

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

WACO, TEXAS

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## COURSE SYLLABUS AND INSTRUCTOR PLAN

PERSONAL COMPUTER HELP DESK

ITSC 2339 H1

SHANE CURINGTON, MS, BAS, AAS, AA

THIS IS A 16-WEEK, HYBRID COURSE

**COVID 19 Notice:**

McLennan Community College is committed to providing you with every resource you need to reach your academic goals including your safety. We will continue to monitor the evolving situation with COVID 19 and adjust our safety guidelines to make sure we offer a safe environment for you and our faculty. Please make sure to consult your faculty and the MCC website on any changes to these guidelines.

AN EQUAL OPPORTUNITY INSTITUTION

SPRING 2023

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**Instructor Information:**

Shane Curington, MS, BAS, AAS, AA

- MCC Email: scurington@mclennan.edu
- Office Phone Number: 254-299-8223
- Office Location: Business Technology Building (BTB) 110
- Office/Teacher Conference Hours: See Instructor Schedule
- Teaching Experience: Temple College FA2008-SP2018, Univ Mary Hardin-Baylor FA2014-SP2020, McLennan Community College FA2020-Present
- Credentials: DBA Information Systems (Current), MS Information Systems, BAS Computer Science, AAS Computer Applications, AA General Studies

**Course Description:**

A work-based learning experience that enables the student to apply specialized occupational theory, skills and concepts. A learning plan is developed by the college and the employer.

**Prerequisites and/or Corequisites:**

An approved workstation and consent of the program director.

**Course Objectives and/or Competencies:**

Based on the learning plan, the student will apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry. The student will also demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.

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**Course Outline or Schedule:****\*\*Subject to Change\*\***

Week #	Start Date	Topic
1	1/9	Introduction, Syllabus, and Background Check Forms
2	1/16	Weekly Log, Discussion, Resume, Cover Letter, and Learning Objectives
3	1/23	Weekly Log and Discussion
4	1/30	Weekly Log and Discussion
5	2/6	Weekly Log and Discussion
6	2/13	Weekly Log and Discussion
7	2/20	Weekly Log and Discussion
8	2/27	Weekly Log and Discussion
	3/6	Spring Break
9	3/13	Weekly Log and Discussion
10	3/20	Weekly Log and Discussion
11	3/27	Weekly Log and Discussion
12	4/3	Weekly Log and Discussion
13	4/10	Weekly Log and Discussion
14	4/17	Weekly Log and Discussion
15	4/24	Weekly Log, Discussion, and Revised Resume
16	5/1	Weekly Log, Application Letter, Evaluation from Sponsor

View important college dates here: <https://www.mclennan.edu/events/index.html>**\*\*Important calendar items:**

- **3/6-10 – Spring Break**

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**Course Grading Information:**

**\*\*Final Grades are not rounded; you receive what you earn\*\***

Grade Category	
Introductory Assignments	5%
Weekly Discussions	15%
Weekly Logs	15%
Employment Documents	15%
Supervisor Evaluation	50%

Grading Scale	
90-100	A
80-89.9	B
70-79.9	C
60-69.9	D
0-59.9	F

**Course Notes and Instructor Recommendations:**

The course will not involve meetings with instructor. It will include participation in internship activities as assigned. Students should have a working knowledge of and access to the Internet, Email, Microsoft Excel (minimally), and Microsoft Word (minimally).

**Required Text & Materials:**

- Textbook: None
- MCC Bookstore Website: <http://www.mclennan.edu/bookstore>
- Computer: PC based laptop or desktop computer that meets MCC minimum specifications
- Portable Hard Drive or Thumb Drive with a minimum 32 GB capacity

**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 course management system, unless otherwise noted by the instructor in the course syllabus.

**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:**

<https://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>

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McLennan Community College would like to remind you of the policy 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.

All assignments must be uploaded to the course management system to receive a grade. Do not email assignments to the instructor unless directed as assignments emailed to the instructor will not be graded.

All communication regarding this course will be through the course management system or university email. You need to check the course management system and your email at least twice each day, once before class and once in the evening.

General response time for email is 24-48 hours Monday through Friday. The instructor(s) may or may not answer email on weekends or holidays. Email sent to the instructor on or after 3:00 pm on Friday may not be answered until the first business day of the following week.

**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. Emails lost or placed in junk mail or caught by spam filters may adversely affect your grade as they may contain pertinent information concerning assignments, exams, or other course assessment activities.

**Methods of Teaching and Learning:**

This is a capstone course and learning will take place while doing hands-on work on an approved computer-related job.

**Late Work, Attendance, and Make Up Work Policies:**

Students are expected to be punctual and attend all scheduled class or lab sessions. Class or lab sessions may occur in the following modalities face-to-face, zoom, or online.

Students are responsible for all class or lab work, assignment due dates, and other information given during any regularly scheduled class or lab sessions. Students are also responsible for obtaining assignments, instructions, class notes and any other material that was missed due to tardiness or absence, from other students.

All assignments are due on the day they are due. Assignments received or uploaded to the course management system after the due date may be assessed a penalty of ten percent (10%) per week in which they are late and may not be accepted for submission one (1) week after the due date unless

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approved by the instructor. Students are responsible for all assignments even if they are absent or ill on the due date.

Online discussions are designed to mimic class discussion on a topic and failure to complete a discussion by the due date will result in an automatic zero for the discussion as that is equivalent to missing a class discussion. Online discussions are not able to be completed after the due date has passed.

Make-up exams, quizzes and other assignments are only allowed in the event of a college excused absence or as otherwise scheduled with the instructor. It is the student's responsibility to inform the instructor beforehand, or in the event of an emergency, immediately afterward, so that other arrangements can be made. The student must initiate scheduling any make-up exams, quizzes, or any other assignments with the instructor. Exams, quizzes, or other assignments will be assigned an automatic zero (0) unless they are scheduled with the instructor for completion later. Students who are absent from class or lab for a college excused event may make-up exams, quizzes, and other assignments within one week of the excused absence or as scheduled with the instructor.

Students who fail to submit any graded assessments for two (2) consecutive weeks, will be dropped from the course.

**Student Behavioral Expectations or Conduct Policy:**

Students are expected to maintain classroom decorum that includes respect for other students and the instructor, prompt and regular attendance, and an attitude that seeks to take full advantage of the education opportunity.

Students are expected to arrive to class and/or lab on time, no matter the modality in which the student is attending class or lab, and to remain present for the duration of the class or lab. In face-to-face classes, leaving and re-entering the room after class or lab has started is distracting both to the students and to the instructor. In zoom sessions, leaving and re-entering the online zoom session after class or lab has started is also distracting both to the students and to the instructor.

You are encouraged and expected to ask questions and to interact with the instructor regarding relevant issues. However, personal conversations and "chatter" not related to the course will not be tolerated as this practice is very distracting and rude to your fellow students as well as to the instructor.

During regular class meetings, whether face-to-face or through zoom, clothes are required to be worn by all students.

Turn off cell phones, pagers, or other mobile communication devices when class or lab starts.

**Student Responsibility:**

All students will be treated as adults, which means you are ultimately responsible for your education. Please take note of the following:

- The course instructor(s) may not remind you when assignments are due.
- The course instructor(s) may not request you attend class or lab.
- The course instructor(s) may not tell you what is on an exam. Any material in the book or covered in class or lab is fair game for inclusion in an exam.

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- The course instructor(s) expect you to plan accordingly.

However, the course instructor(s) will also be the biggest advocate for you in your educational journey.

**MCC Academic Integrity Statement:**

<https://www.mclennan.edu/academic-integrity>

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

While collaboration between students is welcome to facilitate learning, each student's work must be their own. Representing another student's work as your own will result in a zero (0) for the assignment and possible "F" for the course.

**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.

**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 <https://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

**Student Support/Resources:**

<https://www.mclennan.edu/campus-resource-guide>

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 the web address listed above.

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources, we encourage you to contact a success coach by calling (254) 299-8226. Students can visit the Completion Center Monday-Friday from 8:00 a.m.-5:00 p.m. to meet with a success coach and receive additional resources and support to help reach academic and

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personal goals. Paulanne's Pantry (MCC's food pantry) is open 12:00 p.m.-1:00 p.m., Monday-Friday, without an appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

**MCC Foundation Emergency Grant Fund:**

<https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html>

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 the above web address to find out more about the emergency grant.

The application can be found here:

[https://www.mclennan.edu/foundation/docs/Emergency\\_Grant\\_Application.pdf](https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf)

**Title IX:**

<https://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](mailto:titleix@mclennan.edu) or by calling Dr. Drew Canham (Vice President for Student Success) 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 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.