Classroom Orientation for COMSC 37-0945
Customer Technical Support Help Desk *Online*
August 16, 2013 – December 12, 2013
Fall 2013, 3 units, Instructor: Sandy Jones

Text required:
A Guide to Computer User Support for Help Desk & Support Specialists, **5th Edition**,
By: Fred Beisse, ISBN# 13-978-1-133-18782-0   (Available at the LMC bookstore).

The Hard Truth About Soft Skills, By: Peggy Klaus
ISBN# 978-0-06-128414-4 (Can be purchased from major bookstores or online).

Course Overview:
Learn how to provide excellent technical support to users, customers, and co-workers. Use the tools found within the Help Desks of many corporations and organizations. This course is designed for those seeking employment in the Information Technology field or to enhance their knowledge to assist others with technical support problem resolution.

Policy on attendance:
Students are required to effectively participate in online forums and complete weekly assessments. If you decide not to continue with any of your classes, be sure to complete the withdrawal process from the Admissions Office.   *The last day to drop a semester length course is 11/22/13. It is the student's responsibility to drop if they no longer wish to attend class*

Instructor Contact Information:
Feel free to e-mail me at: sajones@losmedanos.edu if you need assistance with projects or homework assignments. Messages can be left on my voice mailbox at 439-2181, x874. Join our online chat Friday evenings from 5:00pm-6:30pm if you have questions regarding class assignments. I utilize Yahoo Messenger (screen name is: LMC Forensics). If you do not have a Yahoo account, sign up at www.yahoo.com, be sure to let me know what your screen name is and I can add you to my I/M list.

Method of Instruction:
Group discussions, hands-on and case studies are important in order to master the material and successfully learn the responsibilities of a Help Desk Support Specialist. Weekly Assessments are posted every Monday in the Quizzes Section of D2L. In addition, Hands On/Case Projects are posted each Monday in the Projects section of D2L and all work is due by 11pm. Saturday (no exceptions). If you encounter problems accessing the assessments or forums, e-mail me.

Accommodations:
Students with documented learning and/or physical disabilities may receive reasonable testing accommodations. Please make these arrangements with the instructor at the beginning of the semester or as soon as possible after documentation has been determined. If you need additional information on ADA issues, you may contact the DSPS department at 439-2181, x3353.

**Transfer Information:** This class is transferable to the CSU system.

Grading:		Participation (17x 5 pts.)	85 points
100-90% =	A	Assessments (17x10 pts.)	170 points
89-80% =	B	Mid-Term	100 points
79-70% =	C	Projects (17x20 pts.)	340 points
69-60% =	D	Final	100 points
59-50% =	F	Total	795 points

Plagiarism:

Plagiarism is unacceptable in any form in any college courses. This includes forms such as: deliberately copying another student's work, copying directly from the textbooks or other sources without using quotation marks, failure to acknowledge sources you have used in your work (i.e., you must cite all references) and cheating on exams.

Textbook:

Books are available at the LMC bookstore. Please be sure to purchase the 5th edition. Prior versions are obsolete and cannot be used for this course.

Accessing Online Classroom:

Go to: online.losmedanos.edu, select Desire 2 Learn
Username= first initial + last name + last three digits of student id
Password= your Insite password (used to register for classes)
Note: There is a Help for Students feature on the right panel if you need assistance navigating in D2L. We recommend using Firefox or Google Chrome when utilizing D2L.

Discussion Board:

Starting 8/19/13, you will see forums posted which you can reply to by 11pm. Saturday evening. No late submissions allowed. These forums will be based on actual Help Desk scenarios as well as from your textbook. Weekly forums will be posted on Monday and is due by 11pm. Saturday. Write two or more clear concise paragraphs in order to receive the maximum points. Points will be deducted for incomplete or short postings. Do not just post 'good job' or short messages. An online course is intended to simulate a face-to-face class, therefore everyone should contribute ideas, and suggestions as you would in a regular class setting. Be sure to use spell checker before submitting your post.

If you have questions for me, please send me an e-mail at sajones@losmedanos.edu

Weekly Assessments/Mid-Term/Final Exam

*Select the Quizzes widget to complete weekly exams, an Exam widget will be activated for the mid-term and final on that designated week. Questions may consist of True/False, multiple choice, short answers or matching.

Grades:

You can check your grades anytime in D2L. Each week after forums close, I will be reviewing student work and posting grades accordingly.

Course-Level Student Learning Outcomes (CSLOs):

Students who complete COMSC-037 will be able to:

CSLO 1:   Use customer service skills and computer based problem-solving strategies to determine the scope of user problems. (PSLO 1, 4)

CSLO 2:   Effectively utilize an online knowledge base, network monitoring tools utilities and diagnostic repair tools to methodically troubleshoot computer and network problems. (PSLO 4, 6)

CSLO 3:   Use an industry standard help desk application to log requests, track inventories and maintain a knowledge base of technical support manuals and documentation. (PSLO 6)

CSLO 4:   Utilize help desk skills including prioritizing service calls according to the severity of the problem, resolving technical situations and escalation procedures to subject matter experts and management for further analysis related to network connectivity, peripheral problems, missing or corrupted files, hard drive recovery, software upgrade installations, server maintenance and microcomputer re-imaging. (PSLO 6)

Holiday's & Important Dates to Remember:

9/27/13   Native American Day

11/11/13   Veterans Day (For my students who are Veterans) ***Thank You For Serving…***

11/28-11/30 Thanksgiving Break

Note: Due to these holidays, I will extend the deadline for all work to be completed by 11pm Sunday in order for you to enjoy the holiday.

Readings for: A Guide to Computer User Support for Help Desk Specialists, By: Fred Beisse

Week		Topics	Reading
1	Aug. 19th	Introduction to Computer User Support	Chp. 1
2	Aug. 26th	Customer Service Skills for User Support Agents	Chp. 2
3	Sept. 2nd	Writing For End Users	Chp. 3
4	Sept. 9th	Skills for Troubleshooting Computer Problems	Chp. 4
5	Sept. 16th	Common Support Problems	Chp. 5
6	Sept. 23rd	Help Desk Operation	Chp. 6
7	Sept. 30th	User Support Management	Chp. 7
8	Oct. 7th	Prod Eval. Strategies & Supp. Stds. **(Mid-term/Ch. 1-7)**	Chp. 8
9	Oct. 14th	End-User Needs Assessment Projects	Chp. 9
10	Oct. 21st	Installing & Managing End-Used Computers	Chp.10
11	Oct. 28th	Training Computer Users	Chp.11
12	Nov. 4th	A User Support Utility Tool Kit	Chp.12

Readings for: The Hard Truth About Soft Skills, By: Peggy Klaus

Week		Topics	Reading
13	Nov. 11th	Control Yourself Getting The Job Done	Chps.1 & 2
14	Nov. 18th	When You Open Your Mouth… And Then Some Handling Your Critics	Chps. 3 & 4
15	Nov. 25th	What, Me Political Branding & Bragging	Chps. 5 & 6
16.	Dec. 2nd	Hot Buttons: Gender Generation, & Culture Leading the Troops	Chps. 7 & 8
17	Dec. 9th	Review for final *December 12, 2013* *Comprehensive Final Exam*	

Information on this syllabus may be subject to change