



154-127-2Z1A Intro to IT Troubleshooting

Fall 2017 Syllabus

Instructor Information

Instructor: Wendy Klemp
Office: North Building E221
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Office Hours: M 5:00pm – 5:30pm
T 5:00pm – 5:30pm
W 10:10am – 2:00pm
TH 5:00pm – 5:30pm
F _____
S _____

Course Information

Key Dates: Class Day/Time: Monday, Tuesday, and Thursday
9:20am – 11:20am and 12:00pm – 3:00pm
Start/End Date: 10/09/17 – 10/26/17
Financial Aid Census Date:
Last Day for Students to Drop: 10/10/17
Instructor Drop Period: 10/11/17 – 10/17/17
Midterm Grade Date: 10/20/17
Last Date for Students to Withdraw: 10/23/17

See the *Gateway Student Handbook* ([PDF](#)) for details about how the financial aid census date, student drops, instructor drops, and student withdrawals affect financial aid and potential refunds.

Check-in: To check in to class prior to the Financial Aid Census Date and to acknowledge understanding of the syllabus, students must go to Blackboard and post a reply to the Syllabus Review Discussion Board post indicating they have read and understand the requirements of this course.

To maintain enrollment in the course, students must maintain communication with instructor and complete the required assignments.

Description: This course introduces the student to the process of basic troubleshooting of computing problems. Topics covered will include: computer-based concepts of problem-solving, structured diagnosis and resolution techniques, and professional communication practices. Enrolled students acquire basic IT customer support skills as they begin their journey to becoming an IT support technician.

Competencies: The following competencies are promoted and assessed in this course:

- Analyze the elements of successful customer support.
- Explore help desk operations.
- Analyze help desk technology tools.

- ❑ Evaluate common support problems and possible solutions.
- ❑ Use professional communication to achieve desired outcomes.
- ❑ Develop end user training.

Credits: 2

Prerequisites: None

Corequisites: None

Textbook: Beisse, F. (2015) *Customer User Support for Help Desk and Support Specialists 6th Ed.*
ISBN: 978-1-285-85268-3

Materials: Note taking materials and a USB drive.

Core Abilities: Gateway Technical College believes students need both technical knowledge and skills and core abilities in order to succeed in a career and in life. The following nine core abilities are the general attitudes and skills promoted and assessed in all Gateway programs:

- ❑ Act responsibly
- ❑ Communicate clearly and effectively
- ❑ Demonstrate essential computer skills
- ❑ Demonstrate essential mathematical skills
- ❑ Develop job-seeking skills
- ❑ Respect self and others as members of a diverse society
- ❑ Think critically and creatively
- ❑ Work cooperatively
- ❑ Value learning

Grading

An understanding of the grading guidelines is critical to the successful completion of this course. Please read carefully, and contact the instructor if you have any questions.

Final Grades: Final grades will be calculated based on the following:

- ❑ Attendance/Classroom Participation = 100 points
- ❑ Homework/Lab Assignments = 500 points.
- ❑ Tests = 300 points.
- ❑ Total = 900 points.

1. **Homework/Lab Assignments:** Homework/Lab assignments will be submitted via Blackboard. Students must make sure they complete all parts of the assignment or it will be reflected in a lower grade.
2. **Tests:** All tests for this class will be closed book, closed notes and taken through Blackboard. As a rule, all tests will be taken in class during lab time. The tests are multiple choice and true/false with an occasional fill-in-the-blank.
3. **In-class Participation:** Employers are interested in people who show up and are reliable. In this class you get credit for that quality. Students are strongly encouraged to participate for the entire

class. For each time we meet, there will be a sign-in sheet distributed. That is the official record of your attendance so be sure to sign it.

Late Work: We all can have a bad day or forget to do an assignment. You may turn in 1 assignment per semester without suffering a late penalty. Please contact your instructor to discuss the missing assignment and negotiate a new deadline.

Participation: Your participation is important! You are a vital resource with unique experience and perspective. Thoughtful "discussion" cannot occur without your participation. Since interaction is intended to provide information, stimulation and inspiration, it is a component of your semester grade. Participation will be monitored by your involvement in class or discussion boards each week.

Your success in the course depends greatly on your presence in class. Attendance means "being here" mentally as well as physically. During the course of the program, you will be expected to be in attendance just as you would be on a job-both physically and mentally. Please remember that often times what happens in the classroom is a unique learning experience that cannot be duplicated just by getting the notes for the day or by reading a textbook. Should you find yourself ill or in extenuating circumstances that prevent you from being in class, you are still responsible for doing the work for that day. It is your responsibility to contact me to get any required work or turn in any work that was due.

Grading Scale: The following grading scale is used in this class:

Grade	Percentage	Grade	Percentage
A	94 – 100	C	74 – 76
A-	90 – 93	C-	70 – 73
B+	87 – 89	D+	67 – 69
B	84 – 86	D	64 – 66
B-	80 – 83	D-	60 – 63
C+	77 – 79	F	< 60

Note: Students in the Computer Support Specialist program must earn a "C" or higher in the class or retake it.

Incompletes: An incomplete grade is given only in extenuating circumstances. To request an incomplete grade, a student must have already completed 80% of coursework and have a passing grade at the time of the request. The instructor and student will come up with a plan and timetable when unfinished work will be due. The incomplete grade can hold up a student's financial aid for the next semester, resulting in financial aid probation until the course is completed and a final grade is given.

Midterm: Midterm grades will be posted by the course instructor and available via WebAdvisor approximately seven weeks into the semester. Midterm grades are a snapshot of your grade on the date the midterm grade is entered. Midterm grades do not appear on your transcript and are not calculated into your GPA. Instructor progress comments may also be provided via WebAdvisor and/or via email.

Policies and Procedures

The following policies will be followed in this class. Additional college policies can be found in the *Gateway Student Handbook*. Printed and PDF copies of the handbook are available in the bookstore and on Gateway's website (www.gtc.edu), respectively.

Class Policies:

- ❑ All assignments are due at the beginning of class
- ❑ Assignments have a 5 day window for accepting late assignments, resulting in a 25% reduction.
- ❑ Assignments will receive a zero grade past the grace period.
- ❑ No assignments will be accepted beyond the last day of class.

DSS: https://docs.google.com/a/gtc.edu/document/d/1PUrtz2KaywbGZXPV9xvQy41_ZRRO0xikQLRF4oc01BA/edit?usp=drive_web

Students with disabilities who believe they may need reasonable accommodations in this class are encouraged to contact the **Disability Support Services office on their campus** as soon as possible to ensure that such accommodations are implemented in a timely fashion.

Disability Support Services (DSS) offers a variety of accommodations and support services to assist students in their academic success. However, accommodations are not retroactive and course standards will not be lowered, therefore, students are encouraged to connect with the staff early.

Disability Support Services Instructors		
Burlington/Elkhorn	Kenosha	Racine
Learning Success Center North Building, 208 (262) 741-8020	Learning Success Center Academic Building, A111 (262) 564-2006	Learning Success Center Lake Building, L100 (262) 619-6216
Sue Stokes-Nelson stokes-nelsons@gtc.edu (262) 741-8420	Dawn Kaiser kaiserd@gtc.edu (262) 564-2570	Pam Herr herrp@gtc.edu (262) 619-6520
Patty Nesheim nesheimp@gtc.edu (262) 767-5342	Barbara Yousefian yousefianb@gtc.edu (262) 564-2448	Beth Mulhollon mulhollone@gtc.edu (262) 619-6478
Deaf/Hard of Hearing Services		
Lisa Sadowski (District-Wide) sadowskil@gtc.edu , 262.564.2564 (voice), 262.960.1931 (text) Wisconsin Relay System: 711		

Title IX/Sexual Misconduct:

Gateway Technical College seeks to provide a nondiscriminatory environment that is free of bias, discrimination, and harassment. If you have been a victim of sexual harassment,

sexual misconduct, or sexual assault, we encourage you to make a report. If you report to a faculty member, she or he must notify Gateway's Title IX Office about the basic facts of the incident (you may choose whether you want to identify anyone involved by name). You may also make a confidential report to Gateway's Student Support Counselor. For more information about Title IX or sexual misconduct, as well as your options, please visit gtc.edu/TitleIX

Parenting and Pregnant Students:

Gateway Technical College does not discriminate against any student on the basis of pregnancy or related conditions. Pregnant and parenting students are eligible for protection and accommodation under Title IX. Absences due to medical conditions relating to pregnancy will be excused for as long as deemed medically necessary by the student's doctor and student will be given the opportunity to make up missing work. Students who are pregnant or parenting after pregnancy can receive accommodations by contacting a Disability Support Services Instructor from Disability Support Services located in the Learning Success Center. More information is available at gtc.edu/TitleIX

Due Process: If you have an issue with the class, instructor, or grades, please follow the Student Due Process Rights outlined in the *Gateway Student Handbook* ([PDF](#)).

Internet Use: The Internet and social networking sites, including but not limited to Twitter, YouTube, and Facebook, are not controlled by Gateway Technical College. While there can be educational value to these sites, there is potential for offensive language, adult content and situations. If you have concerns, please talk with your instructor.

Pandemic: Should there be a public health pandemic emergency, students are responsible for the following:

- Being prepared and able to adapt if there is an unplanned absence (pandemic emergency). Students should be present when classes are in session and manage their time so that they can complete assignments and assessments on or before the date they are due.
- Completing work missed due to an absence within the time frame determined by the instructor.
- Participating in an alternative delivery method of instruction as determined by the instructor. The alternative delivery method that will be used for this course is Internet (Blackboard).

Responsibility: The Gateway District recognizes that in order to operate a meaningful educational program and a safe environment for students and staff, the Student Code of Conduct in the *Gateway Student Handbook* ([PDF](#)) will be followed. The Gateway District believes every student has the right to pursue an education free from disruption, harassment, illegal activities, threats, or danger. Every student is expected to comply with the standards set and to be familiar with all the rules, regulations, and policies of Gateway Technical College. On a daily basis, any student or group of students may be denied access to the classroom upon the instructor's determination that their behavior impedes student learning, the health and safety of peers, self, or the staff. The instructor will notify the student(s) of their denied access. The dean of campus affairs will also be notified by the end of the working day.

The District further believes that academic honesty and integrity are fundamental to the educational mission of this College. Dishonesty, which includes, but is not limited to, knowingly furnishing false information to the College, plagiarism, or any form of cheating, will be punished. For a first violation, the instructor will issue an "F" for the assignment or exam. For a second violation, the instructor will issue an "F" for the course. All violations will be reported to the dean of campus affairs or designee, who will follow the discipline procedure in the *Gateway Student Handbook* ([PDF](#)).

Student Support: Gateway offers a variety of free support services and support programs to help students succeed in their studies. Services include tutoring, supplemental instruction, and disability support services in the Learning Success Center. Programs include the Learning Success Coaching, Multicultural Program, Non-Traditional Occupations Program, StepUp Program, and TRiO Support Services. For details, see the "Services for Students" section of the *Gateway Student Handbook* ([PDF](#)).

Tech. Support: If there is a technology problem, please contact the instructor or the Gateway Technology Support Center by doing the following:

- entering a support request on the ticketing system at <https://support.gtc.edu>
- telephoning 1.262.564.3695 or 1.800.353.3153

Maxient/Incident Report Please use this link to access the incident reporting [form](#)

Course Schedule

The schedule may change to promote learning.

<i>Week</i>	<i>Chapter / Topic</i>	<i>Homework and Notes</i>
1 October 9 th	Introductions Email Blackboard WebAdvisor Syllabus Review Discuss course layout	All homework and due dates will be posted on the Blackboard site.
	Chapter 1- Introduction to Computer User Support	Discussion Questions: 1-7 Hands-On Activities: 1-2 and 1-9, Case Project 2
	Chapter 2 – Customer Service Skills for User Support Agents	Discussion Questions: 1-7 Hands-On Activities: 2-4 and 2-6 Case Project 1
	Chapter 3 – Writing for End Users	Discussion Questions: 1-6 Hands-On Activities: 3-1 and 3-2 (Include your partner's answers on your homework)

2 October 16 th	Test Day	Test 1 on Chapters 1, 2, and 3
	Chapter 4 – Skills for Troubleshooting Computer Problems	Discussion Questions: 1-8 Hands-On Activities: 4-2 and 4-7
	Chapter 5 – Common Support Problems	Discussion Questions: 1-7 Hands-On Activities: 5-3 and 5-5
October 23 rd	Test Day	Test 2 on Chapters 4 and 5
	Chapter 6 – Help Desk Operation	Discussion Questions: 1-7 Hands-On Activities: 6-3, 6-5 and 6-8
	Chapter 7 – User Support Management	Discussion Questions: 1-6 Hands-On Activities: 7-3, 7-8 and 7-9
	Chapter 11 – Training Computer Users	Discussion Questions: 1-7 Hands-On Activities: 11-2, 11-5 and 11-8
	Test Day	Test 3 on Chapters 6, 7 and 11.