Instructor:
Curtis Satterfield
Office Hours: Monday 3:00 – 5:00, Tuesday 1:00 – 3:00, Wed 11:00 – 12:00 or by appointment.

Office:   BH 310
Phone:  (410) 334 – 2834
Email: csatterfield@worwic.edu
Email is the fastest way to get in touch with me and is preferred.

Class time:  Online
The Final Exam will be available in the testing center from 10:00am Thursday December 10th until 4:30PM Thursday December 17th. Please refer to testing center policies and hours.

Course Description:
This course brings together the knowledge and experiences learned in previous courses that enable students to provide assistance to customers. This course introduces the skills needed to extract required information from customers, select the proper level of expertise needed to solve the customer’s problem and maintain the necessary information to provide a history of problems and solutions. Students learn to use call management software, problem resolution software and other support tools. Hours26 lecture and 26 laboratory. Prerequisites: CMP 107 and CMP 150 or permission of the department head. Laboratory fee: $15. Usually offered in the fall.

Required Materials

Blackboard Disclaimer:
Blackboard is being used as a supplementary tool for this course. To access course content in Blackboard you need to have access to a computer with an Internet connection. Computers are available on campus in BH 217, HH 100, GH 304 and FOH 305. Please follow these directions to access course syllabi and any other materials posted.

Login Information:
1. From the Wor-Wic home page, point to “Quick Links” (top – right) and then click “Blackboard Login.”
2. Enter your Wor-Wic user ID and password (same as your Wor-Wic email user ID and password).
3. Click on CMP 240 then click on “Course Content” and then select the folder titled “Start Here”.
4. Inside the Folder titled “Start Here” click on the document titled “Start Here”.

Course Objectives, Assessment Goals, and Assessment Strategies:
To explore how computer user's support is organized and what skills, knowledge, and abilities are required for a help disk position. The student will:

<table>
<thead>
<tr>
<th>Course Objectives</th>
<th>Assessment Goals</th>
<th>Assessment Strategies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. List the different modes of computer user support with the position description and skills at the different levels. GEO Objective 7</td>
<td>Describe level one and level two support. Develop support job descriptions</td>
<td>Exam questions, quizzes and lab exercises.</td>
</tr>
<tr>
<td>2. Use critical-thinking, problem-solving and decision-making skills GEO Objective 7</td>
<td>Analyze user support requests Use database/internet resources to solve problems Recognize when to escalate problem to next level</td>
<td>Exam questions, quizzes and lab exercises.</td>
</tr>
<tr>
<td>3. Identify common support problems and possible solutions. GEO Objective 7</td>
<td>Explain basic user questioning sequence. Describe how to suggest possible solutions to the user List possible solutions to common problems</td>
<td>Exam questions, quizzes and lab exercises.</td>
</tr>
<tr>
<td>4. Evaluate, use and support various help-desk application software. GEO Objective 7</td>
<td>Install and test various software Compare features, functions and benefits Create comparative analysis reports.</td>
<td>Exam questions, quizzes and lab exercises.</td>
</tr>
<tr>
<td>5. Describe the training</td>
<td>Develop help-desk software</td>
<td>Exam questions, quizzes and</td>
</tr>
</tbody>
</table>
requirements for both user and support personnel. GEO Objective 7

6. Demonstrate technical writing skills for both documentation and training GEO Objective 7

| requirements for both user and support personnel. GEO Objective 7 | user training Explain training required for support personnel Create a training plan for support personnel | lab exercises. |
| Create various documentation and training materials. | Exam questions, quizzes and lab exercises. |

* A required electronic literacy assignment addresses these outcomes, will be graded with a rubric and comprises 5% of the course evaluation. GEO Objective 7.

**Online Course Orientation:**
There is an online orientation for this course that covers how this class works as an online course. It is your responsibility to read and understand the orientation. You are required to take the orientation quiz after reading the material on Blackboard. Failure to take the quiz or failing to pass the quiz will result in you being dropped from the class.

If you are new to Blackboard I recommend you complete the tutorial located at: http://www.worwic.edu/Academics/DistanceEducation/StudentTutorial/

This class is a combination of text material, assignments, examinations and participation in the online class discussions. Material is presented through the textbook and the Course Management System. Active participation is expected and is considered in the student’s final grade.

Class assignments must be submitted by the assigned due date. Technology is not always reliable; therefore, count on problems with computers, and plan your assignments and exams accordingly. Since a large portion of communication for this course is written, it is essential that proper writing practices are used for email as well as discussion postings:

- Emails begin with a salutation and end with a closing.
- Emails include a subject line  
  **Include your name, class and section number in the email.**
- Sentences begin with a capital letter, and end with a period.
- Proper paragraphing should be used.
- Only complete sentences should be used, unless presenting a list.
- Text messaging shorthand such as “RU” instead of “are you” may not be used. Any messages containing text shorthand will be ignored and/or removed from the discussion boards.

**Course Guidelines:**
The student will be given two hours of laboratory practice per week and extensive reading assignments to be completed outside of lab time. This is a hybrid course and as such you will be expected to complete the reading, assignments, and quizzes each week. The electronic literacy
assignment will challenge the student to explore different Windows operating system topics in depth. Hands on laboratory assignments will reinforce concepts covered in the readings and lecture. If an emergency prevents the student from attending class, the student is still responsible to obtain and complete missed course work. Students who must take an exam or quiz at other than the scheduled time must obtain prior permission from the instructor.

**Tentative Schedule***

<table>
<thead>
<tr>
<th>Week</th>
<th>Chapters</th>
<th>All assignments, quizzes, and labs for week due no later than 11:59PM on:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>09/16/2015</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>09/23/2015</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>09/30/2015</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>10/07/2015</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>10/14/2015</td>
</tr>
<tr>
<td>6</td>
<td>6</td>
<td>10/21/2015</td>
</tr>
<tr>
<td>7</td>
<td>7</td>
<td>10/28/2015</td>
</tr>
<tr>
<td>8</td>
<td>8</td>
<td>11/04/2015</td>
</tr>
<tr>
<td>9</td>
<td>9</td>
<td>11/11/2015</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td>11/18/2015</td>
</tr>
<tr>
<td>11</td>
<td>11</td>
<td>12/02/2015</td>
</tr>
<tr>
<td>12</td>
<td>12</td>
<td>12/09/2015</td>
</tr>
<tr>
<td>13</td>
<td>Blackboard</td>
<td>12/16/2015</td>
</tr>
</tbody>
</table>

*Subject to change

**Course Evaluation:**

<table>
<thead>
<tr>
<th>Type of Evaluation</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discussions</td>
<td>50</td>
</tr>
<tr>
<td>Labs and Assignments</td>
<td>600</td>
</tr>
<tr>
<td>Electronic Literacy Assignment</td>
<td>50</td>
</tr>
<tr>
<td>Semester Project</td>
<td>150</td>
</tr>
<tr>
<td>Final Exam</td>
<td>150</td>
</tr>
<tr>
<td>Total</td>
<td>1000</td>
</tr>
</tbody>
</table>

**Letter grade will be assigned as follows:**

A=900-1000 points
B=800-899 points
C=700-799 points
D=600-699 points
F=Less than 600 points.

**Exam Policy:**

You are responsible for knowing when exams will be administered. Exams will only be administered at the scheduled date and time unless prior arrangements have been made. If you
cannot contact me prior to missing an exam you must provide written documentation (doctor’s note, hospital documentation) to be allowed to make up the exam. NO MAKE-UP FINAL EXAMS.

**Assignment Policy:**
All Homework, Lab Exercises and Reading Assignments MUST be submitted on time. **NO CREDIT FOR LATE OR INCORRECTLY SUBMITTED WORK.** If you do not do your assignments and reading, you will not be able to keep up with the class. I will not slow down to pick up students who are not committed to making every class and doing reading and homework as assigned. I cannot check that you have done your reading but that will show in your work and ability to keep up. No extra credit and no make-up work is allowed. If you fail to do or turn in your assignments in a timely manner you will not get credit for that missed work and you will not be able to “make it up”.

**Attendance Policy:**
You are expected to access the class material on Blackboard at least 3 times per week to check for announcements or changes to the course material.

**Electronic Literacy Assignment:**
- **Watch the video!**
- **NO LATE PAPERS WILL BE ACCEPTED.**

For your ELA you will choose an important figure in computer science or computer technology and complete the following:

1. State why you chose that particular figure and what their MAJOR contribution to the science was.
2. Imagine you are an interviewer for Time magazine. Come up with 10 questions you would ask your chosen person if you had the opportunity.
3. Now pretend YOU ARE the figure you picked for the interview. Answer your 10 questions as you think they would have answered.
4. See the following link for an example of a Time.com interview: [http://www.time.com/time/magazine/article/0,9171,2055194,00.html](http://www.time.com/time/magazine/article/0,9171,2055194,00.html)

- You cannot choose Bill Gates or Steve Jobs. Get creative! The modern computer industry had to start somewhere in history; it didn’t just spring into being overnight.
- You must have 10 questions and answers. Less than 10 and you get a 0.
- Each answer must be based on factual evidence and not conjecture.
- You can have no more than TWO (2) “funny” questions. For example “what is your favorite breakfast cereal” or “why do you wear your socks inside out.”
- Each answer should have a footnote/citation to the reference you used when answering the question. If you used multiple references for a question list them all.
• Your ELA must be a minimum of 500 words. This includes the questions, why you chose your figure, and your answers. Less than 500 words receives a zero.
• You must include a references page with links to the material you used to research your chosen figure. The footnote/citation should reference these links.
• **You CANNOT turn in the same ELA for multiple classes. This includes papers submitted in prior semesters.**
• Total: 50 points

**Rubric:**

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>25</th>
<th>20</th>
<th>15</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Research</strong> (Use of technology to obtain information GEO 7)</td>
<td>It is obvious the figure was well researched. All questions show evidence of research. Appropriate links to current citations from the Internet or Databases included.</td>
<td>The paper shows a large amount of research. The majority of the answers seem well researched. Appropriate links to current citations from the Internet or Databases included.</td>
<td>Some of the answers show research was done but many are lacking evidence of research. Links to citations (that may not be current) from the Internet and Databases included.</td>
<td>Little to no research done. No links to Internet or Database citations.</td>
</tr>
<tr>
<td><strong>Creativity</strong> (Use of Technology to communicate information GEO 7)</td>
<td>Each question/answer is very creative and fun to read. Well formatted and saved in the appropriate file format.</td>
<td>The paper shows good effort and an attempt to be creative in the questions/answers. The paper is fun to read. Well formatted and saved in the appropriate file format.</td>
<td>Some portions of the paper show creativity in the questions/answers. Portions of the paper are fun to read. Formatted and saved in the appropriate file format.</td>
<td>No creativity for any question/answer and the paper reads like a research paper. File is not formatted or saved in the appropriate file type.</td>
</tr>
</tbody>
</table>

**ELA Assistance:**
If you need help writing your ELA please utilize the writing center here at Wor-Wic. You can schedule an appointment online. Navigate to www.worwic.edu then navigate to Current Students → Learning Resources → Writing Conferences. Limited time slots are available, so an appointment is required. If you cannot keep your appointment, it is your responsibility to cancel any writing conferences by using this link.

**Academic Honesty Policy:**
Students are required to maintain a high level of academic performance. All work submitted to the instructor will be regarded as the work of the student taking the course. Cheating and
plagiarism are defined in Wor-Wic’s Student Conduct Policy found in the College Catalog. Infractions of this policy will result in disciplinary action including failure of the assignment, test, or the course.

Emergency Information Statement

In the event of severe inclement weather or other emergency, information about the closing of the college will be communicated via e2Campus and the College's website. Faculty will communicate with students about their courses and course requirements, such as assignments, quiz and exam dates, and class and grading policies, via Blackboard. Students will be responsible for completing all assignments in accordance with class policies.

Services for Students with Disabilities

Wor-Wic provides reasonable accommodations for students with disabilities, in compliance with the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. If you are in need of accommodations, please contact the counseling office at (410) 334-2899. For more information, see Wor-Wic's Services for Students with Disabilities web page.

Professor reserves the right to modify this syllabus during the semester to better facilitate students’ learning needs.

Online Course Contract

This is like those contracts you have to sign before you skydive or go whitewater rafting. You are adults - ideally literate, computer savvy, and considerate adults. This means we have basic expectations of your involvement. They are summarized as follows:

1. You will commit to the necessary work for this course, by planning when and for how long you intend to work on this course, and you recognize that online does not mean less work- just different work with less parking problems.
2. You will keep up with the work schedule in this class, and recognize that if this is an online class it will require DOUBLE the weekly work of a normal face to face class.
3. If/when you find you can no longer commit the time and energy required, you will drop the class with the registrar, and do us the courtesy of letting us know with an email.
4. You will back up your work to a device or remote server from your primary computer so that even under the worst of circumstances, you have copies that are not more than a week old.
5. You will identify a primary and then a backup computer at another location where you can do your work if your primary computer is unavailable for any reason.
6. When you have trouble or questions, you will post them to the student2student discussion forum, with a meaningful subject line, and enough information to help us help you (not just "I'm stuck, please help!"). You will not post questions on assignment forums or other places that we won't find until 3 weeks later. There is no shame in asking - and questions
help everyone since the answers are public and may help others. Posting your questions a couple of hours before the due deadline does not excuse you from meeting the deadline, rather it is a sign that you are not dedicated to completing the task or the course. If the questions are personal or private, you are welcome to use direct email.

7. You will not cut and paste any of your classmates work UNLESS it is a group assignment. Use of another students work for an individual assignment is considered cheating and will be treated as such. Being in possession of another student’s individual assignments is considered cheating as well even if the assignment was not submitted as your own.

8. When asked to do something you don't understand or follow, you'll do some basic research and if you don't easily find what you need, you'll post a question to the board. Some examples: How to zip a file, where to find certain software, or where to buy the workbook. We won't mind answering basic questions so long as the answer is not the first hit on a Google search (if it is, it means you didn't try very hard).

9. You will follow common standards of netiquette, including not using foul language, insulting commentary or sarcasm, unnecessary CAPITAL TEXT, or useless or missing subject lines in posts and/or emails.

10. Finally, you'll help each other and try and have a little fun - and if you can't have fun, you will at least work at the course to not ruin anybody else's fun and learning!

In the discussion forum called “Contract”, agree to the terms by stating, "I have received the syllabus and I agree to the terms as listed in the course contract". Update the subject line with your name and type your name in the body of your response.