

BRAZOSPORT COLLEGE

LAKE JACKSON, TEXAS

SYLLABUS

ITSC 2339: PERSONAL COMPUTER HELP DESK – HYBRID VERSION

COMPUTER TECHNOLOGY & OFFICE ADMINISTRATION DEPARTMENT

CATALOG DESCRIPTION

ITSC 2339 Personal Computer Help Desk. CIP 1101010007

Diagnosis and solution of user hardware and software related problems with on-the-job and/or simulated projects. (3 SCH, 2 lecture, 2 lab)

Prerequisites: 12 credit hours in Computer Technology including: ITSC 1305, ITSC 1401, and CPMT 1411 or approval of the division chair

Required skill level: College-level reading and writing.

PREPARED BY:	_____	DATE:	_____
	INSTRUCTOR (Lannen)		
RECOMMENDED BY:	_____	DATE:	_____
	DIVISION CHAIRMAN		
RECOMMENDED BY:	_____	DATE:	_____
	DEAN		
APPROVED:	_____	DATE:	_____

The Brazosport College District shall not discriminate against, or exclude from participation in any benefits or activities either on the staff or in the student body, any person on the grounds of sex, race, color, religion, national origin, age, or handicap.

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COURSE EVALUATION

STUDENT EVALUATION

- A. Labs will account for no more than 25% of the total grade.
- B. Participation will account for no more than 5% of the total grade.
- C. Tests will account for no more than 50% of the total grade.
- D. Final exam will account for no more than 20% of the total grade.

INSTRUCTOR EVALUATION

- A. Students will be given an opportunity to evaluate their instructor and the course content.
- B. The instructor will review and evaluate in terms of withdrawal rate.
- C. Final grades given will be reviewed in an effort to determine if a pattern of high or low grades exists.

DEPARTMENT EVALUATION OF COURSE

- A. Faculty and the Division Chair will review student grades and withdrawal trends.
- B. Faculty and the Division Chair will review the Course Competencies and Perspectives Assessment.

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COURSE CONTENT

GENERAL GOALS/OBJECTIVES

Gain knowledge, skills, and abilities needed to work in the support industry. Perform diagnosis and solution of hardware- and software-related problems. The student will learn to establish rapport with users in problem solving situations, analyze user problems and lead the user through solutions; maintain problem logs and formulate problem-solving methodologies.

SPECIFIC GOALS/OBJECTIVES

The following list of course goals/objectives will be addressed in the course:

- Identify the role of computers and the types of end users and their resource needs.
- Identify the role of the user support employee and the various functions and services.
- Identify the positions and career paths for user support staff.
- Identify the customer service skills for user support staff.
- Learn to communicate with customers effectively to solve problems.
- Identify strategies for handling difficult customers and incidents.
- Develop incident management procedures.
- Develop troubleshooting strategies.
- Identify web-based tools and diagnostic programs for support.
- Identify procedures for successful troubleshooting.
- Use help desk software to document systems and track customer calls.
- Identify common support problems.
- Define help desk operations and management.
- Define a training procedure for end users.
- Use Critical Thinking skills for problem solving.
- Use writing skill to document technical procedures and problem solutions.

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LEARNING OUTCOMES

1. The student will be able to identify the types of end users.
Outcome will be successful if student scores 70% on written test.
2. The student will be able to identify the factors that determine resource needs for the end user.
Outcome will be successful if student scores 70% on written test.
3. The student will be able to identify positions and career paths associated with support.
Outcome will be successful if student scores 70% on written test.
4. The student will be able to identify and apply successful communication practices and skills.
Outcome will be measured by score of 70% on written test and role-playing labs.
5. The student will apply critical thinking skills to problem-solving scenarios.
Outcome will be accomplished by role playing.

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Syllabus
ITSC 2339 PERSONAL COMPUTER HELP DESK – HYBRID VERSION

Instructor : Diane Ruscito
Office Phone : (979) 230-3340
Alt. Phone : (979) 230-3229 Division Secretary

Office : D.224B
Email : diane.ruscito@brazosport.edu
Website:

COURSE DESCRIPTION

A study of the computer user support field and the knowledge, skills, and abilities needed to work in the support industry. This student will tie together knowledge from other courses for the diagnosis and solution of hardware- and software-related problems. The student will learn to establish rapport with users in problem-solving situations, analyze user problems and lead the user through solutions; maintain problem logs and formulate problem-solving methodologies. This course includes a hands-on lab with real-time problem scenarios. This is a hybrid course – the lecture will be online and the lab portion will be face-to-face in a regular classroom. Reading of the text is the student's responsibility. CIP 1101010007
(3 SCH, 2 lecture, 2 lab)

PREREQUISITES

You should have the following knowledge for this class:

- Ability to navigate the Windows operating system interface.
- Practical knowledge for determining and changing system hardware and software settings.
- Practical knowledge of Internet access and office applications (editors and spreadsheets).
- Completion of ITSC1301 or ITSC1401 Introduction to Computers or ITSC1305 PC Operating Systems (DOS/Windows) and completion of or current enrollment in CPMT 1411 Introduction to Computer Maintenance.

TEXTBOOK OR COURSE MATERIAL INFORMATION

A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK & SUPPORT SPECIALISTS 6th Edition
by Fred Beisse; Cengage, ISBN: 9781285852683. The textbook is required.

LAB REQUIREMENTS

Students are required to complete online assignments before coming to class for labs.

ATTENDANCE AND WITHDRAWAL POLICIES

There is a 20% department attendance policy. Tardiness will be counted as a partial absence. If you exceed the maximum allowed absences you will be withdrawn from the course regardless of your grade. It is important for the student to attend classes and participate in lab and group assignments. Many labs require group participation and cannot be reproduced for make-up.

Fall and Spring 15-week Semesters	
Class Meetings	Maximum absences before being dropped
One per week	2
Two per week	4

Withdrawals: If for any reason you choose to stop coming to class, please fill out the proper withdrawal forms at the registrar's office. Failure to do so will result in an F for the course.

Please note that changes in the Texas Education Code state that students enrolling for the first time in a Texas public institution of higher education in the fall of 2007 or after, will not be permitted to withdraw from more than a total of six courses (no minimum number of credit hours on each course) in which the student is officially enrolled during the student's period of undergraduate study at all such institutions (this includes any course a transfer student has dropped at another institution of higher education). See <http://www.brazosport.cc.tx.us/CurStu.html> for more information.

COURSE REQUIREMENTS AND GRADING POLICY

Grades are calculated through a weighted percentage and a ten-point spread. .

Labs	25%
Participation	5%
Tests	50%
Final	20%
	<hr/>
	100%

Grading Scale

90 – 100%	A
80 – 89%	B
70 – 79%	C
60 – 69%	D
59 and below	F

TESTING

Testing is on-line and is a combination of multiple choice, short answer, and essay questions. Test will be proctored in class. Grades will be checked by the instructor and results returned to the student.

MAKE-UP POLICY

Makeup book assignments and tests must be completed within one week of the assignment or a zero will be awarded for that assignment. Many labs require group participation and therefore cannot be made up.

STUDENT RESPONSIBILITIES

Students are expected to fully participate in the course. The following criteria are intended to assist you in being successful in the course.

- a. Time Management.
- b. Understanding the Syllabus Requirements.
- c. Utilizing Online Components (such as D2L).
- d. Communicating with the Instructor.
- e. Completing Course Work.

Students are also expected to take care of the equipment in the classroom. **PLEASE DO NOT BRING FOOD, DRINKS, OR UNAUTHORIZED PERSONS INTO THE CLASSROOM.**

PROJECTS, ASSIGNMENTS, PORTFOLIOS, SERVICE LEARNING, INTERNSHIPS, etc.

See schedule.

Students will maintain a notebook of assignments and work and will complete ongoing Case Projects throughout the semester.

SCANS COMPETENCIES

The Secretary's Commission on Achieving Necessary Skills (SCANS) identified competencies in the areas of Resources, Interpersonal, Information, Systems, and Technology; and foundation skills in the areas of Basic Skills, Thinking Skills, and Personal Qualities. This course is part of a program in which each of these competencies and skills is addressed (see **Addendum A**).

ACADEMIC HONESTY

Brazosport College assumes that students eligible to perform on the college level are familiar with the ordinary rules governing proper conduct including academic honesty. The principle of academic honesty is that all work presented by you is yours alone. Academic dishonesty, including, but not limited to, cheating, plagiarism, and collusion shall be treated appropriately. Please refer to the Brazosport College Student Guide for more information. This is available online at <http://www.brazosport.edu> (click on the link found on the right side of the homepage).

Academic dishonesty violates both the policies of this course and the Student Code of Conduct. In this class, any occurrence of academic dishonesty will be referred to the Dean of Student Services for prompt adjudication, and may, at a minimum, result in a zero for the assignment. Sanctions may be imposed beyond your grade in this course by the Dean of Student Services.

STUDENTS WITH DISABILITIES

Brazosport College is committed to providing equal education opportunities to every student. BC offers services for individuals with special needs and capabilities including counseling, tutoring, equipment, and software to assist students with special needs. Please contact Phil Robertson, Special Populations Counselor, 979-230-3236 for further information.

OTHER STUDENT SERVICES INFORMATION

Information about the Brazosport College Library is available at www.brazosport.edu/sites/CurrentStudents/Library.default.aspx or by calling (979) 230-3310.

Information about study skills and tutoring for math, reading, writing, biology, chemistry, and other subjects is available in the Learning Assistance Center (LAC) (see www.brazosport.edu/sites/CurrentStudents/LAC/default.aspx or call (979) 230-3253).

To contact the Computer Technology & Office Administration Department, call (979) 230-3229 or (979) 230-3394.

Student Services provides assistance in the following:

Counseling and Advising	(979) 230-3040
Financial Aid	(979) 230-3294
Student Activities	(979) 230-3355

To reach the Information Technology Department for computer, E-mail, or other technical assistance, call the Helpdesk at (979) 230-3266.



Get the information you need – when you need it. Click <http://geni.us/BRAZO> to install **BC Connect** on your mobile device to receive reminders, explore careers, map your educational plan, be in the know about events, find out about scholarships, achieve your goals and much more.

ADDENDUM A SCANS COMPETENCIES		
ITSC 2339 Personal Computer Help Desk		
Competency Reference		Application
1.	Resource	
	Time Management,	Students are required to turn in labs on time. If a lab is turned in late, student's grades are penalized.
	Facilities/Materials,	Students are required to use on-line help and the computers in lab and to use technical papers and journals for research and problem solving.
	Human Resources	Students are encouraged to seek help from their classmates during lab and in the event they are absent and miss assignments and/or notes.
2.	Interpersonal	
	Leadership,	Students are encouraged to work in teams helping and learning from each other. Students will use role modeling to improve personal skills.
	Part. As Team Member,	
	Works with Diversity	
3.	Information	
	Acquiring,	Course goals and performance objectives for labs require acquisition, organization, interpretation and evaluation of data.
	Organizing,	Performance objectives require the student to research, organize, and present solutions to other students.
	Interpreting	Research requires interpretation of technical documentation and development of solutions derived from the documentation.
4.	Systems, Understanding	
	Organizational Systems,	Students will be asked to modify files and computer settings using appropriate software as outlined on a lab or final exam.
	Technological Systems,	Students will be monitoring and correcting their performance in all of the labs and on all exams.
	Social Systems	Students will be asked to guide others through file modifications and system settings and configurations.
5.	Technology	
	Selecting,	Students are expected to select the proper software tools, invoke them, and ensure the work is meeting the expected outcomes. If the outcomes are not as expected, the student is expected to make the appropriate changes to achieve the outcome.
	Applying,	
	Maintaining	
6.	Basic Skills	
	Reading, Writing,	Lectures and labs require students to read, write, and use mathematical skills. Students are expected to listen to the lecture because not all information appears in the text.
	Mathematics,	
	Speaking, Listening	Students are encouraged to ask questions and participate in class discussions.
		Students will be expected to make presentations on project solutions and maintain documentation on technical issues.
7.	Thinking Skills	
	Decision Making,	Most labs require students to use their creative and problem-solving skills. The student must perceive the problem and find a way to get the data into the right form so the expected output can be achieved.
	Problem Solving,	
	Learning Techniques	
8.	Personal Qualities	
	Responsibility,	Students will be required to monitor their time, especially on labs, exams, and on the final. It is the student's responsibility to turn in their labs on time. The student is expected to be honest and do their own labs and exams. This is monitored!
	Sociability,	
	Integrity/Honesty	

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Weekly Schedule (SAMPLE)

Week	PP notes		Labs See D2L	Links	
1	chapter 1	Intro to End User Comp Intro to Comp User Support	lab 1_Chapter 1		
2	chapter 11	Writing for End Users	lab 2 Chapter 11		
3	chapter 2	Help Desk Software / Customer Service Skills	Lab 3 Chapter 2		
4	chapter 2	Customer Service Skills	lab 4 Chapter 2	test1	Chap1,11 Trackit
5	chapter 3	Troubleshooting	Lab 5 Chapter 3		
6	chapter 4	Common Support Problems	Lab 6 Chapter 4		Hot Seat
7	chapter 5	Help Desk Operation	lab 7 Chapter 5	test 2	Chap 2-4
8	chapter 6	User Support MGMNT	lab 8 Chapter 6		
9	chapter 7	Prod Evaluation & Support Standards	lab 9 Chapter 7	test3	Chap 5-6
10	chapter 8	User Needs Analysis and Assessment	lab 10 Chapter 8		
11	chapter 9	Installing End User Comp Sys	lab 11 Chapter 9	test4	Chap 7-8
12	chapter 10	Training Users training Modules	lab 12 Chapter 10		
13	chapter 12	Facilities Mgmt. Tool Kit		test 5	<u>Chap 9-10</u>
14		(Review) training Modules due present in class			
15	<u>Final</u>		Final	Final	