

**Angelina College  
Business Division  
ITSC 2339 – Personal Computer Help Desk Support  
Instructional Syllabus**

**I. BASIC COURSE INFORMATION**

- A. Course Description:  
Three hours credit. Diagnosis and solution of user hardware and software related problems with on-the-job and/or simulated projects. One lecture and five lab hours each week. Prerequisite: Sophomore standing and Division Director approval. Lab fee.
- B. Intended Audience:  
This course is intended for students who are majoring in Computer Information Systems.
- C. Instructor:  
Name: Sandra May  
Office Location: B102F  
Office Hours: MW: 8:00 – 11:00, M: 1:00 – 4:00, TR: 8:00 – 9:00, 1:00 – 4:00 F: 8:00 – 12:00  
Phone: 936-633-5306  
E-mail Address: smay@angelina.edu

**II. INTENDED STUDENT OUTCOMES:**

**A. Core Objectives Required for this Course**

- 1. Critical Thinking Skills** to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
- 2. Communication Skills** to include effective development, interpretation and expression of ideas
- 3. Teamwork** to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
- 4. Personal Responsibility** to include the ability to connect choices, actions and consequences to ethical decision-making

**B. Course Learning Outcomes for all sections**

1. The student will demonstrate rapport with users in problem-solving situations.
2. The student will analyze user problems and lead them through solutions.
3. The student will maintain problem logs and formulate problem-solving methodologies.
4. The student will practice good time management skills and adhere to established deadlines.

**III. ASSESSMENT MEASURES**

**A. Assessments for the Core Objectives**

- 1. Critical Thinking Skills**—Students will assist users in analyzing and solving computer-related problems throughout the semester. Students will write a Reflection Report which describes their experience and details their problem-solving methodologies. The report will be assessed using a rubric which incorporates the Angelina College Institutional Rubric for Critical Thinking Skills.
- 2. Communication Skills**— Students will read assigned articles and write well-developed responses to the questions related to each article. Responses will be assessed for writing skills and synthesis ability. Students will also discuss their responses through Discussion Board replies. Communication skills will be assessed using a rubric which incorporates the Angelina College Institutional Rubric for Communication Skills.
- 3. Teamwork** – Student will complete a case study regarding the importance of teamwork and answer questions related to the case study. Responses will be assessed using a rubric which incorporates the Angelina College Institutional Rubric for Teamwork.

**4. Personal Responsibility**— Students will be asked to analyze a case to determine the ethical issues that are involved, and make a recommendation for action. The student's performance of this specific learning activity, will be assessed through utilization of imbedded test questions.

**B. Assessments for Course Learning Outcomes**

1. The student will demonstrate rapport with users in problem-solving situations as assessed by peer/instructor evaluation.
2. The student will analyze user problems and lead them through solutions as assessed by a problem log documenting problems and their solutions.
3. The student will maintain problem logs and formulate problem-solving methodologies as assessed by a documented log.
4. The student will practice good time management skills and adhere to established deadlines by turning in assignments by the due date.

**IV. INSTRUCTIONAL PROCEDURES:**

**A. Methodologies utilized in presenting course content (lectures, audio-visual presentations, discussions, examinations, student presentations, field trips, guest speakers, etc.)**

This course is offered in an on-line format. Instructional methodologies will consist of on-line discussions and on-the-job training.

**V. COURSE REQUIREMENTS AND POLICIES:**

**A. Required Textbooks, Materials, and Equipment**

Computer with an Internet connection and word processing software.

**B. Course Policies – This course conforms to the policies of Angelina College as stated in the Angelina College Handbook.**

**1. Academic Assistance** – If you have a disability (as cited in Section 504 of the Rehabilitation Act of 1973 or Title II of the Americans with Disabilities Act of 1990) that may affect your participation in this class, you should see Maria Lopez or Steve Hudman in room 200 of the Student Center. At a postsecondary institution, you must self-identify as a person with a disability; Ms. Lopez and Mr. Hudman will assist you with the necessary information to do so. To report any complaints of discrimination related to disability, you should contact Mr. Steve Hudman, Dean of Student Affairs, in Room 101 of the Student Center. You may also contact Dean Hudman by phone at [\(936\) 633-5292](tel:9366335292) or by email [shudman@angelina.edu](mailto:shudman@angelina.edu).

**2. Discrimination** – Angelina College admits students without regard for race, color, creed, sex, national origin, age, religion, or disability. Inquiries concerning sex equality, disability, or age should be directed to Dr. Patricia McKenzie (936) 633-5201, Angelina College Administration Building, Room A105.

**3. Attendance** – Attendance is required as per Angelina College Policy. You are expected to visit the course website regularly and to keep in touch with the instructor. February 4th is the official census date. Students who have not completed the first assignment will be considered as “Non-Attending” and will be dropped from the course. **IF YOU ARE UNABLE TO COMPLETE THIS COURSE, YOU MUST OFFICIALLY WITHDRAW FROM THE COURSE BY APRIL 1, 2019.**

**4. Additional Policies Established by the Individual Instructor**

- **Respect Issues** – Disrespect for the instructor or fellow classmates will not be tolerated.
- **Plagiarism** – Students are NOT allowed plagiarism in any form. Duplication of the work of others will result in a grade of ZERO (0) for the work. Any work which requires research also requires documentation. All sources must be documented with both parenthetical referencing (author, date) and sources cited. Copying and pasting without quotation marks is plagiarism, which is cheating. Work containing cut and paste will not be graded (resulting in a zero on the assignment). If you need a quote (for emphasis only) – make sure you have provided quotation marks. Failure to do so will result in a zero on the assignment.
- **Cheating** – Cheating includes copying the work of classmates on assignments or exams. Cheating includes copying and/or collusion by the work of any other person. Cheating will result in a zero for the assignment/exam and possible failure of/expulsion from the course. Plagiarism (cheating) include copying the work of others without quotation marks and proper citations..

## **VI. COURSE OUTLINE**

### **A. Required content/topics of the course**

#### Topics

1. Customer Service Skills for User Support Agents
2. Importance of Teamwork
3. Skills for Troubleshooting Computer Problems
4. Ethics in the Workplace

- 2/8 Assignment #1 Due – Customer Service Skills  
3/8 Assignment #2 Due – Teamwork  
4/12 Assignment #3 Due – Troubleshooting Skills  
5/3 Assignment #4 Due – Professional Ethics  
5/6 Work Log Due  
5/6 Reflection Report Due

## **VII. EVALUATION AND GRADING:**

### **A. Grading Criteria**

Assignments	400 pts
Reflection Report	100 pts
Work Log	50 pts

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550 pts

### **B. Determination of Grade (assignment of letter grades)**

495 – 550	A
440 – 494	B
385 – 439	C
330 – 384	D
0 – 329	F

The instructor may modify the provisions of the syllabus to meet individual class needs by informing the class in advance as to the changes being made.