Nashville State Community College
Computer and Engineering Technologies Division
Computer Technology

Master Course Syllabus

CPT 1010 User Support/Help Desk
3 Credits
3 Class Hours
An introduction to the role of computer technology in support of business processes and procedures. Concepts include computer user support, customer service skills, troubleshooting skills, common support problems, help desk operation and management, common help desk tools and procedures, and basic hardware and software installation and maintenance.

Prerequisite(s): Level 2 placement in English and Reading

Instructor Information:
Name:
Email:
Office Phone:
Office Location:
Office Hours:

Textbook and Other Materials:
ISBN 9781285852683

Reference Materials: None
Supplies: None

Course Outcomes:
Upon successful completion of this course, students should be able to:
• Predict why end users need help, contrast types of assistance provided, and explain how written, verbal and non-verbal communication is essential.
• Describe knowledge, skills and abilities needed by an effective user support technician as well as contrast multi-level helpdesk support models.
• Discuss common hardware and software tools and techniques employed when troubleshooting issues.
• Formulate incident management strategies and prepare information technology policies for managing support client interactions.
• Plan computer facilities management tasks for support personnel.
• Relate computer product evaluation and user needs analysis as help desk operation tasks required for establishing standards.
Course Assessments:
The following performance assessments will be used to demonstrate students’ understanding, knowledge and skills:
• Students will perform as team members in the completion of case project exercises that require individual contributions to the team’s solution. Criteria for performance will be based on established criteria that include all necessary components used in the solution of the exercise, as detailed in the grading policy below.
• Students’ ability to ask and respond to questions will be measured through a series of assigned hands-on and productivity tasks completed both individually and in teams within required specifications. Criteria for evaluation of performance will include accurate and efficient application of technical skills and knowledge as well as appropriate behaviors and attitudes. For example, students will be observed to determine the degree to which they ask relevant questions, remain open to ideas, think critically, adapt what they know to new information, approach work with inventiveness and enthusiasm, use precise language when communicating, set and meet deadlines, and so on. Students will participate in scenarios; an observation tool (checklist or matrix) will be used to document findings. Team productivity grades will result from these observations.

Grading Policy
• Hands-on projects assigned to individuals and case projects for team work will have an assigned deadline.
• No points are given for projects turned in after the assigned deadline (unless prior arrangements have been made).
• Students are expected to do their own work on assigned individual exercises & to work cooperatively with teams.

Grading Scale:
Grades will be determined as follows (Average = Total points earned / Total points):

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<thead>
<tr>
<th>Grade</th>
<th>Average</th>
<th>Points</th>
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<tbody>
<tr>
<td>A</td>
<td>90 - 100</td>
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<tr>
<td>B</td>
<td>80 - 89</td>
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<tr>
<td>C</td>
<td>70 - 79</td>
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<tr>
<td>D</td>
<td>60 – 69</td>
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</tbody>
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Attendance Policy
A student is expected to attend all scheduled classes and laboratories. Each instructor will formulate an attendance policy and provide it on the course syllabus. Absences are counted from the first scheduled meeting of the class, and it is the responsibility of each student to know the attendance policy of each instructor in whose class he/she is enrolled. If a student is absent from a class, he/she should give an advanced explanation to the instructor. Absences in a course may affect a student’s final grade. The student is responsible for all assigned work in the course regardless of excused or unexcused absences. Tardiness may also affect a student’s final grade. Failure to attend class will result in a final course grade of “FA” or “FN” (see explanation below) depending on the individual instructor's course policy.
FA= failure, attendance-related (unofficial withdrawal) Last recorded date of attendance required.
FN= failure, never attended class (unofficial withdrawal)

**Student Communication Channels**

It is the student’s responsibility to check D2L and MyNSCC email on a regular basis. These are the official communication channels between the college and students. Students are responsible for the information communicated through those channels. D2L contains specific course information and MyNSCC contains information important for other purposes.

**Early Warning System**

Nashville State Community College has implemented an Early Warning System to notify students via e-mail about academic problems such as poor classroom attendance, poor performance on assignments/tests, poor communication skills, late/missing assignments, and/or lack of classroom participation. Please note that Early Warning Alerts do not affect a student’s academic standing.

**ADA Compliance Statement**

Nashville State complies with the Americans with Disabilities Act. Please contact the Access Services Coordinators at 615-353-3721 or 615-353-3741 if you would like to arrange ADA accommodations.

**Classroom Misconduct**

Nashville State Community College has a zero tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary sanctions. Please consult your Student Handbook for more specific details.

The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity. He/she can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or in conduct which violates the general rules and regulations of the College.

Disruptive behavior in the classroom may be defined as, but is not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), the continued use of any electronic or other noise or light emitting device which disturbs others (e.g., disturbing noises from beepers, cell phones, palm pilots, lap-top computers, games, etc.).

Please be aware that children are not allowed in class or unattended on campus.

**Academic Dishonesty (Honor Code)**

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. “Plagiarism may result from: (1) failing to cite quotations and borrowed ideas, (2) failing to enclose borrowed language in quotation marks, and (3) failing to put summaries and paraphrases in your own words (A Writer’s Reference 331). Academic dishonesty may be defined as, but is not limited to, intentionally trying to deceive by claiming credit for the work of another person, using information from a web page or source without citing the reference, fraudulently using someone else’s work on an exam, paper, or assignment, recycling your own
work from another course, purchasing papers or materials from another source and presenting
them as your own, attempting to obtain exams/materials/assignments in advance of the date of
administration by the instructor, impersonating someone else in a testing situation, providing
confidential test information to someone else, submitting the same assignment in two different
classes without requesting both instructor’s permission, allowing someone else to copy or use
your work, using someone else’s work to complete your own, altering documents, transcripts or
grades, and forging a faculty/staff member’s signature.
In addition to other possible disciplinary sanctions that may be imposed through regular college
procedures as a result of academic dishonesty the instructor has the authority to assign an “F”
or a “Zero” for the exercise, paper, or examination or to assign an “F” for the course. Students
may appeal through the appropriate college grade appeal procedures.

Inclement Weather Policy
In the event of an inclement weather event, check the Nashville State web site home page at
www.nscc.edu for announcements on campus closures. Campus closures will also be
announced on local television stations (channels 2, 4, 5, and 17).
When classes are cancelled, an online assignment will be posted in NS Online. Check your NS
Online email for a message from your instructor regarding your online assignment requirements.
Even though classes may be cancelled, some areas, i.e. Testing Center, may be open.
However, you should check before commuting to campus.
The Vice President for Academic Affairs and the Director of Security are responsible for
cancellation decisions during an inclement weather event for the Nashville State main campus
and the Southeast campus. Cookeville, Waverly, and Dickson Campus Directors will make class
cancellation decisions based on conditions in their respective areas. Decisions about class
cancellations are based on actual conditions, not forecasts. The perspective used for making
decisions is that of the college as an employer, not as a K-12 institution. Students should use
their own best judgment in determining whether to report to campus during inclement weather
when classes are not cancelled.

NOTE: This syllabus is meant simply as a guide and overview of the course. Some items are
subject to change or may be revised at the instructor’s discretion. Each instructor will further
clarify their criteria for grading, classroom procedures, attendance, exams and dates, etc. on
his/her course syllabus.