

CS84.13: IT Support: Section 7657: Rosen S

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Course Description

This course introduces students to the knowledge necessary to support end users who run software applications in various Windows environments. Topics include introduction to desktop application support, resolving service calls, installing and configuring software applications, supporting email clients, web browsers, and administering security for desktop applications in stand-alone and network environments.

Recommended Preparation:

Eligibility for ENGL 100 or ESL 100

Because of the reading required, eligibility for English 100A or equivalent reading level is recommended. If you are not sure what your reading level is, contact the Assessment Office at 527-4661.

Student Learning Outcomes

Upon completion of this course, students will be able to:

1. Compare and contrast differences among the various types of software support environments.
2. Interpret the desktop support technician's role in an organization's tier structure.
3. Troubleshoot and formulate solutions for common end user problems.
4. Compose documentation of problems and their solutions.
5. Install, configure, and troubleshoot software applications.
6. Learn and apply the principles of project management
7. Troubleshoot and develop solutions for network security problems

Class Meetings

Thursday Nights

6-10pm
Petaluma Campus
PC 643 - Call Hall

Instructor Contact



Dr. Scott Rosen

Office: 654 Call Hall Petaluma

Phone/Text: (707) 478-8649 (text is fastest)

Fax: (707) 778-3910

Email: srosen@santarosa.edu (<mailto:srosen@santarosa.edu>)

Text is the fastest but I usually respond to emails within 48 hours.

Instructor Schedule

Monday

- 9am - 11am **CS 5** PC 643
- 11am - 1pm **CS 80.15 IT Essentials** PC 643
- 1pm - 1:30pm **Office Hours** PC 643

Tuesday

- 2:00pm - 4pm **Department Activities** CS Department

Wednesday

- 9am - 11am **CS 5** PC 643
- 11am - 1pm **CS 80.15 IT Essentials** PC 643
- 1pm - 1:30pm **Office Hours** PC 643
- 3-5pm **Academic Senate**

Thursday

- 5:30pm - 6pm **Office Hours** PC 643
- 6pm - 10pm **CS 84.13 IT Support** PC 643

Course Web Site

Students will use the Canvas course web site for assignment instructions, submitting assignments, viewing classmates' work, sharing resources, and viewing grades.



Textbook

The textbook is required

A Guide to Computer User Support for Help Desk and Support Specialists 5th or 6th Edition

[Paperback] Fred Beisse (Author)

ISBN-13: 978-1285852683

ISBN-10: 1285852680

You can locate and order textbooks online via the [SRJC Bookstore \(http://bookstore.santarosa.edu/santarosa/home.aspx\)](http://bookstore.santarosa.edu/santarosa/home.aspx). If your class is based out of Petaluma, your books will be listed on the [Petaluma Bookstore \(http://bookstore.santarosa.edu/petaluma/Home.aspx\)](http://bookstore.santarosa.edu/petaluma/Home.aspx) web site.

Required Tools & Software

- 1 USB Flash Drive (2GB or greater)
- 1" Binder to hold course labs, projects, and materials
- Here is a link to a super deal on Microsoft Office from the Foundation for California Community Colleges:

<http://www.foundationccc.org/>  [\(http://www.foundationccc.org/\)](http://www.foundationccc.org/)

Lab PC Repair Tools

The computer toolkit should include the following tools:

- Phillips screwdriver
- Flathead screwdriver
- Needle-nose pliers
- Electrostatic discharge (ESD) wrist strap and cord
- Safety glasses (supplied)



- Lint-free cloth
- Electronics cleaning solution
- Flashlight
- Thermal compound
- Multimeter (optional)
- Digital Camera (optional)
- Compressed air service canister
- Software Tools
- Notebook
- Other tools as recommended by instructor

Important Dates

Date Class Begins:	1/19/2017	Date Class Ends:	5/18/2017
Last Day Add w/o add code:	1/22/2017	Last Day Add with add code:	2/5/2017
Last Day Drop for Refund:	1/29/2017	Last Day for P/NP option:	2/26/2017
Last Day Drop w/o W:	2/5/2017	Last Day Drop with W:	4/23/2017
FIRST CENSUS DATE:	2/6/2017	Date Final Exam:	5/25/2017

Expectations

CIS 84.13 is a 3-unit course. We meet each week for 4 hours in the classroom/lab. To do well, plan on spending one or more hours of outside work (reading, study, projects, etc.) for each hour you spend in class.

Dropping the Class

If you decide to discontinue this course, it is your responsibility to officially drop it. A student may be dropped from any class when that student's absences exceed ten percent (10%) of the total hours of class time. It is strongly advised that if you need to miss more than one class/homework deadline in a row that you contact the instructor to avoid being dropped from the class.

If you feel you must quit the class, please talk with me first. Together we may find a way for you to complete the course successfully. If you quit without officially dropping, you are still graded on all the remaining work, usually resulting in an "F" grade. <https://www.santarosa.edu/app/admissions/>

[\(https://www.santarosa.edu/app/admissions/\)](https://www.santarosa.edu/app/admissions/)

Attendance

I expect you to attend regularly.

If for any reason you will be absent, late, or leaving early, please let me know in advance (or as soon after as possible in case of emergency). Any absence without notifying me is unexcused. More than three unexcused absences may result in dismissal from class. After any absence, you are responsible for getting class handouts from the class Web page and notes from a classmate. You might also talk with me about when to turn in any assignments you missed.

Note: Students who fail to attend the first class meeting may be dropped by the instructor.

Pass-NoPass (P/NP)

You may take this class P/NP. You must decide before the deadline, and add the option online with TLC or file the P/NP form with Admissions and Records. With a grade of C or better, you will get P.

You must file for the P/NP option by [date]. Once you decide to go for P/NP, you cannot change back to a letter grade. If you are taking this course as part of a certificate program, you can probably still take the class P/NP. Check with a counselor to be sure.

Instructor Announcements and Q&A Forum

The instructor will post announcements on the "Instructor Announcements" page in Canvas throughout the semester. Canvas notifies students according to their preferred Notification Preferences.

Late Policy

All assignments are due at midnight PST on the due date. A late submission will receive a 20% penalty. Submissions more than one week late are not accepted without prior arrangement.

Grading Policy

Click the "Grades" link in Canvas to keep track of your grades. I usually grade once a week and post grades and comments in the Canvas gradebook.

Grades will be based on the total percentage of points earned during the course, assigned as follows:

- **Weekly Homework & Projects(15): 50%**
- **Tests (2): 30%**
- **Final Exam / Project: 20%**

Exams

[There will be online midterm and final exams. The material comes from the textbook, class lectures and supplemental materials. If any exam is missed, a zero will be recorded as the score. It is your responsibility to take the exams by the due date.]

The following percentages earn at least these grades:

- **90 - 100% A**
- **80 - 89% B**
- **70 - 79% C**
- **60 - 69% D**

Standards of Conduct

Respect

The best way to learn is through active participation; therefore, we respect others when talking by being on-time, listening actively, and by being polite even when we disagree with another's viewpoint. Please turn off all electronic devices. If you use a laptop for note taking, please sit in the front row with the sound off. No food in class please.

Students who register in SRJC classes are required to abide by the SRJC Student Conduct Standards. Violation of the Standards is basis for referral to the Vice President of Student Services or dismissal from class or from the College. See the [Student Code of Conduct page \(http://www.santarosa.edu/for_students/rules-regulations/student-conduct.shtml\)](http://www.santarosa.edu/for_students/rules-regulations/student-conduct.shtml).

Collaborating on or copying of tests or homework in whole or in part will be considered an act of academic dishonesty and result in a grade of 0 for that test or assignment. Students are encouraged to share information and ideas, but not their work. See these links on Plagiarism:

[SRJC Writing Center Lessons on avoiding plagiarism](http://srjcwrittingcenter.com/research/plagiarism/plagiarism.html) ↗ (<http://srjcwrittingcenter.com/research/plagiarism/plagiarism.html>)

[SRJC's statement on Academic Integrity](http://www.santarosa.edu/polman/3acadpro/3.11P.pdf) ↗ (<http://www.santarosa.edu/polman/3acadpro/3.11P.pdf>)

Emergency Evacuation Plan

In the event of an emergency during class that requires evacuation of the building, please leave the class immediately, but calmly. Our class will meet at a designated spot to make sure everyone got out of the building safely and to receive further instructions. (If the class is on a second or higher floor, provide clear directions to the stairs). If you are a student with a disability who may need assistance in an evacuation, please see me during my office hours as soon as possible so we can discuss an evacuation plan.

Special Needs

If you need disability related accommodations for this class, such as a note taker, test taking services, special furniture, etc., please provide the Authorization for Academic Accommodations (AAA letter) from the Disability Resources Department (DRD) to the instructor as soon as possible. You may also speak with the instructor privately during office hours about your accommodations. If you have not received authorization from DRD, it is recommended that you contact them directly.

Disability Resources Department

Tel: (707) 527-4278 Santa Rosa

Tel: (707) 778-2491 Petaluma

Email: disabilityinfo@santarosa.edu (<mailto:disabilityinfo@santarosa.edu>)

Every effort is made to conform to accessibility standards for all instructor-created materials. Students should contact their instructor as soon as possible if they find that they cannot access any course materials. Students with disabilities who believe they need accommodations in this class are encouraged to contact Disability Resources (527-4278).



Assignments Summary:

Date	Details	
Fri Jan 20, 2017	i Check-In Discussion (https://canvas.santarosa.edu/courses/22063/assignments/120855)	due by 11:59pm
Thu Feb 2, 2017	i Project 1: Interview with IT Support Technician (https://canvas.santarosa.edu/courses/22063/assignments/120859)	due by 11:59pm
Thu Feb 9, 2017	i Computer Teardown (https://canvas.santarosa.edu/courses/22063/assignments/120857)	due by 11:59pm
	i Project 2—IT Technician Job Search (https://canvas.santarosa.edu/courses/22063/assignments/120860)	due by 11:59pm
Thu Feb 16, 2017	i Project 3: Communication Styles and Personality Types (https://canvas.santarosa.edu/courses/22063/assignments/120861)	due by 11:59pm
Thu Feb 23, 2017	i Project 4—Writing For End Users (https://canvas.santarosa.edu/courses/22063/assignments/120862)	due by 11:59pm
Thu Mar 2, 2017	i Upload IT Support Midterm (https://canvas.santarosa.edu/courses/22063/assignments/120870)	due by 5:59pm
Thu Mar 9, 2017	i Project 6: Flowcharting (https://canvas.santarosa.edu/courses/22063/assignments/120864)	due by 11:59pm
Thu Mar 16, 2017	i Project 7: Network Diagram (https://canvas.santarosa.edu/courses/22063/assignments/120865)	due by 11:59pm
Thu Apr 6, 2017	i Project 8 — Evaluating Software and Hardware Products (https://canvas.santarosa.edu/courses/22063/assignments/120866)	due by 11:59pm
Thu May 4, 2017	i Scope Statement (https://canvas.santarosa.edu/courses/22063/assignments/120869)	due by 11:59pm

Date

Details

 [Assignment - Week 1 - Fall 2016 \(https://canvas.santarosa.edu/courses/22063/assignments/120856\)](https://canvas.santarosa.edu/courses/22063/assignments/120856)

 [Final Project- Self Assesment \(https://canvas.santarosa.edu/courses/22063/assignments/120858\)](https://canvas.santarosa.edu/courses/22063/assignments/120858)

 [Project 5 - Troubleshooting Flowchart \(https://canvas.santarosa.edu/courses/22063/assignments/120863\)](https://canvas.santarosa.edu/courses/22063/assignments/120863)

 [Projects \(https://canvas.santarosa.edu/courses/22063/assignments/120867\)](https://canvas.santarosa.edu/courses/22063/assignments/120867)

 [Roll Call Attendance \(https://canvas.santarosa.edu/courses/22063/assignments/120868\)](https://canvas.santarosa.edu/courses/22063/assignments/120868)