

MASTER SYLLABUS

(Revised Fall 2010)

Clarendon College

ITSC 2349

PC Help Desk

CLARENDON COLLEGE
Division of Business and Technology

Course Name: PC Help Desk

Credit Hours: 4

Semester:

Classroom Location:

Instructor:

Office Location:

Phone:

Email:

Fax:

Office Hours:

Course Description Diagnosis and solution of user hardware and software related problems with on-the-job and/or simulated projects.

Statement of Purpose This course is a workforce developmental course that will transfer as part of the A.A.S. in Computer Technology with articulation agreements in place.

Required Instructional Materials

Textbook: Windows 7 Configuration Exam 70-680. Craig Zacker. Indianapolis, IN. Wiley Publishing, Inc., 2011. ISBN 978-0-470-87509-4 and Lab Manual 978-0-470-87510-0.

Student Requirements

A positive and cooperative attitude is **necessary** to pass this course.
Personal hygiene is necessary on the job and will be required in this program.

Methods of Instruction

Lecture, videotape, demonstrations, presentations, peer review, readings, Internet, e-mail, chat, etc.

Course Objectives Demonstrate rapport with users in problem-solving situations; analyze user problems and lead them through solutions; maintain problem logs; and formulate problem-solving methodologies.

Grading Policies: The final semester grades will be figured as set in the current catalog:

90 to 100 = A 80 to 89 = B 70 to 79 = C 60 to 69 = D Below 59 = F

A student's final grade will be made available through Campus Connect at Clarendon College's website.

Challenging the Course

Students can elect to challenge the course by taking and passing the relevant field certification. These examinations can be taken at any participating Pearson-Vue or Prometric Testing Center. Pampa Center is registered as a Pearson-Vue and Prometric Testing Center.

Classroom Conduct

Attendance in college courses is your choice. It is very important that you attend all classes if you want to be successful. Therefore, a portion of your grade for this course is for attendance. For every time you are not in class on time, points will be taken off the attendance grade, unless you send me E-MAIL stating the purpose of your absence. Once your E-Mail is received, your excuse may be verified in order to determine if it is an excusable absence as determined by the college handbook and/or instructor. It is still **your responsibility** to discuss your

absence with me and find out what you need to do to make up what you missed. If there is makeup work you need to complete, you need to complete it within one class period of your absence. If you do not discuss with me your absence or complete the makeup work, you will have points deducted from your attendance grade. More than **(3) Three** unexcused absences may result in a failing grade for the course.

Class roll will be taken by sign in sheet at the very beginning of each class session. Tardiness is a very bad habit to develop (and would not be tolerated in the workplace). It is also very disruptive to the classroom environment. Therefore, if you arrive after class roll is taken, you are counted absent. If you do not want this absence to remain on your record, **it is your responsibility** to discuss your tardiness with me after the class session is over. If you do I will change the absence to a tardy. However, if you are tardy more than 3 times in the semester, I will start counting them as absences

American with Disabilities Act Statement

Clarendon College provides reasonable accommodations for persons with temporary or permanent disabilities. Should you require special accommodations, notify the Office of Student Services (806-874-3571 or 800-687-9737). We will work with you to make whatever accommodations we need to make.

Dropping a Course

A student who is enrolled in a developmental course for TSI purposes may not drop his/her only developmental course unless the student completely withdraws from the college. A student may drop any other course with a grade of "W" any time after the census date for the semester and on or before the end of the 12th week of a long semester, or on or before the last day to drop a class of a term as designated in the college calendar. The request for permission to drop a course is initiated by the student by procuring a drop form from the Office of Student Services. (Refer to other policies concerning this issue in the current college catalog online.)

A student is permitted to drop a course if he/she obtains an official drop slip from the office and has the instructor sign the slip before the 12th class week.

Remember, a student is only allowed to drop the same class twice before he/she will be charged triple the tuition amount for taking the class a third time or more. Furthermore, beginning with the Fall 2007 semester, students in Texas may only drop a total of 6 courses throughout their entire undergraduate career. After the 6, he/she will no longer be able to withdraw from any classes.

Withdrawal from College

When a student finds it necessary to withdraw from school before the end of the semester, he or she should obtain a withdrawal from the Office of Student Services. Students may also withdraw from the college by sending a written request for such action to the Registrar's Office. The request must include the student's signature, the student's current address, social security number and course information details. Students who withdraw after the census date for the semester and on or before the end of the 12th week of a long semester, or on or before the last day to drop a class of a term as designated in the college calendar will be assigned a grade of "W."

Participation

Much of what we do is hands-on and will require a positive team effort to be successful. Any pattern of non-participation or lack of cooperation will not be tolerated. Ours is a SAFE environment and anything that distracts from overall corporate or individual well-being will not be tolerated.

Academic Honesty

In order to help students learn in an academic environment, I adhere to a strict policy regarding academic honesty. Anyone who is dishonest in any of the following areas will receive a zero on that assignment or test with no opportunity to make up the zero and may be dropped from the course with a grade of F:

Cheats on a unit test or on the final exam by

- using notes or textbooks
- getting help from another student
- giving help to another student

Cheats on an assignment by

- letting someone else complete part/all of your work
- using someone else's files
- letting someone else use your files

It is your responsibility to protect your electronically saved files. If someone else turns in an assignment as if it were that student's work but it is work that you completed, I will have to assume that you were knowledgeable of what happened.

Due Dates, Extra Credit, etc.

I attempt to deal with assignments and other tasks you are given much like they would be handled on a job. Therefore, it is assumed that you will turn all work in by its due date unless you discuss the situation with me ahead of time and have a legitimate reason. If something occurs beyond your control (such as a technical problem) that prevents you from turning the work in on time, it is your responsibility to contact me (in person, by phone, or by email) and request an extension. Any extension given is at instructor's discretion. If the assignment is not turned in within the extension time, a grade of zero will be given for that assignment. If no extension is requested and an assignment is not turned in by the due date, that assignment will also be given a grade of zero. Due dates will be clearly given at the beginning of the assignment.

Class Changes/Notifications

If any changes are made to the class (assignments, due dates, etc.), I will try to inform you as a class or individually, especially if we don't have class due to bad weather

Respectful Behavior

I will always show you the respect you deserve as a student. I, in return, expect respectful behavior from you. Otherwise, you will be asked to leave the classroom. The main way you show respect in the classroom is by paying attention during class time. I will not tolerate sleeping, talking to fellow students, listening to music over the headphones, surfing the Internet, checking email, or other similar activities. One infraction such as this will result in my warning you verbally. A second infraction will result our visiting the Dean of Students and your being withdrawn from the class, possibly with an "F." In a computer lab, the temptation to check your email or surf the Net is pretty great – **resist that temptation**. Ringing cell phones and pagers cause disruption and loss of instructional time. You **WILL** turn off all cell phones and pagers during class.

A positive and cooperative attitude is **necessary** to pass this course.

Reports

Information Technology requires a lot of on-the-job documentation and reports. In academic interest also, every student will turn in an appropriately composed report. I will not accept less than correct use of grammar, punctuation, language of the discipline, and legibility.

Due Dates, Extra Credit, etc.

I attempt to deal with assignments and other tasks you are given much like they would be handled on a job. Therefore, it is assumed that you will turn all work in by its due date unless you discuss the situation with me ahead of time and have a legitimate reason. If something occurs beyond your control (such as a technical problem) that prevents you from turning the work in on time, it is your responsibility to contact me (in person, by phone, or by email) and request an extension **before the due date**. Any extension given is for **two calendar days only**. If the assignment is not turned in within the extension time, a grade of zero will be given for that assignment. If no extension is requested and an assignment is not turned in by the due date, that assignment will also be given a grade of zero. Due dates will be clearly given at the beginning of the semester.

Tentative Course Schedule/Outline

Class Contract

I have received and have read the syllabus for ITSC 2439 taught during the [Season, Year] semester by [Instructor's Name] and agree to abide by the policies written in it. I understand the policies of class attendance, lab attendance, dropping the course, academic honesty, and general class behavior and understand the consequences of failing to comply with these policies.

Student's Name (printed)

Date

Name _____