Dallas County Community College District

ITSC 2439 - Help Desk

Course Syllabus

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Instructor Information:

Instructor: Jameelah Flood
Phone: 214-636-3846 (Voice Mail)
E-Mail: Jraoof@dcccd.edu
Chat Hours: TBA

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Important Contacts:

For problems logging in, accessing the web site or other technical issues:
  Technical Support - call 972-669-6402 or http://ecampus.dcccd.edu and look for the Student Technical Assistance area.
General questions about on-line Computer Information Technology courses offered through Brookhaven:
  Ms. Tarrilynn Wall - call 972-860-4746 or E-Mail twall@dcccd.edu
  Mr. Toby Lackey call 972-860-4567 or E-Mail tlackey@dcccd.edu

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Course Description:

ITSC 2439 is an on-line introductory level course in principles and procedures involved in providing computer user support via a help desks and other means. Topics include support processes and structures, support management and administration, training techniques, customer service skill building, good practice approaches to resolving user issues, support standards, product evaluation and upgrade strategies and troubleshooting methodologies.

Course Prerequisites:

This course does not have a pre-requisite. In general, you should have the following computer skills, at a minimum:

- The ability to start up your computer and get to a Windows desktop,
- Knowledge of basic mouse operations such as clicking and double clicking,
- The ability to start a program by double-clicking on its' desktop icon,
- The ability to browse to and within web pages,
- The ability to compose and send an E-Mail.

Student Learning Outcomes:

Upon successful completion of this course, you will be able to:

1) Describe best practices in customer support.
2) Explain how to solve common issues related to technical, support, needs assessment, training and user documentation problems.
3) Apply common product evaluation strategies.
4) Describe Help Desk operating principles.

Please note that these objectives are upper-level within the Computer Information Technology program and assume you are already prepared in the areas of core and critical thinking skills.

Course Materials:

All students are required to have the following book:

Getting Books:

- Brookhaven College Bookstore (phone 972-484-7652, [http://www.bhcdccd.bkstr.com](http://www.bhcdccd.bkstr.com)).
- Dallas TeleCollege Bookstore on the Internet. For more info, go to [http://online.dcccd.edu/bookstore.html](http://online.dcccd.edu/bookstore.html).
- You may also find this book elsewhere from an independent retailer, including an on-line retailer.
- Used books are fine.
- If you know others in the course, you may share the book. Just be careful to do your work independently. You may NOT share work.
- You may be able to find this in the Brookhaven College library. You can read it and possibly even make photocopies, but you cannot check it out.

Whatever you do, note that this course is taught a number of different ways at other DCCCD campuses and they often use different books than those needed for this section, even though the course name and number is identical. Avoid getting the wrong materials by carefully checking titles and ISBN numbers.

Wherever you get your book, do it as soon as possible to avoid delays in getting your coursework done while waiting for your materials to arrive. In this course, the book is used as the basis or foundation for each Lesson, so it’s important to have access to it. If you can’t get your book immediately, though, no need to worry – we provide Chapter 1 for you right in the course to help you get off to a good start.

You will be provided with a free set of PowerPoint chapter slide files for use during this course. These slides are COPYRIGHT ©2011 by Thomson Course Technology, a division of Thomson Learning, Inc. and are for students’ personal use only.

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Computer Requirements:

You will need convenient access to a personal computer with:

- A recent version of Microsoft Windows such as 7, Vista or XP.
- At least 1 MB of free hard drive space (up to 50 MB if you wish to download optional PowerPoint chapter slides).
- A printer.
- Access to the Internet and an E-Mail account.
- Microsoft Internet Explorer 7.0 or higher. Other browsers such as Netscape and Firefox may not always work with all parts of the course website but you are welcome to try them.
- A recent version of Microsoft Word or a basic Windows word processor such as Notepad or Wordpad. This will be used for your assignments.

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Grading System:
You will accumulate course points for work done as follows:

<table>
<thead>
<tr>
<th>Course Component</th>
<th>Maximum Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 Homework Assignments @ 25 points each</td>
<td>300</td>
</tr>
<tr>
<td>4 Discussion Board Posts @ 10 points each</td>
<td>40</td>
</tr>
<tr>
<td>12 Quizzes @ 20 points each</td>
<td>240</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>580</strong></td>
</tr>
</tbody>
</table>

Your final course grade will be determined as shown:

<table>
<thead>
<tr>
<th>Points Earned</th>
<th>Final Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>500-580</td>
<td>A</td>
</tr>
<tr>
<td>420-499</td>
<td>B</td>
</tr>
<tr>
<td>340-419</td>
<td>C</td>
</tr>
<tr>
<td>260-339</td>
<td>D</td>
</tr>
<tr>
<td>000-259</td>
<td>F</td>
</tr>
</tbody>
</table>

Point deductions, some severe, will be made as needed if you violate the rules and procedures of this course. Details are noted below.

Extra Credit work is NOT available in this course.

Required Course Work and Late Penalty Information:

This course is divided up into segments called Lessons. Each Lesson contains several activities for you to do and a Completion Date. These Dates are clearly noted in the Course Schedule. Work for Lesson 1 will be accepted up to 1 week late to help you get started in the course. Work for Lesson 2 and beyond will not be accepted late except cases of extreme emergency, which must be proved with official documentation. Technical difficulties, being "busy" at home or work, minor illness or similar problems are not acceptable excuses at any time in this course. Also, please be sure you are always aware that this is NOT a self-paced course.

- Homework Assignments
  - usually consist of several written problems, often requiring research on the Internet as well as book reading,
  - must be written in your own words (i.e. no copying or re-phrasing from anywhere.)
  - are required course work,
  - must be done on time,
  - may not be submitted more than once for credit (That is, correcting your mistakes and re-submitting for a higher grade isn’t permitted).
Discussion Board Posts
- provide you an opportunity to share some thoughts, opinions and experiences with the class,
- are interactive and allow you to comment back and forth with others in the class,
- must be written in your own words (i.e. no copying or re-phrasing from anywhere.)
- are required course work,
- must be done on time,
- may not be submitted more than once for credit.

Quizzes
- are short multiple-choice exercises designed to test your general knowledge of items in this course,
- are required course work,
- must be done on time,
- may be taken up to 2 times - though the questions will vary with each attempt,
- will have a final score from your final attempt - not necessarily the highest score.
  If you re-take a Quiz and do worse the second time you are stuck with that score.

Withdrawal with a "W":

If you are unable to complete this course, YOU must withdraw by the official drop date, as noted in the Course Schedule. If you stop “attending” class and do not withdraw you will receive a performance grade, usually an "F".

STOP BEFORE YOU DROP!

For students who enrolled in college level courses for the first time in the fall of 2007, Texas Education Code 51.907 limits the number of courses a student may drop. You may drop no more than 6 courses during your entire undergraduate career unless the drop qualifies as an exception. Your campus counseling/advising center will give you more information on the allowable exceptions. Remember that once you have accumulated 6 non-exempt drops, you cannot drop any other courses with a “W”. Therefore, please exercise caution when dropping courses in any Texas public institution of higher learning, including all seven of the Dallas County Community Colleges. For more information, you may access: https://www1.dcccd.edu/coursedrops

Students often drop courses when help is available which would allow them to continue. Please feel free to discuss your plans with your instructor if you are considering a drop.

If you still wish to drop, after having reviewed all of the above, you should:

- Browse to the DCCCD eConnect web site (http://eConnect.dcccd.edu).
- Click the Current Credit Student Menu link.
- Click the Log In link.
- After logging in, find and click the Drop Classes link (look under the Register for Classes area).

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Americans with Disabilities Policy Statement:

If you feel the need for an academic adjustment due to any type of physical disability or learning difference, please contact Student Services / Disability Support Services (phone 972-860-4673, http://www.brookhavencollege.edu/studentsvcs/special-services) for advisement and counseling. They will be happy to work with you.

The BlackBoard Content Management system is ADA compliant. Students using screen readers are advised to consult the screen reader tutorial available in BlackBoard Help. Also, you are welcome to look at BlackBoard’s Commitment to Accessibility at http://www.blackboard.com/Platforms/Learn/Resources/Accessibility.aspx

Please note for those visually impaired students using screen readers – a second set of PowerPoint slides accompanying each Lesson in this course have been included in a simple text format so your reader can use them.

Notice for Students on Financial Aid:

If you are receiving Financial Aid grants or loans, be aware that:

- Your participation in this course must begin on or before the official certification date.
- If you are failing the course, you must participate after the drop date.
- You must check with the Financial Aid Office prior to Dropping/Withdrawing this course.

Violation of any of these rules may affect your eligibility to receive further aid and could cause you to be in a position of repayment for the current semester.

Incomplete ("I") Grading:

Incompletes are only considered in those circumstances where a student has had a documentable crisis or emergency occurring sometime in the last several days of the course, preventing the student from completing the final few items of required work (a last Homework or Quiz, for example). The "I" is designed only to provide a little extra time to finish up, and is not granted to students who are substantially behind in their work as the end of the course approaches. It is not to be considered as a grade to request should you simply not have the time to get your work done during the semester.

If you feel you meet the qualifications for an "I" and would like to request one, contact your Instructor as soon as possible. Students who do not qualify for an "I" may not complete any coursework for credit after the Absolute Deadline as shown in the Course Schedule.
**Academic Dishonesty:**

All work in this course is undertaken with the understanding that academic honesty is the only acceptable behavior for students. Further, it is understood that the Instructor sets the standards of academic honesty in this course, determines when those standards have been violated and determines the consequences of that behavior by the student.

**Students are expected to do all their coursework by themselves and anyone caught cheating will be penalized.**

Cheating is defined as collusion, collaboration, access and use of material intended for Instructors only, viewing of another students’ work before or after submission for grading, file sharing, password sharing, fabrication or plagiarism. None of these will be tolerated. Excuses such as “It was an accident” or “I didn't know we couldn't work together” will not relieve the student of penalties. There are no acceptable explanations for any of these behaviors. Additionally, any item requiring student writing is expected to be an original composition and not copied or paraphrased from another student, printed matter or the Internet.

For the first offense, a grade of 0 will be issued for the coursework in question. Students then failing to complete all further coursework on their own will receive a score of 0 for the entire related Course Component involved in the second offense.

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**DCCCD Rules:**

All students in this course are expected to abide by the rules and regulations as set forth in the DCCCD Code of Student Conduct. Failure to comply may result in legal and/or disciplinary action. For more information, browse to [http://www.dcccd.edu](http://www.dcccd.edu) and enter Code of Student Conduct in the search box.

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