McLennan
C O M M U N I T Y
C O L L E G E

WACO, TEXAS

COURSE SYLLABUS
AND
INSTRUCTOR PLAN

PERSONAL COMPUTER DESK SUPPORT

ITSC - 2339 – H1

JAN D. ROBERTSON

NOTE: This is a 16-week course.
NOTE: This is a Blended/Hybrid course.

.

AN EQUAL OPPORTUNITY INSTITUTION   SP 2022

Course Description:

Covers diagnosis and solution of user hardware and software related problems with on-the-job projects in either a Help Desk Lab or in short-term assignments for local businesses. This is a capstone course that will integrate skills and knowledge from previous courses. Semester Hours 3 (2 lec/2 lab).

Prerequisites and/or Corequisites:

Prerequisite: College level computer applications course.

Course Notes and Instructor Recommendations:

Notes: Students may use the CIS lab if they do not have the software required for completion of assignments. Students are required to use their MCC email address for all email communications. All assignments, quizzes, discussions must be completed outside of class by their listed deadlines. All students must set aside three hours per week for a voluntary help desk assignment coordinated with the ISS department. Students will be evaluated by the ISS liaison/representative at the end of the semester based on that department's protocols. Missed voluntary hours must be made up.

Recommendations: The instructor recommends anyone contemplating taking this course have a working knowledge of using email, the Internet, Windows, basic computer concepts, and knowledge of word processing, spreadsheets, and database applications. In addition, the student should be self-disciplined and self-motivated and be able to read and interpret and follow directions for classwork as well as volunteer assignments through the ISS department.

Instructor Information:

Instructor Name: Jan D. Robertson
MCC E-mail: jrobertson@mclennan.edu
Office Phone Number: 254-299-8218
Office Location: Business & Technology building, Room 107
Office/Teacher Conference Hours: Posted next to office door and under Staff Information on Brightspace
Other Instruction Information: B.S. and M.S. degrees

Required Text & Materials:

Title: Computer User Support for Help Desk & Support Specialists
Author: Fred Beisse
Publisher and edition: Course Technology, 6th ed

ISBN: 978-1-285-85268-3

MCC Bookstore Website: **http://www.mclennan.edu/bookstore/**

Methods of Teaching and Learning:
The CIS department has online and hybrid courses that are designed with the same standards of academic excellence as the face to face classes that meet on campus. This course is a hybrid class, which will require more study and student effort than is usually required in a traditional face-to-face course. In order to be successful in this course, students should be willing to put in at least twice as much time as they would spend in a face-to-face section because it will require more reading, research and online collaboration. This course requires at least the same level of rigor as a traditional course and additionally requires that the student can work independently, solve problems, communicate and participate in a professional manner.

Students will learn content by reading information assigned on Brightspace, participating in class, completing assignments, participating in discussions each week, researching topics online, and completing chapter quizzes.

Textbook Related Assignments (10%):
Students will read assigned chapters from the book and complete specific exercises described in Brightspace, which include hands-on activities. Textbook assignments will not be accepted late without written proof of emergency for missing the deadline; however, readings and assignments must still be completed in order to progress in the course. Textbook related assignments will not be accepted without written proof of emergency. Grading consists of -5 for spelling errors, grammar errors, punctuation errors, incomplete sentences; -10 for unanswered questions and missing sources (where required).

Discussions (10%):
Students will participate in discussions each week covering a variety of related topics. Discussions cannot be made up without providing the instructor with written proof of emergency for missing their deadlines. Discussions are graded based on comments included, response to at least one other student included, and a source to back up comments (when required). Specific deductions are listed within each discussion.

Weekly Journal Summaries (5%):
Students will complete a Weekly Journal Summary form (provided on Brightspace) based on activities observed and/or completed each week while volunteering for a worksite help desk assignment from the ISS department. These summaries will not be accepted late without providing the instructor with written proof of emergency for missing their deadlines. Summaries are graded based on the following: date and time

provided (-10, if not provided), comments included pertaining to what the student observed and/or tasks accomplished related to help desk activities (no credit, if not provided). Additionally, -5 for spelling errors, grammar errors, punctuation errors, incomplete sentences.

Chapter Quizzes (5%):
Chapter quizzes will be required upon completion of each chapter. These quizzes are composed of ten questions based on content of each chapter. Students may use their book on these quizzes, and quizzes are not timed. Quizzes cannot be made up without providing the instructor with written proof of emergency for missing their deadlines.

Help Desk Worksite Reports (20%):
Help desk worksite reports will be provided by the ISS liaison to indicate the student's progress as a help desk agent trainee. Rubrics for determining the student's grade for this portion of the overall course grade are established by the ISS liaison.

Course Objectives and/or Competencies:
A.   Course Objectives: The goal of this course is to teach the student to work in a help desk environment.

B.   Course Competencies: Upon successful completion of ITSC 2339, the student will be able to do the following:

1.   Understand history of end-user computing, how users increase their productivity with technology use, the resources users need to be productive, and common problems the encounter.
2.   Describe the communication and customer service skills user support workers need.
3.   Examine the many types of written communications a support specialist may be assigned to prepare, and explain how to plan, write, and evaluate end-user documents.
4.   Learn problem-solving strategies that a user support specialist anD apply to a troubleshooting situation.
5.   Allocate time to meet scheduled deadlines of assignments.
6.   Assume responsibility for any additional materials required.
7.   Collaborate during class discussions and share ideas.
8.   Acquire information from textbooks, from instructor's presentations, collaborative learning with other students, and from hands-on lab assignments; and apply information to assignments.
9.   Explore a multilevel support model and the incident management process.
10.   Understand the mission of support groups and how to staff and train them.
11.   Explore tools to help support works analyze and assess user needs for

technology solutions.
12. Understand how to plan training activities targeted at end users; how to prepare training materials; and how to present, evaluate, and improve training activities.

Foundation Competencies: Upon successful completion of ITSC 2339, the student will be able to do the following: Understand written descriptions of the assignments.
1. Utilize on-line help systems for reference materials.
2. Participate in discussions and collaborate to assist each other with in-class labs/exercises.
3. Receive verbal instructions for completing in-class labs/exercises.
4. Evaluate the assigned labs and determine a solution.
5. Select tools appropriate to the task, and identify and correct errors.
6. Interpret and evaluate computer messages and determine the meaning.
7. Complete assignments by due dates.
8. Collaborate during class to provide and receive peer assistance with assignments.
9. Be accountable for academic integrity.

Course Outline or Schedule:

Tentative Calendar for ITSC 2339.H1 SP 2022—Any changes, if needed, will be posted on Brightspace in an Announcement and mentioned in class
Week 1: Orientation (confirmation, orientation quiz, discussion due 6 a.m. Thurs, Jan 20)
Week 2: Meeting with Help Desk liaison/representative from ISS (discussion due 6 a.m. Thurs, Jan 27)
Week 3: Chapter 1 (ch 1 assignment, week 3 journal summary, discussion, ch 1 quiz due by 6 a.m. Thurs, Feb 3)
Week 4: Chapter 2 (ch 2 assignment, week 4 journal summary, discussion, ch 2 quiz due by 6 a.m. Thurs, Feb 10)
Week 5: Chapter 3 (ch 3 assignment, week 5 journal summary, discussion, ch 3 quiz due by 6 a.m. Thurs, Feb 17)
Week 6: Chapter 4 (ch 4 assignment, week 6 journal summary, discussion, ch 4 quiz due by 6 a.m. Thurs, Feb 24)
Week 7: Chapter 5 (ch 5 assignment, week 7 journal summary, discussion, ch 5 quiz due by 6 a.m. Thurs, Mar 3)
Week 8: Mid-term Exam (take in class on Mar 3; week journal summary, discussion due by 6 a.m. Thurs, Mar 17)
Week 9: Chapter 6 (ch 6 assignment, week 9 journal summary, discussion, ch 6 quiz due by 6 a.m. Thurs, Mar 24)

Week 10: Chapter 8 (skipping chapter 7) (ch 8 assignment, week 11 journal summary, discussion, ch 8 quiz due by 6 a.m. Thurs, Mar 31)
Week 11: Chapter 10 (skipping chapter 9) (ch10 assignment, week 12 journal summary, discussion, ch 10 quiz due by 6 a.m. Thurs, Ap 7)
Week 12: Chapter 11 (ch 11 assignment, week 13 journal summary, discussion, ch 11 quiz due by 6 a.m. Thurs, Ap 14)
Week 13: Employment Unit/Resume (draft of resume due via email, discussion due by 6 a.m. Thurs, Ap 21)
Week 14: Employment Unit/Application Letter (Final version of resume must be uploaded to Brightspace, draft of application/cover letter due via email, discussion due by 6 a.m. Thurs, Ap 28)
Week 15: Employment Unit/Interviewing and Follow-Up Letter/E-Note (Final version of application/cover letter must be uploaded by 6 a.m. Sun, May 1) Students should be preparing for comprehensive final exam
Week 16: Comprehensive final exam (must be taken in the CIS/OTC lab between 11:10 a.m.-7:30 p.m., Tues, May 3 during hours of operation)

Course Grading Information:
Help Desk Worksite Reports = 20%
Online Discussions = 10%
Assignments = 10%
Chapter Quizzes = 5%
Weekly journal summary reports = 5%
Mid-term Exam = 20%
Comprehensive Final Exam = 30%

(90-100% = A; 80-89% = B; 70-79% = C; 60-69% = D; below 60 = F)

Late Work, Attendance, and Make Up Work/Exam Policies:
Late work will not be accepted without written proof of an emergency. Make-up exam requirements: written proof of emergency must be supplied in order to makeup an exam. All late exams must be made up within two "business" days (depending on circumstances). If a student misses the mid-term exam and does not have proof of emergency for missing its deadline, the comprehensive final exam will automatically count twice.

If a student misses 25 percent (12 hours) of the course by not submitting work or taking exams by the specified due dates/times indicated and/or missing class periods before the (last chance) official drop date, he/she will be withdrawn by the instructor (with a grade of "W"). After the official drop date, the student grade will be averaged and reported at the end of the semester. Absences are cumulative (not necessarily

consecutive). One missed due date is worth 1 1/2 hours of class. One missed class period is worth 1 ½ hours of class.

Student Behavioral Expectations or Conduct Policy:
Students are expected to maintain classroom and online decorum, as well as help desk work site protocols, that includes respect for other students, the instructor, the ISS liaison/representative, ISS employees and ISS department head via email, discussion or personal appearance, prompt and regular attendance via meeting due dates/due times, and an attitude that seeks to take full advantage of the education opportunity.

Instructor's Academic Integrity Statement:
Be honest! Do your own work, and meet class deadlines. Anyone caught submitting someone else's work as his/her own (as well as the person allowing his/her work to be submitted as someone else's) or receiving assistance on exams will receive an automatic "F" for that assignment. Anyone caught assisting another student with an exam or receiving assistance from someone else while taking an exam will receive an automatic "F" for the exam.

* Click Here for the MCC Attendance/Absences Policy
(https://www.mclennan.edu/highlander-guide/policies.html)

Click on the link above for the college policies on attendance and absences. Your instructor may have guidelines specific to this course.

McLennan
C O M M U N I T Y
C O L L E G E

ACADEMIC RESOURCES/POLICIES

Student Support/Resources:
MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at http://www.mclennan.edu/campus-resource-guide/

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact a success coach by calling (254) 299-8226. Students can visit the Completion Center Monday-Friday from 8 a.m.-5 p.m. to schedule a meeting with a success coach and receive additional resources and support to help reach academic and personal goals. Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff based on household size. Text (254) 870-7573 to schedule a pantry appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

MCC Foundation Emergency Grant Fund:
Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html to find out more about the emergency grant. The application can be found at https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf.

Minimum Technical Skills:
Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:
In the event MCC's technology systems are down, you will be contacted/notified through your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

* Click Here for the Minimum System Requirements to Utilize MCC's D2L|Brightspace (https://www.mclennan.edu/center-for-teaching-and-learning/Faculty%20and%20Staff%20Commons/requirements.html)

Click on the link above for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Email Policy:
McLennan Community College would like to remind you of the policy (http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails.

Instructional Uses of Email:
Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with her/his students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:
The College recommends that you set up your mobile device to receive McLennan emails.

Forwarding Emails:
You may forward the emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may become lost or placed in junk or spam filters.

* Click Here for the MCC Academic Integrity Statement
(www.mclennan.edu/academic-integrity)

The link above will provide you with information about academic integrity, dishonesty, and cheating.

* Click Here for the MCC Attendance/Absences Policy
(https://www.mclennan.edu/highlander-guide/policies.html)

Click on the link above for the college policies on attendance and absences. Your instructor may have guidelines specific to this course.

Accommodations/ADA Statement
Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. Instructors should not provide accommodations unless approved by the Accommodations Coordinator. For additional information, please visit mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

   disabilities@mclennan.edu

   254-299-8122

   Room 319, Student Services Center

* Click Here for more information about Title IX

(www.mclennan.edu/titleix)

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the Title IX Coordinator at titleix@mclennan.edu or by calling Dr. Drew Canham (Chief of Staff for Equity and Inclusion/Title IX Coordinator) at 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC by calling 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting the following website: http://www.lighthouse-services.com/mclennan/.

McLennan's Title IX webpage (http://www.mclennan.edu/titleix/) contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

McLennan

COMMUNITY

COLLEGE

ACADEMIC RESOURCES/POLICIES

Accommodations/ADA Statement:
Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. For additional information, please visit www.mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:
> disabilities@mclennan.edu
> 254-299-8122
> Room 319, Student Services Center

Title IX:
We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the Title IX Coordinator at titleix@mclennan.edu or by calling Dr. Drew Canham (Chief of Staff for Diversity, Equity & Inclusion/Title IX) at (254) 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting http://www.lighthouse-services.com/mclennan/.

Go to McLennan's Title IX webpage at www.mclennan.edu/titleix/. It contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

Student Support/Resources:
MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at http://www.mclennan.edu/campus-resource-guide/

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact a Success Coach by calling (254) 299-8226 or emailing SuccessCoach@mclennan.edu. Students may visit the Completion Center Monday-Friday from 8 a.m.-5 p.m. to schedule a meeting with a Success Coach and receive additional resources and support to help reach academic and personal goals. Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff based on household size. Text (254) 870-7573 to schedule a pantry appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

MCC Foundation Emergency Grant Fund:
Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html to find out more about the emergency grant. The application can be found at https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf.

MCC Academic Integrity Statement:
Go to www.mclennan.edu/academic-integrity for information about academic integrity, dishonesty, and cheating.

Minimum System Requirements to Utilize MCC's D2L|Brightspace:
Go to https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-and-Staff-Commons/requirements.html for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Minimum Technical Skills:
Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:
In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

Email Policy:
McLennan Community College would like to remind you of the policy (http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails.

Instructional Uses of Email:
Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:
The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

Forwarding Emails:
You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

Disclaimer:
The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.