GRAYSON COLLEGE
ITSC 2339 - Course Syllabus

Please Note: Due to extenuating circumstances, including public health issues, course and testing delivery methods, instructional schedules, housing contracts, campus procedures and/or operating hours may be altered, interrupted and/or ceased for a limited or extended period of time. Such changes will be posted on the College website.

Course Information
ITSC 2339, PC Help Desk

Professor Contact Information
Steve Macsisak Email: macsisaks@gryson.edu
Office Hours: Email for Appointment

Course Pre-requisites, Co-requisites, and/or Other Restrictions
None

Course Description – from college catalog
This course is designed to give the student a realization of what is needed to be a technician in the Help Desk Industry. Often, this is the entry level job for a computer technician.

Student Learning Outcomes
The student will learn how to cope with people and to answer questions a user may have about computer difficulties.

- To prepare the student for a job as a help desk technician.
- To teach the student about phone support.
- To teach the students basic help desk administration.
- To provide the student with an understanding.
- To provide the student with experience using complex inter-relationship skills
- To allow the student to work with a variety of applied technologies.
- The student is taught to think creatively, make decisions, solve problems, visualize with the mind's eye, reason, and how to acquire and apply new knowledge and skills.
- To teach the student to apply and use high technology computer systems.

Required Textbooks (ISBN # included) and Materials

One book required for this course:
A Guide to Computer User Support, 6th Edition. ISBN 9781285852683 , Beisse

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Required Assignments & Academic Calendar

Outline of Topics Covered
This course contains key information and skills for user support professionals, including troubleshooting and problem solving, successful communication with clients, determining a client's specific needs, and training end users. For those considering entering the field, alternate career paths for user-support workers are described. The different types of service desks that exist, how they are measured by the organizations they support, the varying roles and skills required within a typical service desk, and the processes and technologies commonly used to ensure the service desk is operating efficiently and effectively. Includes references to ITIL® V3 best practices, leading quality and IT service management frameworks and standards, up-to-date research, trends, case studies and resources,.

Methods of Evaluation
This course will have a chapter quiz for each chapter, discussions, 1 midterm and 1 final exam

Grading

Categories	Percentage
Discussions/Assignments	10
Quizzes	45
Midterm/Final Avg	45

Overall Avg.	**Grade**
100-90	A
89-80	B
79-70	C
69-60	D
< 60	F

Students will have access to grades in Canvas throughout the semester

There will be NO LATE WORK accepted and no extra credit assignments.
Complete the assigned work, on time, and you will do fine.

At times a discussion topic may be posted. All <u>must</u> participate with their own views. You must be kind and considerate toward others, even if you do not share their opinion.

During discussions it will not be appropriate or tolerated to say anything derogatory to other students. Remember: We were all new to this at some point.

Methods of Instruction

This is a distance learning course and if you need help, have questions or find errors please feel free to send a message via Canvas Conversations and I will try to respond by the end of the next day.

During discussions it will not be appropriate or tolerated for saying anything derogatory against any other students in the discussion. We were all new to this a sometime.

The student in this class should have a computer capable of internet access and have a connection capable of downloading or streaming videos. If this is not possible the student would be required to come to the campus or another internet accessible computer. The campus has computer labs and library which will have computers capable of this type internet access. There will be sufficient time to submit all work. If you wait until the night before the material is due then I will not accept that as an excuse. There will be no need to be on campus for this course unless you need access to a computer, except for the Midterm and the Final

Anyone caught cheating to take tests will result in failure for the course.

Course & Instructor Policies
All work will completed by the dates set in Canvas, no exceptions.

Class Attendance
Academic success is closely associated with regular classroom attendance and course participation.
All successful students, whether on campus or online, are expected to be highly self-motivated.
All students are required to participate in courses regularly and are obliged to participate in class activities and complete and submit assignments following their professors' instructions. Students taking courses during compressed semester time frames such as mini-mester, summer sessions, and mid-semester should plan to spend significantly more time per week on the course. Responsibility for work missed because of illness or school business is placed upon the student. More than two (2) absences are considered to be excessive. In addition, students' eligibility to receive financial aid or live in a College dormitory can be affected by withdrawal from courses. When withdrawal occurs, any tuition refund would be made in accordance with state regulations.

For Internet classes a student must have changed something or interacted with the instructor not just logging into Canvas. Last day attended for this course will be the date of last Assessment completed.

Student Conduct & Discipline
Since this is an internet course, be kind to others when using chat, discussions and mail.

Academic Integrity

The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrate a high standard of individual honor in his or her scholastic work.

Scholastic dishonesty includes but is not limited to cheating, plagiarism, collusion, and the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts. Plagiarism, especially from the web, from portions of papers for other classes, and from any other source is unacceptable.

Student Responsibility

You have already made the decision to go to college; now the follow-up decisions on whether to commit to doing the work could very well determine whether you end up working at a good paying job in a field you enjoy or working at minimum wage for the rest of your life. Education involves a partnership that requires both students and instructors to do their parts. By entering into this partnership, you have a responsibility to show up for class, do the assignments and reading, be engaged and pay attention in class, follow directions, and put your best effort into it. You will get out of your experience here exactly what you put into it – nothing more and nothing less.

Title IX

GC policy prohibits discrimination on the basis of age, ancestry, color, disability, gender identity, genetic information, national origin, race, religion, retaliation, serious medical condition, sex, sexual orientation, spousal affiliation and protected veterans status.

Furthermore, Title IX prohibits sex discrimination to include sexual misconduct: sexual violence (sexual assault, rape), sexual harassment and retaliation.

For more information on Title IX, please contact:

- Dr. Molly M. Harris, Title IX Coordinator (903)463-8714
- Ms. Logan Maxwell, Title IX Deputy Coordinator - South Campus (903) 415-2646
- Mr. Mike McBrayer, Title IX Deputy Coordinator - Main Campus (903) 463-8753
- Website: http://www.grayson.edu/campus-life/campus-police/title-ix-policies.html
- GC Police Department: (903) 463-8777- Main Campus) (903-415-2501 - South Campus)
- GC Counseling Center: (903) 463-8730
- For Any On-campus Emergencies: 911

**Grayson College is not responsible for illness/injury that occurs during the normal course of classroom/lab/clinical experiences.

**These descriptions and timelines are subject to change at the discretion of the Professor.

** Grayson College campus-wide student policies may be found at the following URL on the College website: https://www.grayson.edu/currentstudents/Academic%20Resources/index.html additional information or other changes that may be announced.

Grayson College COVID-19 Safety Protocol
The best way to prevent illness is to avoid being exposed to this virus. However, as a reminder, the Centers for Disease Control and Prevention (CDC) always recommends everyday preventive actions to help prevent the spread of respiratory diseases, including:

● Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.

● Always wash hands with soap and water if your hands are visibly dirty. For information about handwashing, see CDC's Handwashing website.

● Avoid touching your eyes, nose, and mouth.

● Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

● Avoid close contact with people who are sick.

● Stay home when you are sick.

Grayson College COVID-19 Instructional Guidelines
Grayson College continues to monitor information relating to the COVID-19 Pandemic. The College has taken steps to ensure that as many of our programs/courses can continue in the event that the College must re-institute partial and/or full campus closure to the public. Quality education will be moved to a remote delivery format, when feasible, which includes one or more of the following methods:

● Live Streaming instruction (synchronous)

● Recorded instruction (asynchronous)

● Online or web activities using the Canvas platform
● Video capture, both live and recorded sessions

● Use of open educational resources (OER) in place of traditional textbooks

Grayson College COVID-19 Lab Safety Protocol
In accordance with the Texas Department of Health and Human Services, Grayson College will follow these guidelines:

Groups of 9 of less may be scheduled for small group labs, where hands-on skills are necessary
to be practiced or demonstrated