

**CLARENDON COLLEGE**  
Division of Business and Technology

**Course Name: ITSC 2439 PC Help Desk**

**Credit Hours: 4**

**Semester: Fall 2009**

**Classroom Location: MKB Room 204**

**Instructor: Jack McCarty**

**Office Location: MKB room 204**

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**Office Hours: M-F 8-9 am**

**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**

**Textbooks:** Windows Vista Configuration-Exam 70-620 Wiley Publishing, Inc., 2006  
And Supporting and Troubleshooting Applications on a Windows Vista Client for Enterprise Support Technicians--Exam 70-622 Wiley Publishing, Inc., 2006

**Methods of Instruction**

Lecture, video, demonstrations, presentations, reports, lab activities, Internet, e-mail, chat, virtual reality, 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

Average of test scores	80% of total score
Written report	20% " " "
Attendance deductions	Defined below

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

**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. Subject knowledge, correct use of grammar, punctuation, language of the discipline, and legibility are expected and graded accordingly.

**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

### 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. Destructive or disruptive behavior will not be tolerated.

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

Personal hygiene and appropriate dress are necessary on the job and will be required in this program. General filth, disturbing smells, uncovered coughing/sneezing, vulgar messages on clothing, and other disruptions are major considerations in the workforce. Upon first offense, you will be sent home to clean up with a verbal warning. The second offense will result in a visit with the Dean of Students and a written warning. Third offenses could result in being removed from class and failing the course(s) involved.

### 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 for the balance of that class session. One infraction such as this will result in my warning you verbally and asking you to leave for the session. A second infraction could result in our visiting the Dean of Students and your being withdrawn from the class, possibly with an "F" in all involved classes during this semester.

### Attendance

Page 15 of the Student Handbook identifies the Clarendon College student attendance policy.

This is a workforce program linked also to an Associate's Degree in Applied Science, so we have two sets of standards to satisfy. As a function of Clarendon College, we will adhere to the policies of the College as set forth by the Student Handbook.

Employability is the primary goal of this program. As a workforce program, your attendance will be documented and made readily available to scrutiny to any appropriately interested governing office or agency.

For many of you, financial aid is directly contingent on attendance.

Most of you already have full-time jobs and families.

Childcare arrangements should be made in advance and contingencies planned for. Emergencies happen and proper communication and documentation could provide adequate proof of excusable reasons for absence. If children have special needs and require special consideration, bring a note from your doctor.

Work schedules must be documented to allow for excused absence. A letter from your supervisor verifying employment and schedule is required. To make up missed lectures and information presented during that time is your responsibility.

**Three** unexcused absences may result in a 10 % loss of points in the grade for the course.

**Four** unexcused absences may result in a 15 % loss of points in the grade for the course.

**Five** unexcused absences may result in a failing grade for the course.

Class roll will be taken at the beginning of each class session. Tardiness is a very bad habit to develop and would not be tolerated in the workplace. It is very disruptive to the classroom environment.

### **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 12<sup>th</sup> day 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 12<sup>th</sup> class day.

**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. Page 13 of the Student Handbook covers this need.

### **Academic Integrity and Dishonest Behavior.**

#### **College Policy:**

"Clarendon College is committed to a philosophy of honesty and academic integrity. It is the responsibility of all members of the Clarendon College community to maintain academic integrity at Clarendon College by refusing to participate in or tolerate academic dishonesty. Any act of academic dishonesty will be regarded by the faculty and administration as a serious offense.

"Academic dishonesty violations include, but are not limited to: (1) obtaining an examination, classroom activity, or laboratory exercise by stealing or collusion; (2) discovering the content of an examination, classroom activity, laboratory exercise, or homework assignment before it is given; (3) observing the work of another during an examination or providing answers to another during the course of an examination; (4) using an unauthorized source of information during an examination, classroom activity, laboratory exercise, or homework assignment; (5) entering an office, classroom, laboratory, or building to obtain unfair advantage; (6) taking an examination for another person; (7) completing a classroom activity, laboratory exercise, homework assignment, or research paper for another person; (8) altering grade records; (9) using any unauthorized form of an electronic communication device during an examination, classroom activity, or laboratory exercise; and/or, (10) plagiarism. (Plagiarism is defined as the using, stating, offering, or reporting as one's own, an idea, expression, or production of another person's work without proper credit. This includes, but is not limited to, turning in a paper purchased or acquired from any source, written by someone other than the student claiming credit, or stolen from another student.)

"Students are responsible for reporting known acts of academic dishonesty to a faculty member, the program coordinator, the associate dean, and/or dean. Any student with knowledge of a violation who fails to report it shall him/herself be in violation and shall be considered to have committed an act of academic dishonesty. Additionally, any student who reports him/herself in violation of this code before it is likely that another might consider this possibility will be understood as repentant and acting in good faith. Though the confession will not excuse the student for the violation, the confession will be considered and the violation should not result in suspension from school except in the most extreme cases.

"While academic integrity and honesty are the responsibility of the individual student, each individual faculty member, teaching assistant, and/or laboratory instructor is responsible for classroom management and for maintaining ethical behavior within the classroom and/or laboratory. Faculty who discover or suspect a violation

should discuss the matter with the suspected violator(s) and attempt to resolve the case at that point. In cases of convincing evidence, the faculty member should take appropriate action. The faculty member and student should complete a Counseling Sheet regarding the violation. (The Counseling Sheet should contain at a minimum the date and time of the violation, the course, the instructor's name, the student's name, an explanation of the infraction or facts of the case, and the resolution to the incident.) This form should be signed by the student, faculty member, program coordinator, and the Dean of Students. The Dean of Students will maintain a file on all violations. If a faculty member prefers to report the case directly to the Dean of Students, it remains his/her prerogative to do so. Additionally, if the faculty member and the accused student cannot reach a resolution or if the faculty member believes that suspension from school is the only fair sanction, the case should immediately be reported by the faculty member, in writing, to the Dean of Students. If the Dean of Students observes any trends in student behavior which involve more than one violation or act of academic dishonesty, the Dean is responsible for notifying all faculty members involved, for contacting the student(s) involved, and after consultation with the faculty member(s) involved for taking the appropriate action. The Dean of Students is responsible for the timely notification (normally within two weeks) to all parties of an action taken.

"Students wishing to appeal a disciplinary decision involving academic integrity or acts of academic dishonesty may do so through the Student Appeals and Grievance Procedure."

### **5 Characteristics of Employability**

- 1. Communication**
- 2. Cooperation**
- 3. Consistency**
- 4. Commitment**
- 5. Competence**

### **Class Contract**

I have received and have read the syllabus for ITSC 2439 taught during the Fall, 2009 semester by Jack McCarty 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** \_\_\_\_\_