM Monday June 14</b>	4, 5 a, b, c
Week 5 June 15 - 21	7 8	<b>User Support Management</b> <b>Product Evaluation Strategies and Support Standards</b>	Read Chapter 7. Do Chapter 7 Hands-on Activity 7-4 from book. Do Chapter 7 Case Project 2 from book. Take Chapter 7 Test. <b>Start Chapter 8.</b> Do Chapter 8 Hands-on Activity 8-3 from book. Complete Discussion Board 2. (See Discussion Board Grading Rubric) Take Chapter 8 Test. <b>Week 10 assignments must be completed and turned in before 11:55 PM Monday June 21</b>	4, 5 a, b, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 6 June 22 - 28	9	User Needs Assessment	Read Chapter 9. Do Chapter 9 Hands-on Activity 9-3 from book. Complete Discussion Board 3. (See Discussion Board Grading Rubric) Take Chapter 9 Test.	1,2,3,4 a, c
	10	Installing and Managing end-User Computers	Read Chapter 10. Do Chapter 10 Hands-on Activity 10-10 from book. <b>Week 6 assignments must be completed and turned in before 11:55 PM Monday June 28</b>	
Week 7 June 29 – July 12		PROCTORED EXAMS June 30	<b>The Proctored Exam must be taken on campus! Covers Chapters 1 – 10</b>  <b>See Exam dates and times above</b>	1-6 a, b, c
Week 8 July 13 - 19	11	Training Computer Users	Read Chapter 11. Do Chapter 11 Case Project 1 from book. Complete Discussion Board 4. (See Discussion Board Grading Rubric) Take Chapter 11 Test. <b>Week 8 assignments must be completed and turned in before 11:55 PM Monday July 19</b>	1-6 a, b, c
Week 9 July 20 -26	12	A User Support Utility Tool Kit <b>LAST WEEK OF CLASS SEMESTER ENDS</b>	Read Chapter 12. Do Chapter 12 Hands-on 12-2 from book. Take Chapter 12 Test. Complete Discussion Board 5. (See Discussion Board Grading Rubric) <b>Week 9 assignments must be completed and turned in before 11:55 PM Wednesday July 26</b>	1-6 a, b, c

**COMPETENCY AREAS: (WILL VARY FOR EACH COURSE/TAKEN FROM STATE STANDARDS)**

1. Computer Support Specialist Soft Skills
2. Computer Support Service Management

3. Computer Support Operations
4. Computer Support Job Setting

**GENERAL CORE EDUCATIONAL 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.