



WACO, TEXAS

PERSONAL COMPUTER HELP DESK SUPPORT
ITSC 2339
COURSE SYLLABUS

REVISED: 09-10

PERSONAL COMPUTER HELP DESK SUPPORT

ITSC 2339

Course Description:

Covers diagnosis and solution of user hardware and software related problems with on-the-job projects in either a Help Desk Lab or in short-term assignments for local businesses. Students will establish rapport with users in problem-solving situations; analyze user problems and lead them through solutions; maintain problem logs; and formulate problem-solving methodologies. This is a Capstone course that will integrate skills and knowledge from previous courses. This course should be taken in the last spring semester before graduation. Semester Hours 3 (2 lec/2 lab)

Prerequisites and/or Corequisites:

Prerequisite: a high-level programming language and database course, or instructor consent. Advanced standing required. This is a capstone course and should be taken in the last spring semester before the student graduates. The student will integrate knowledge from lower level courses into this capstone course in order to develop solutions to problems.

Required Text & Material:

HELP DESK CONCEPTS, Knapp, Donna, Course Technology, 2nd edition, 2010, ISBN#0-7600-7150-0

1 – 1 GB USB Flash Drive

Course Objectives and/or Competencies:

- A. Course Objectives: This course will teach the student how to work in a help desk environment. The student will learn the processes and procedures currently used in help desks. Team work and customer service approaches are emphasized. The students will examine the technology being used as a tool in help desks. Creative, critical and analytical thinking skills will be practiced.
- B. Course Competencies: Upon successful completion of the course, the student will be able to:
1. Effectively use a basic computer and help desk vocabulary.
 2. Solve problems by analyzing them, reducing them to logical units and creating solutions.
 3. Create documentation to track the help desk incidents and the problem solving

process.

4. List and/or carry out the procedures of the major help desk processes.
5. Design procedural tools for problem solving and produce documentation.
6. Analyze pre-written solutions and documentation, and create original structured solutions to problems and document.
7. Be able to track an incident and explain the advantages of tracking
8. Produce FAQs, notices and other written instructions for users.
9. Explain common business concepts.
10. Interpret, modify and complete written communications that were created by someone else.
11. Apply guidelines and instructions to real life situations.
12. Complete individual assignments on schedule, and collaborate on exercises in small groups.

C. Evaluation

1. Written objective and/or subjective exams
2. Help Desk lab experiences
3. Lab assignments
4. Teamwork and interpersonal skills
5. Class discussion and participation
6. Ethics and work habits

MCC Attendance Policy:

Regular and punctual attendance is expected of all students, and each instructor will maintain a complete record of attendance for the entire length of each course, including online and hybrid courses. Students will be counted absent from class meetings missed, beginning with the first official day of classes. Students, whether present or absent, are responsible for all material presented or assigned for a course and will be held accountable for such materials in the determination of course grades. In the case of online and hybrid courses, attendance will be determined in terms of participation, as described in the course syllabus.

Absence from 25 percent of scheduled lecture and/or laboratory meetings will be taken as evidence that a student does not intend to complete the course, and the student will be withdrawn from the course with a grade of W. The instructor may reinstate the student if satisfied that the student will resume regular attendance and will complete the course. If the student's 25 percent absences are reached after the official drop date, the instructor may assign a W, if the student is passing and requests to be withdrawn. However, if a student who is not passing reaches the 25 percent point after the official drop date, the student will receive an F. In extenuating circumstances, the instructor may assign a W to a student who is not passing.

Each absence will count toward attendance requirements in each course.

Students will be permitted to make up class work and assignments missed due to absences caused by (1) authorized participation in official College functions, (2) personal illness, (3) an illness or a death in the immediate family, or (4) the observance of a religious holy day. Also, the instructor has the prerogative of determining whether a student may make up work missed due to absences for other reasons. It is the student's responsibility to inform the instructor of the reason for an absence and to do so in a timely fashion.

Student Absences on Religious Holy Days

McLennan Community College shall excuse a student from attending classes or other required activities including examinations for the observance of a religious holy day, including travel for that purpose. Students are required to file a written request with each instructor for an excused absence. A student whose absence is excused for this observance may not be penalized for that absence and shall be allowed to take an examination or complete an assignment from which the student is excused within a reasonable time after the absence. Religious holy day means a holy day observed by a religion whose places of worship are exempt from property taxation under the Texas Tax Code. McLennan Community College may not excuse absences for religious holy days which may interfere with patient care.

Note: Students interested in seeing the class attendance policy in its entirety should check the Highlander Guide or the MCC policy manual.

ADA Statement:

In accordance with the requirements of the Americans with Disabilities Act (ADA), and the regulations published by the United States Department of Justice 28 C.F.R. 35.107(a), MCC's designated ADA co-coordinators, Mr. Gene Gooch - Vice President, Finance and Administration and Dr. Santos Martinez – Vice President, Student Services shall be responsible for coordinating the College's efforts to comply with and carry out its responsibilities under ADA. Students with disabilities requiring physical, classroom, or testing accommodations should contact Mr. Marcus Sweatt, Disabilities Specialist, at 299-8122 or msweatt@mclennan.edu.

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Course Competencies	Workplace Competencies																		Foundation Skills																					
	Resources				Interpersonal					Information				Systems			Technology			Basic Skills					Thinking Skills					Personal Qualities										
	A	B	C	D	A	B	C	D	E	F	A	B	C	D	A	B	C	A	B	C	A	B	C	D	E	A	B	C	D	E	F	A	B	C	D	E				
Effectively use a basic computer and help desk vocabulary.											X																													
Solve problems by analyzing them, reducing them to logical units and creating solutions.																											X	X	X	X										
Create documentation to track the help desk incidents and the problem solving process.											X	X	X																											
List and/or carry out the procedures of the major help desk processes.														X				X	X																					
Design procedural tools for problem solving and produce a documentation.	X																	X	X																					
Analyze pre-written solutions and documentation, and create original structured solutions to problems and document.																		X	X																					

