Instructor: Michelle Phillips  
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Website: course is conducted on eCampus - http://ecampus.dcccd.edu/

Prerequisite: ITSC 1405 and (ITSW 1401 or ITSC 2421) or (ITSW 1404 or ITSW 1434) or (ITSW 1407 or ITSW 2437) or instructor approval.

Course Description: Diagnosis and solution of users hardware and software related problems with on-the-job and/or simulated projects. (2 Lec. 4 Lab.)


Learning Outcomes: 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

Value of Assignments:
Chapter Quiz = 40 points each chapter = 480 points
Tests 1 - 3 = 150 points each test = 450
Discussion Board 1 – 12 = 5 points each = 60 points
Responses to Discussion Board (2 @ 5 points each) = 10 points

**Total: 1000 Points**
Point System: 1000 total assigned points
A  >= 900
B  >= 800
C  >= 700
D  >= 600

**TEST REVIEW MATERIAL:**
Will be made available on eCampus

| OUTLINE |
|------------------|------------------|--------------------------------|
| **Due Week**     | **CHAPTER**      | **ACTIVITY - Due Week-by midnight of the last date listed in the week.** |
| Week 1           | 01/20-24         | Get your textbook |
| Week 2           | 01/25-31         | Chapter Quiz  
|                  |                  | Discussion Board 1 |
| Week 3           | 02/01-7          | Chapter Quiz  
|                  |                  | Discussion Board 2 |
| Week 4           | 02/8-14          | Chapter Quiz  
|                  |                  | Discussion Board 3 |
| Week 5           | 02/15-21         | Chapter Quiz  
|                  |                  | Discussion Board 4 |
| Week 6           | 02/22-28         | Test 1          |
|                  |                  | Test 1 (Covers Chapters 1 through 4) |
| Week 7           | 03/1-7           | Chapter Quiz  
|                  |                  | Discussion Board 5 |
| Week 8           | 03/8-14          | Spring Break    |
| Week 9           | 03/15-21         | Chapter Quiz  
|                  |                  | Discussion Board 6 |
| Week 10          | 03/22-28         | Chapter Quiz  
|                  |                  | Discussion Board 7 |
| Week 11          | 03/29-04/04      | Chapter Quiz  
|                  |                  | Discussion Board 8 |
| Week 12          | 04/05-11         | Test 2          |
|                  |                  | Test 2 (Covers Chapters 5 through 8) |
| Week 13          | 04/12-18         | Chapter Quiz  
|                  |                  | Discussion Board 9 |
### Attendance Policy:
Attendance policy for Online classes is evaluated based on completion of assignments on time. **You are expected to login at least twice weekly.**

#### Eastfiled College Computer Lab   L108
Monday – Thursday 7:00 am – 10:00 pm  
Friday 8:00 am – 9:00 pm  
Saturday 9:00 am – 5:00 pm

#### Financial Aid Students:
If you are receiving Financial Aid grants or loans, you must begin attendance in all classes. Do not drop or stop attending any class without consulting the Financial Aid Office. Changes in your enrollment level and failing grades may require that you repay financial aid funds. Failure to contact the instructor will result in your name being submitted to the Financial Aid Office as a “non-attendee.” All students receiving financial aid must open an Email account through NetMail. See directions in this syllabus for opening an Email account.

“If you are receiving Financial Aid grants or loans, you must begin attendance in all classes prior to the 4th class day/financial aid award lock (see calendar in class schedule). Do not drop or stop attending any class without consulting the Financial Aid office. Changes in your enrollment level and failing grades may require that you repay financial aid funds.”

Students who are receiving any form of financial aid should check with the Financial Aid Office prior to withdrawing from classes. Withdrawals may affect your eligibility to receive further aid and could cause you to be in a position of repayment for the current semester. Students who fail to attend or participate after the drop date are also subject to this policy.

#### Financial Aid Statement for Distance Learning Classes
If you are receiving Financial Aid grants or loans and are enrolled in a Distance Learning class, you must show participation in this class prior to the certification date by either e-mailing or contacting the instructor or logging on to eCampus. Do not drop or stop

| Week 14          | 04/19-25 | 10   | Chapter Quiz  
Discussion Board 10 |
|------------------|----------|------|-------------------|
| Week 15          | 04/26-05/02 | 11   | Chapter Quiz     
Discussion Board 11 |
| Week 16          | 05/3-9   | 12   | Chapter Quiz     
Discussion Board 12 |
| 05/12/15         |          | Test 3 | By Midnight (Covers Chapters 9 through 12) |

**All assignments are due by the due date, assignments received more than 1 week late will be marked off 10 points.**
attending any class without consulting the Financial Aid Office. Changes in your enrollment level and failing grades may require that you repay financial aid funds.

**Academic Honesty Statement**
Scholastic dishonesty is a violation of the Code of Student Conduct. Scholastic dishonesty includes, but is not limited to, cheating on a test, plagiarism, and collusion. As a college student, you are considered a responsible adult. Your enrollment indicates acceptance of the DCCCD Code of Student Conduct published in the DCCCD Catalog at [http://www1.dcccd.edu/cat0506/ss/code.cfm](http://www1.dcccd.edu/cat0506/ss/code.cfm). Academic dishonesty includes, but is not limited to, cheating on tests, plagiarism and collusion. **Cheating** includes copying from another student's test or homework paper, using materials not authorized, collaborating with or seeking aid from another student during a test, knowingly using, buying, selling, stealing, or soliciting the contents of an unadministered test, and substituting for another person to take a test. **Plagiarism** is the appropriating, buying, receiving as a gift, or obtaining by any means another's work and the unacknowledged submission or incorporation of it in one's own written work. **Collusion** is the unauthorized collaboration with another person in preparing written work for fulfillment of course requirements. Academic dishonesty is a serious offense in college. You can be given a failing grade on an assignment or test, can be failed for the class, or you can even be suspended from college.

**Dropping a Course or Withdrawing from College**
Important information you need to know about dropping courses. Effective 2007, section 51.907 of the Texas Education Code applies to first-time freshman students who enroll in a Texas public institution of higher education in the fall semester of 2007 or thereafter. High school students currently enrolled in Dual Credit, Early College and Collegiate High School are waived from this requirement until they graduate from high school. Based on this law, the college or any other Texas Public institution of higher education may not permit students to drop more than six college level credit courses for unacceptable reasons during their entire undergraduate career without penalty. All college-level courses dropped after the official drop and add period for the course are included in the six-course limit, including courses dropped at another Texas public institution of higher education, unless the student demonstrates to an appropriate college official that one of the following events occurred to the student during the semester or summer session:

1. A severe illness or other debilitating condition that affects the student's ability to satisfactorily complete the course.
2. The student's responsibility for the care of a sick, injured, or needy person if the provision of that care affects the student's ability to satisfactorily complete the course.
3. The death of a person who is considered to be a member of the student's family or who is otherwise considered to have a sufficiently close relationship to the student that the person's death is considered to be a showing of good cause.
4. The active duty service as a member of the Texas National Guard or the armed forces of the United State of either the student or a person who is considered to be a member of the student's family or who is otherwise considered to have a sufficiently close relationship to the student that the person's active military service is considered to be a showing of good cause.
5. The change of the student's work schedule that is beyond the control of the student, and that affects the student's ability to satisfactorily complete the course.
6. Other good cause as determined by the college official.

Contact your college's Admissions/Registrar's or counseling/advising office for further details related to exceptions or visit the FAQ's on Facts about Dropping Classes at https://econnect.dcccd.edu/eConnect/droppingfacts.html

The Texas Higher Education Coordinating Board finalized its rules associated with this statute on October 25, 2007. Students affected by this law who plan to attend another institution of higher education should become familiar with that institution's policies on dropping courses.

To drop a class or withdraw from the college, you must follow the prescribed procedure. **It is your responsibility as a student to drop or withdraw.** Failure to do so will result in your receiving a performance grade, usually a grade of "F". **LAST DATE TO DROP WITH A GRADE OF W IS April 14, 2016.**

You can drop or withdraw from classes in three ways:

1. **In person**
   Visit your college Admissions/Registrar's Office at http://www.dcccd.edu/Why/Apply/Pages/AdmRegOff.aspx and complete a drop/withdrawal form.

2. **Online**
   Drop classes online through eConnect at https://econnect.dcccd.edu/eConnect/eConnect?TOKENIDX=8094075819&SS=LGRQ&APP=ST&URL=HTTPS%3A%2F%2Feconnect.dcccd.edu%3A443%2FeConnect%2FeConnect%3FTYPE%3DP%26PID%3D%26DST-WESTS04C%26CONSTITUENCY%3DWBST&ERROR=Please+Log+In+before+accessing+Workflow+item+WESTS04C.&CONSTITUENCY=WBST. In certain instances you may not be able to drop online; you will have to drop in person or by mail.

3. **By mail or fax**
   Print this drop form (PDF - 36KB) http://www.dcccd.edu/Why/Reg/Registration/Documents/DropRequestForm.pdf, fill it out and mail or fax it to the college Admissions/Registrar’s Office. **You must give at least one reason** why you are dropping for each class. Forms that are mailed or faxed must be postmarked or date-stamped on a date prior to or on the last day to drop the class. Be sure to include a legible copy of a **photo ID** with your form.

A drop/withdrawal request by any means must be received in the Admissions/Registrar's Office by the official drop/withdrawal deadline as indicated on the Academic Calendar and the current class schedule. No drop or withdrawal requests are accepted by telephone or email. See Refund Policy for possible refund eligibility. Students who drop or withdraw should be aware of the course Repeat Policy.

**Developmental Courses**

The Texas Success Initiative (TSI) is a statewide program designed to ensure that students enrolled in Texas public colleges and universities have the basic academic skills needed to be successful in college-level course work. The TSI requires assessment, remediation (if necessary), and advising of students who attend a public college or university in the state of Texas. The program assesses a student's basic academic skills in reading, writing, and math.
Passing the assessment is a prerequisite for enrollment in many college-level classes such as English 1301/1302, History 1301/1302, Math 1414, etc. Students who do not meet assessment standards may complete prerequisite requirements by taking developmental courses in the deficient area and passing them with a grade of C or higher. In some cases retesting will also be required. It is up to each student to be aware and informed about requirements that are subject to change. Additional information is available from the TSI Office. [https://www1.dcccd.edu/cat0910/admiss/tsi.cfm?loc=4](https://www1.dcccd.edu/cat0910/admiss/tsi.cfm?loc=4)

**Repeating This Course: (Third Attempt to Enroll in a Course)**
Effective for Fall Semester 2005, the Dallas County Community Colleges will charge additional tuition to students registering the third or subsequent time for a course. All third and subsequent attempts of the majority of credit and Continuing Education/Workforce Training courses will result in additional tuition to be charged. Developmental Studies and some other courses will not be charged a higher tuition rate. Third attempts include courses taken at any of the Dallas County Community Colleges since the Fall 2002 Semester. **See Third Attempt to Enroll in a Course at:** [http://www.dcccd.edu/thirdcourseattempt/](http://www.dcccd.edu/thirdcourseattempt/)

**Eastfield College Email Policy:**
Faculty and students must have and use a DCCCD account for all correspondence relating to academic coursework. For information on setting up a DCCCD student email account go to: [http://www.dcccd.edu/netmail/home.html](http://www.dcccd.edu/netmail/home.html)

**Religious Holidays:** Absences for observance of a religious holy day are excused. A student whose absence is excused to observe a religious holy day is allowed to contract with the instructor to take a make-up examination or complete an assignment within a reasonable time after the absence.

**ADA Statement:**
If you are a student with a disability and/or special needs who requires accommodations, please contact the college Disability Services Office in C237, 972-860-8348 or go to [http://www.eastfieldcollege.edu/SSI/DSO/index.html](http://www.eastfieldcollege.edu/SSI/DSO/index.html)

**Family Educational Rights and Privacy Act of 1974 (FERPA)**
In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), the College may release information classified as “directory information” to the general public without the written consent of the student. Directory information includes: (1) student name, (2) student address, (3) telephone numbers, (4) date and place of birth, (5) weight and height of members of athletic teams, (6) participation in officially recognized activities and sports, (7) dates of attendance, (8) educational institution most recently attended, and (9) other similar information, including major field of student and degrees and awards received. Students may protect their directory information at any time during the academic year. If no request is filed, directory information is released upon written inquiry. No telephone inquiries are acknowledged. No transcript or academic record is released without written consent from the student, except as
specified by law.

**Food and Drink Policy**
Food, drinks, and tobacco products are prohibited in Eastfield College classrooms.

**Children on Campus**
The institution strives to protect an environment most conducive to teaching and learning for all enrolled students. Children who are taking part in organized scheduled activities or who are enrolled in specific classes are welcomed. Minor children, however, should not be brought to the institution unless closely supervised by their parent. Minor children should not be brought into classrooms, laboratories or other facilities of the college. This practice is disruptive to the learning process. In the case of an emergency where the student-parent has no alternative but to bring the child to campus, classroom faculty or the administrative heads of other units have full discretion as to whether a child may be allowed to quietly stay in the location. These individuals may require that children be removed by the student-parent from the setting if, in their opinion, the presence of the child is deemed to be disruptive to the learning process. For reasons of security and child welfare the institution will not permit unattended children to be left anywhere on the premises. Parents who have problems with childcare should visit the Counseling and/or Advisement Center to receive referrals to childcare services in the area.

**Obtaining Final Course Grades Using eConnect**
Final Grade Reports are no longer mailed. Convenient access is available online at [www.econnect.dcccd.edu](http://www.econnect.dcccd.edu). Use your identification number when you log onto eConnect, an online system developed by the DCCCD to provide you with timely information regarding your college record.

*The instructor reserves the right to amend this syllabus as necessary.*