CS84.13: IT Support: Section 2223: Rosen S
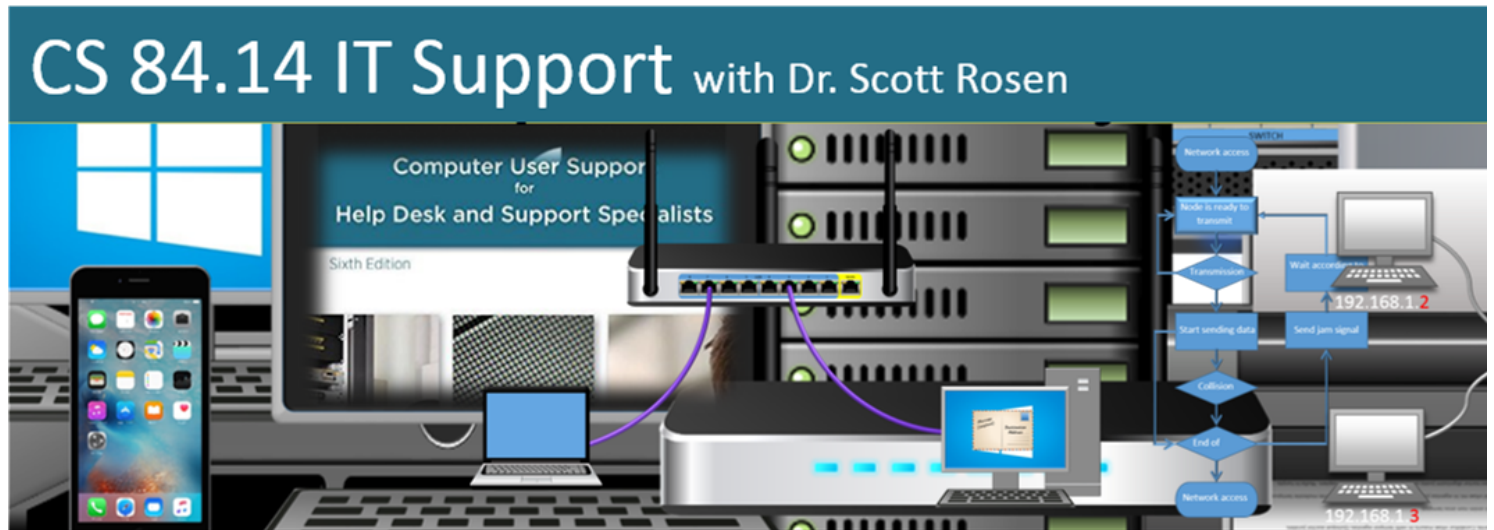
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Course Description

This course introduces students to the knowledge necessary to supp
software applications in various Windows environments. Topics inclu
application support, resolving service calls, installing and configuring
supporting email clients, web browsers, and administering security fo
stand-alone and network environments.

Recommended Preparation:

Eligibility for ENGL 100 or ESL 100

Because of the reading required, eligibility for English 100A or equiva
recommended. If you are not sure what your reading level is, contac
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
5:30 - 9:30pm
Petaluma Campus
PC 643 - Call Hall

Instructor Contact

Dr. Scott Rosen

Office: 654 Call Hall Petaluma

Fax: (707) 778-3910

srosen@santarosa.edu (mailto:srosen@santarosa.edu)

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

Instructor Schedule

Monday

- 1:30-5:30pm **CS 5 Computer Literacy**
- 5:30-6pm **Office Hours**2806 Maggini
- 6:00 - 9:00pm **CS 84.21 MIS** 2921 Maggini (Santa Rosa Campus)

Tuesday

- 2:00pm - 4:00pm **Department Activities**CS Department
- 5:00 - 5:30pm **Office Hours**PC 643
- 5:30 - 9:30pm**CS 80.15 IT Essentials** PC 643

Wednesday

- 3:00 - 5:00pm **Academic Senate**

Thursday

- 5:00pm - 5:30pm **Office Hours**PC 643
- 5:30 - 9:30pm **CS 84.13 IT Support**PC 643

Course Web Site

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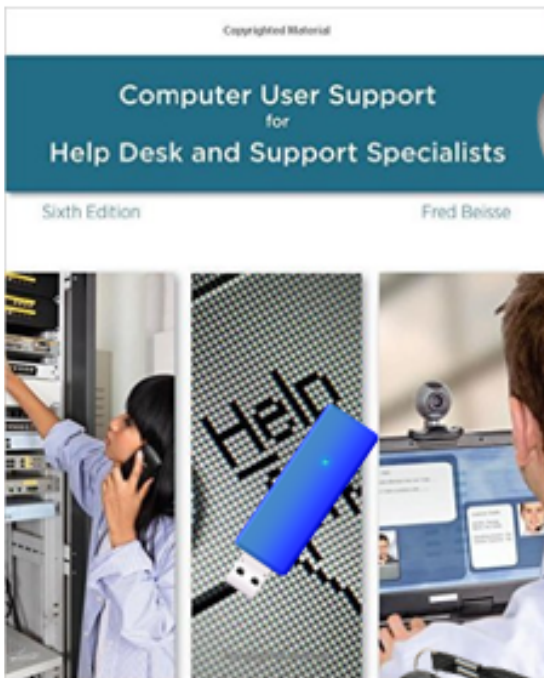
Textbook

The textbook is required

A Guide to Computer User Support for Help Desk and Support Specialist
[Paperback] Fred Beisse (Author)

ISBN-13: 978-1285852683

ISBN-10: 1285852680

You can locate and order textbooks online v

(http://bookstore.santarosa.edu/santarosa/ho

based out of Petaluma, your books will be li

Bookstore (http://bookstore.santarosa.edu/p

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 Found Community Colleges:

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

Day Class Begins:	Thursday, August 23, 2018
Day Class Ends:	Thursday, December 13, 2
Day/Time of Final Exam:	Thursday, December 20, 2 4:00 PM - 6:45 PM
Last Day to Add without instructor's approval:	Sunday, August 26, 2018
Last Day to Add with instructor's approval:	Sunday, September 9, 201
Last Day to Drop and be eligible for enrollment/course fee refund:	Sunday, September 2, 201
Last Day to Drop without a 'W' symbol:	Sunday, September 9, 201
Last Day to Drop with a 'W' symbol:	Sunday, November 18, 201
Last Day to Opt for Pass/No Pass:	Sunday, September 30, 20
First Census Date:	Monday, September 10, 20
Mid-Term Date:	10/15/2018 - 11/18/2018

Expectations

CIS 84.13 is a 3-unit course. We meet each week for 4 hours in the classroom spending one or more hours of outside work (reading, study, projects, etc.) for

Dropping the Class

If you decide to discontinue this course, it is your responsibility to officially drop from any class when that student's absences exceed ten percent (10%) of the strongly advised that if you need to miss more than one class/homework deadl 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 fi the course successfully. If you quit without officially dropping, you are still grad usually resulting in an "F" grade.**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 ir possible in case of emergency). Any absence without notifying me is unexcuse three unexcused absences may result in dismissal from class. After any absen getting class handouts from the class Web page and notes from a classmate. ` about when to turn in any assignments you missed.

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

Pass-NoPass (P/NP)

You may take this class P/NP. You must decide before the deadline, and add th file the P/NP form with Admissions and Records. With a grade of C or better, y

You must file for the P/NP option by [date]. Once you decide to go for P/NP, yo
letter grade. If you are taking this course as part of a certificate program, you c
P/NP. Check with a counselor to be sure.

Instructor Announcements and Q&A Forum

The instructor will post announcements on the "Instructor Announcements" pag
semester. Canvas notifies students according to their preferred Notification Pre

Late Policy

All assignments are due at midnight PST on the due date. A late submission w
Submissions more than one week late are not accepted without prior arrangem

Grading Policy

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

Grades will be based on the total percentage of points earned during the cours

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

Exams

[There will be online midterm and final exams. The material comes
lectures and supplemental materials. If any exam is missed, a zero
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 othe
time, listening actively, and by being polite even when we disagree with anothe
all electronic devices. If you use a laptop for note taking, please sit in the front
food in class please.

Students who register in SRJC classes are required to abide by the SRJC Stud
Violation of the Standards is basis for referral to the Vice President of Student
class or from the College. See the **Student Code of Conduct page
(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 cor
dishonesty and result in a grade of 0 for that test or assignment. Students are
information and ideas, but not their work. See these links on Plagiarism:
**SRJC Writing Center Lessons on avoiding plagiarism
(http://srjcwritingcenter.com/research/plagiarism/plagiarism.html)**
SRJC's statement on Academic Integrity   **(http://www.santarosa.edu/polma**

Emergency Evacuation Plan

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

Special Needs

If you need disability related accommodations for this class, such as a note tak special furniture, etc., please provide the Authorization for Academic Accomme Disability Resources Department (DRD) to the instructor as soon as possible. ` instructor privately during office hours about your accommodations. If you have 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-crea should contact their instructor as soon as possible if they find that they cannot Students with disabilities who believe they need accommodations in this class Disability Resources (527-4278).

Course Summary:

Date	Details
Thu Aug 30, 2018	📝 **Check-In Discussion** (https://canvas.santarosa.edu/courses/33744/assignm 📝 **Computer Tear down and Inventory** (https://canvas.santarosa.edu/courses/33744/assignm 📝 **Windows 10 Network Install** (https://canvas.santarosa.edu/courses/33744/assignm
Thu Sep 6, 2018	📝 **Project 1: Interview with IT Support Technician** (https://canvas.santarosa.edu/courses/33744/assignm
Thu Sep 13, 2018	📝 **IT Support Resume and Cover Letter** (https://canvas.santarosa.edu/courses/33744/assignm 📝 **Project 2—IT Technician Job Search** (https://canvas.santarosa.edu/courses/33744/assignm
Thu Sep 20, 2018	📝 **Upload IT Support Midterm** (https://canvas.santarosa.edu/courses/33744/assignm 📝 **Project 3: Communication Styles and Personality** (https://canvas.santarosa.edu/courses/33744/assignm
Thu Oct 4, 2018	📝 **Project 4—Writing For End Users** (https://canvas.santarosa.edu/courses/33744/assignm
Thu Oct 25, 2018	📝 **IT Support Midterm** (https://canvas.santarosa.edu/courses/33744/assignm
Thu Nov 15, 2018	📝 **Project 7: Network Diagram** (https://canvas.santarosa.edu/courses/33744/assignm

Date	Details
Thu Nov 22, 2018	📝 **Scope Statement** **(https://canvas.santarosa.edu/courses/33744/assignm**
Thu Dec 13, 2018	📝 **Project 8 — Evaluating Software and Hardware P** **(https://canvas.santarosa.edu/courses/33744/assignm**
	📝 **Incident Management Workflow** **(https://canvas.santarosa.edu/courses/33744/assignm**
	📝 **Final Project- Self Assesment** **(https://canvas.santarosa.edu/courses/33744/assignm**
	📝 **Project 5 - Troubleshooting Flowchart** **(https://canvas.santarosa.edu/courses/33744/assignm**
	📝 **Projects (https://canvas.santarosa.edu/courses/33744**
	📝 **Roll Call Attendance** **(https://canvas.santarosa.edu/courses/33744/assignm**