CIST2130 Desktop Support Concepts

COURSE SYLLABUS
Online
Summer Semester 2018 (FY201816)
TENTATIVE – SUBJECT TO CHANGE

COURSE INFORMATION

Credit Hours/Minutes: **3 / 3750 (5)**
Campus/Class Location: **Georgia Virtual Technical Connection (GVTC)/Blackboard Online**
Class Meets: **Via Internet for 9 ½ weeks**
Course Reference Number (CRN): **60029**
Preferred Method of Contact: **Southeastern Technical College Office 365 email**

INSTRUCTOR CONTACT INFORMATION

Instructor Name: **Ms. Stephanie Moye**
Email: Stephanie Moye (**smoye@southeasterntech.edu**)
Campus/Office Location: **Vidalia/813 Gillis Building**
Office Hours: **2:00 – 4:30 Monday – Thursday**
Phone: **912-538-3161**
Fax Number: **912-538-3106**
Tutoring Hours (if applicable): **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 (http://www.southeasterntech.edu/student-affairs/catalog-handbook.php).

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 USB Flash Drive **Note: Students will be saving their work via BLACKBOARD. Internet access required.**

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/COURSE OUTLINE

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 shown on the attached assignment sheet. Students are also expected to complete all tests and comprehensive problems on the dates specified on the attached calendar. Assignments will be completed as Word documents and saved **via the Blackboard learning system. .** Assignments are given with numerous days to complete; therefore, ==**no assignment will be accepted late**==. ==**After the due date a grade of zero will be given.**== 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 are responsible for policies and procedures included in the Southeastern Technical College (STC) *Catalog and Handbook*. **Program students must earn a minimum grade of C in this course. Unannounced quizzes/assignments may be given. Students who miss an unannounced quiz or assignment 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.**
- **EMAILS: Prefer method of communication should be thru Southeastern Technical College Office 365**

MAIL. 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 OL Moye**

- **CHECKING GRADES:** A grade book is made available in the BLACKBOARD course on the main page by clicking the MY GRADES link when students log in. This grade book is for students to review and is continuously updated throughout the semester. Students can view their grades at any time to see the individual grades for each assignment. The overall percentage averages should display in the grade book to help track course progress.
- **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 **SUMMER** semester, that day will be May 17, 2018.) **The student must formally withdraw from classes in order to receive the no harm-no foul benefit.**

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 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.

Late assignments will not be accepted. Students who miss any assignment, test, project, or discussion board will receive a grade of 0.

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 (hthomas@southeasterntech.edu), 912-538-3126, 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 (hthomas@southeasterntech.edu), 912-538-3126.

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" (Withdrawn) 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 accessed 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 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. Dual enrollment students enrolled in online courses have the same options, but can also complete the event on the high school campus. The instructor, another College employee, or high school counselor will monitor the event. 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 withdrawn from the course with a "WF" (Withdrawn Failing). If the proctored event is scheduled during final exams, any student who misses the proctored event will be issued an "F" (Failing) for the course.**

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, **Tuesday**, June 26, 2018, 2:00 PM, Medical Technology Building Room 818, and Swainsboro Campus, **Wednesday**, June 27, 2018, 2:00 PM, 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 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 assignment/exam will be reset. Instructor reserves the right to deduct points from the scores for exceeding the scheduled time limit on the assignment/exam. **Note**: If student notifies instructor about problems because of technical issues <u>after the due date</u> or on the last day of the semester, the student will **NOT** be allowed to make-up the assignment. **No exceptions!   Assignments must be turned in on the assigned date and will not be accepted late, a grade of zero will be given. <u>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.</u> <u>See Lesson Plan. Makeups are not allowed for unannounced quizzes/assignments.</u>**

ACADEMIC DISHONESTY POLICY

The Southeastern Technical College 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 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 and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, sex, 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 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).

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

American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer	Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer
Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1st Street, Vidalia Office 108 Phone: 912-538-3126 Email: Helen Thomas hthomas@southeasterntech.edu	Lanie Jonas, Director of Human Resources Vidalia Campus 3001 East 1st Street, Vidalia Office 138B Phone: 912-538-3230 Email: Lanie Jonas ljonas@southeasterntech.edu

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's Website (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 – In Class	10%
Proctored Exam	20%

GRADING SCALE

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

Grade of D or below results in student repeating the class

DISCLAIMER STATEMENTS

Instructor reserves the right to change the syllabus and/or lesson plan as necessary.
The official copy of the syllabus is located inside the student's online course shell. The syllabus displayed in advance of the semester in a location other than the course you are enrolled in is for planning purposes only.

Discussion Board Grading Rubrics:

Criteria Weight	Exceptional 100	Proficient 90	Satisfactory 70	Poor 50	Unacceptable 0
Grammar/ Spelling 25.00 %	• No grammatical or spelling errors **(25 points)**	• Grammatical and spelling errors are few and cause no comprehension problems. **(22.5 points)**	• Grammatical and spelling errors cause the reader to reread many parts of the post. **(17.5 points)**	• Grammatical and spelling errors are frequent making posts confusing to read and comprehend. **(12.5 points)**	• Grammatical and spelling errors are so numerous that the post is hard or impossible to comprehend. **(0 points)**
Posts & Word Count 25.00%	• Posts early to allow time to read and reply • Publishes at least one original post and at least one reply • 125 - 150 words in main thread **(25 points)**	• Posts early to allow others time to read and reply • Publishes one post and one reply • 80 – 124 words in main thread **(22.5 points)**	• Posts at the last minute without allowing enough time for others to read and reply. • Publishes one post and no replies • 26 – 79 words in main thread **(17.5 points)**	• Posts at the last minute without allowing enough time for others to read and reply. • Publishes no posts and one reply • 0-25 words in main thread **(12.5 points)**	• Publishes no posts or replies **(0 points)**
Critical Thinking NO COPYING AND PASTING FROM WEBSITES. If any information comes from a website it must be cited as a resource. 25.00%	• Content provides a thorough frame of reference for comprehending the solution; • an original solution is provided. • Numerous Resources listed **(25 points)**	• Content provides appropriate factual data but is not original or complete to solve problem or topic. • Resources listed **(22.5 points)**	• Content attempts to solve problem or topic but is too vague or disorganized to completely comprehend solution. • Few resources listed **(17.5 points)**	• Content is not a realistic solution to the problem or topic. • One resource listed **(12.5 points)**	• Content fails to offer a conscientious solution to selected problem or topic. • No resource listed **(0 points)**
Explanation 25.00%	• All Steps are covered. • Questions are answered correctly. **(25 points)**	• Most Steps are covered and answered correctly. **(22.5 points)**	• Most steps are covered but not answered correctly. **(17.5 points)**	• Less than half of the steps are covered and answered correctly. **(12.5 points)**	• Less than half of the steps are covered and not answered correctly. • **(0 points)**

CIST2130 Desktop Support Concepts

Summer Semester 2018 Lesson Plan FY 201816

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 1 May 15 - 21	**1** **2**	**First Day of Class**: Class Introduction – Syllabus, Outline, Work Ethics, Rules & Regulations coverage **REQUIRED FOR THE COURSE** **Managing E-Mail Messages with STC Office 365 MAIL** **Chapter 1 Introduction to Computer Support Support** **Chapter 2 Customer Service Skills for User Support Agents**	**Familiarize yourself with BLACKBOARD class (COMP 1000). See STC Website – MySTC** **Login to BLACKBOARD** Getting Started – Start Here Items: • Read all items • Complete STC Pledge Acknowledgement, Student Introduction **Due midnight 03/15/18** Familiarize yourself with Using Student Email Account (STC Office 365 Mail) from mySTC. Send email to instructor with an attachment for First Day Attendance**. Due midnight 03/15/18** Read Chapter 1. Do Chapter 1 Case Project 1 from book. Take Chapter 1 Test. Read Chapter 2. Do Chapter 2 Case Project 4 from book. Take Chapter 2 Test. **Week 1 assignments must be completed and turned in before midnight Monday May 21**	1, 2, 6 a,b c
Week 2 May 22 – May 28	**3**	**Writing for End Users** **May 28 HOLIDAY**	Read Chapter 3. Do Chapter 3 Hands-on Activity 3-3 from book. Do Chapter 3 Case Project 3 from book. Complete Discussion Board 1. (See Discussion Board Grading Rubric) Take Chapter 3 Test **Week 2 assignments must be completed and turned in before midnight Monday May 28**	1 a, b, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 3 May 29 – June 4	**4** **5**	**Skills for Troubleshooting Computer Problems.** **Common Support Problems**	Complete from **Module 4.0** Read Chapter 4. Do Chapter 4 Case Project 1 Ques 5 from book. Take Chapter 4 Test. Read Chapter 5. Do Chapter 5 Case Project 5 from book. Take Chapter 5 Test. **Week 3 assignments must be completed and turned in before midnight June 4**	1, 3 a, c
Week 4 June 5 -11	**6** **7**	**Help Desk Operation** **User Support Management** **Notify Instructor of your Proctor Date by June 11**	Read Chapter 6. Take Chapter 6 Test. 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. **Week 4 assignments must be completed and turned in before midnight Monday June 11**	4, 5 a, b, c
Week 5 June 12 – 18	**8**	**Product Evaluation Strategies and Support Standards**	**Start Chapter 8.** Do Chapter 8 Hands-on Activity 8-3 from book. Complete Discussion Board 2. (See Discussion Board Grading Rubric) Take Chapter 8 Test. **Week 5 assignments must be completed and turned in before midnight Monday June 18**	4, 5 a, b, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 6 June 19 – 25	9 10	**User Needs Assessment** **Installing and Managing end-User Computers** **Proctored Exam June 26 and 27**	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. Read Chapter10. Do Chapter 10 Hands-on Activity 10-10 from book. **Week 6 assignments must be completed and turned in before midnight Monday June 25**	1,2,3,4 a, c
Week 7 June 25 – July 8		**PROCTORED EXAMS June 26 and June 27**	**SEE SYLLABUS FOR PROCTORED INFORMATION** **Take PROCTORED Test on Campus! Covers Chapters 1 – 10**	1,3,5,6 a, b, c
July 2 - 5		**SUMMER HOLIDAYS**	**NO CLASSES**	na
Week 8 July 9 – July 15	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. **Week 8 assignments must be completed and turned in before midnight Monday July 15**	2,5 a, b, c
Week 9 July 16 – July 19	12	**A User Support Utility Tool Kit** **LAST WEEK OF CLASS** **SEMESTER ENDS**	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) **Week 9 assignments must be completed and turned in before midnight Thursday July 19**	1-6 a, b, c

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

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

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.

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