

TEXARKANA COLLEGE

Syllabus: Personal Computer Help Desk Support

Course Number: ITSC 2339

Semester & Year:

Location: Texarkana College Online Web Site:
<https://tconline.texarkanacollege.edu>



Instructor Information

Name: **Ken Smith**

Office: Business & Computer Technology Building, Room

Telephone: 903-823-

E-mail:

Office Hours:

Monday	Tuesday	Wednesday	Thursday	Friday
Office	Office	Office	Office Lab	Bold times are for Online students only

Textbook Information

A Guide to

Computer User Support for Help Desk and Support Specialists, 5th Edition

by Fred Beisse ISBN: 9781133187820

<http://www.cengagebrain.com/shop/ISBN/9781133187820?cid=APL1>

Course Objectives

This course focuses on key information and skills for user support professionals, including troubleshooting and problem solving, successful communication with users, determining a client's specific needs, and training end users. For those considering entering the field, alternate career paths for user-support workers are covered. With balanced coverage of both people skills and technical skills, this course is an excellent resource for those in or preparing for the technical-support field.

Specific topic coverage includes:

- Introduction to CUS
- Customer Service Skills
- Writing for End Users
- Skills for Troubleshooting Computer Problems
- Common Support Problems
- Help Desk Operation
- User Support Management
- Product Evaluation Strategies
- End-User Needs Assessment Projects
- Installing and Managing End-User Computers
- Training Computer Users
- A User Support Utility Tool Kit

Student Learning Outcomes for the Course

1. Demonstrate rapport with users in problem-solving situations
2. Analyze user problems and lead them through solutions
3. Maintain problem logs
4. Formulate problem-solving methodologies

Student Requirements for Completion of Course and Due Dates

For the student's convenience and ease of access, all requirements and due dates will be made available on a weekly basis through the TC On-Line classroom.

Student Assessment

Your grade will be determined as follows:

Chapter Exams Quizzes	35%
Assignments	20%
Class Discussion Forums	5%
Mid-Term Exam	20%
Final Exam	20%

Grading Scale

Your letter grade is defined as follows:

Grade	
A	90-100
B	80-89.99
C	70-79.99
D	60-69.99
F	Below 60

Class Schedule

The class schedule will be revealed through the Moodle classroom on a weekly basis. All assignments and tests for each week will be revealed by Monday of each new week. For the student's convenience, a general weekly schedule is shown on page 6 of the syllabus and on the Course Schedule link.

Attendance Policy

Since this is an internet class, we do not meet in a traditional class setting. You are responsible for completing the assignments by the deadline given. When you miss a deadline for assignments or tests, you are considered absent. If you miss two deadlines it counts as two weeks of absences and you will be dropped from the class.

No incomplete grades will be given for failure to participate. If you must quit, you should initiate an official withdrawal in the Admissions Office prior to the last date to drop courses:.

Instructor Responsibilities:

As your instructor, I commit to communicating openly and frequently with you about this class. I will maintain a professional, safe learning environment adhering to the policies of the college. You can expect a reply to communication, be it via e-mail, through online discussions, or voice mail, within 24-48 business hours. If you post something on the weekend, it will be Monday before I respond.

Student Responsibilities:

- Students are expected to be familiar with navigating the Texarkana College Online Web Site located at <http://tconline.texarkanacollege.edu>
- You are an adult learner and as such you are responsible for your own learning. No one else can be a "stand in" for you in the learning process. You will be held accountable for all assigned activities. All work must be completed and submitted through the online course classroom ON TIME.
- **Class participation:** Students must participate in all forums and online class discussions that are posted by the professor. Each participation assignment will constitute a part of your grade in the class.
- **Submitting Work:** All work you must complete for this course will be submitted through the online web site. Your quizzes will be taken online. The Mid-Term and Final Exam will be administered in the Testing Center at Texarkana College. Your forum posts will be through the website as well.
- TC offers a **Student E-mail** account for all students. You are responsible for monitoring your student e-mail account. Student e-mail can be accessed through your myTC account. You should check your TC email account a minimum of two or three times a week during a regular semester. **When you email me always be sure to include your first and last name and the course you are in.**

Make-up Policy

Exams, Quizzes and Assignments must be completed on time. Only extreme circumstances will warrant anything else.

Computer difficulties are not an excuse for non-participation. You are solely responsible for being able to keep up in the course with a computer that is in good working condition and connected to the internet (high speed connection is the best). Do not wait until the last minute to complete assignments.

Academic Integrity Statement

Scholastic dishonesty, involving but not limited to cheating on a test, plagiarism, collusion, or falsification of records will make the student liable for disciplinary.

TC has a strong policy on Academic Misconduct which is published in the TC catalog. This policy applies campus wide, including TC Testing Center, as well as off-campus classroom or lab sites. If you are caught cheating in this class, you will be dropped with an "F". Students are furnished this information during Freshman Orientation.

Disability Act Statement

Texarkana College complies with all provisions of the Americans with Disabilities Act and makes reasonable accommodations upon request. Please contact Larry Andrews at 903.823.3349, or go by the Department of Disabilities Services located in the Palmer Memorial Library for personal assistance.

If you have an accommodation letter from their office indicating that you have a disability which requires academic accommodations, please present it to me so we can discuss the accommodations that you might need for this class. *It is best to request these changes at the beginning if not before the start of class* so there is ample time to make the accommodations.

Financial Aid

Attention! Dropping this class may affect your funding in a negative way! You could owe money to the college and/or federal government. Please check with the Financial Aid office before making a decision.

Syllabus Changes

As your instructor, I retain the right to make changes based on the time line of the class, feedback from learners and/or logistical issues and will inform you as soon as a change is made.

Grading Policy:

This course will provide you with a PowerPoint presentation in PDF format (PowerPoint need not be installed on your computer) for each chapter to help study for the tests. The test over each chapter will be composed of multiple choice and true/false questions. You will take eight chapter quizzes on your personal computer. You will have a specific time limit to take each test. You may take a test only once. If you do not get finished, the computer will time out and give you a zero. Be sure you are ready to take the test before you start it. **DO NOT click the Save without submitting button.** You will not see it, but it gives you a zero on the test. When you have completed all of your answers, click on the **Submit all and finish button**. Once you start a test, **NEVER** click on another tab to take you away from the page, even if you do not close the test. If you do, the system will give you a zero, and there is nothing you can do to change that grade. You must complete each quiz by the deadline or you will receive a zero for that quiz. Never wait until the last minute to take a quiz. Too many times technical problems crop up and you might not be able to get the exam completed by the deadline. If this happens, there is nothing I can do to help. You will not get credit for the exam, and a

zero really hurts your average. You will need to go to the Texarkana College Testing Center to take your mid-term and final exam. You will not be allowed to use your book or any notes. Do not wait until the last day to take the final. The testing center will not allow you to start a test within 30 minutes of closing time. If you get there too late, you will get a 0. **You MUST complete the FINAL EXAM by the close of the Testing Center on.**

Chapter Quizzes

Chapter quizzes will be on-line through Texarkana College On-line (Moodle). You will take these quizzes at your convenience and are not required to take them in the Testing Center. You may use your book or notes to take the exam, but do not rely on them heavily as there will not be enough time.

Mid-term and Final Exam

These exams will be administered by computer in the college's Testing Center (903-823-3278), located downstairs in the Palmer Memorial Library. As **testing is first come first serve**, waiting time to take a test will vary, especially during deadlines. The student should set aside ample time to take each test before its deadline.

Forums

You are required to participate in class forums. This will be a part of your overall class grade. When you post, you should make sure the post is clear and written using correct grammar.

TESTING CENTER HOURS

Monday - Thursday	8:30 am - 8:00 pm	(no exam started after 7:00 pm)
Friday	8:00 am - 4:00 pm	(no exam started after 3:00 pm)
Sunday	2:00 pm - 6:00 pm	(no exam started after 5:00 pm)

Non-TC students or children are not allowed in the Testing Center unless taking a proctored test. Hats and caps are not allowed. Electronic devices (cell phones, etc.) are not allowed. The **Testing Center is under camera and audio surveillance.**

Course Schedule

Week	Dates	Chapter	Topics	Deadlines	
1			Start Reading Chapter 1		
2		Chapter 1	Introduction to Computer User Support		
3		Chapter 2	Customer service Skills for User Support Agents		
4		Chapter 3	Writing for End Users		
5		Chapter 4	Skills for Troubleshooting Computer Problems		
6		Chapter 5	Common Support Problems		
7		Chapter 6	Help Desk Operation		
8		Mid-Term Exam in Testing Center			
		Spring Break			
9		Chapter 7	User Support Management		
10		Chapter 8	Product Evaluation Strategies and Support Standards		
11		Chapter 9	End-User Needs Assessment Projects		
12		Chapter 10	Installing and Managing End-user Computers		
13		Chapter 11	Training Computer Users		
14		Chapter 12	A User Support Utility Tool Kit		
15			Complete Chapter 12 Project		
16		Final Exam in Testing Center			

Chapter assignments will be due each week by noon on Friday and the chapter quizzes will be available from Thursday, 8am until Saturday, 11:55pm.