

Mid-State Technical College

Course Syllabus	Course Title IT Customer Support	
	Course Number 154-101	
	Credits 2	
Class Meeting Information:	8:00 – 9:50 F Fall 2007	Room A234

Textbook <i>Reading material will be supplied</i>	Instructor Herb Kronholm Wisconsin Rapids Business Office Office Phone: 422-5366 E-Mail: herb.kronholm@mstc.edu
Course Prerequisites - Windows Operating System (103-102) and Written Communication (809-95)	
Required Student Materials Notebook Pen/Pencil	

Course Description Students will develop skills for serving the needs of computer system customers as well as documenting systems and procedures and training users.
Major Course Competencies
Customer Service: <ol style="list-style-type: none">1. Communicate professionally with peers, customers and vendors2. Describe types of customers and ways to interact with them appropriately3. Describe characteristics of effective customer service4. Assist in the selection of products and services
Documentation: <ol style="list-style-type: none">5. Prepare written communication at a receiver's level of understanding6. Develop and use documentation standards7. Develop, document and test a disaster recovery and business resumption plan
Training: <ol style="list-style-type: none">8. Develop and deliver a training session and documentation

Student Assignments/Responsibilities:

You will be required to participate in a mandatory Training Workshop. The purpose of the workshop will be to train actual users and develop the corresponding user documentation.

Participation in class lecture/discussion is encouraged and expected. Please ask questions! Class meetings will consist of lecture and lab. Reading may be assigned for the upcoming class meetings.

You will receive a variety of assessment including: individual and group assignments, reports, technical writing project, small group training activity and a subjective performance evaluation.

An assignment is late if it is not turned in at the beginning of class on the assignment due date. Late assignments turned in the **same day** they are due will result in an **additional 10% deduction** in points. I will grant a **one-time, one day**, late exemption for assignments and programs, which will automatically be applied as needed. Any other late assignments or programs (turned in after the due date) will **only be worth a maximum of 75%**. Any assignment which is **more than 1 week late** will only be worth **0%**. All assignments and programs must be **submitted within 1 weeks** of the due date. Failure to submit late assignments can result in being dropped from the course.

If you are asked to resubmit an assignment, the maximum grade on the resubmitted work is 75% and it must be turned in within 1 week of instructor notification or you will be dropped from the course.

All assignments must be completed in order for you to pass the course.

MSTC Academic Honesty Standards:

The Mid-State Technical College Board, administration, faculty, and staff believe that academic honesty and integrity are fundamental to the mission of higher education. All students are expected to maintain and promote the highest standards of personal honesty and professional integrity. These standards apply to all examinations, assigned work, and projects. Therefore, a student who is found to have been dishonest, fraudulent, or deceptive in the completion of work or is willing to help others to be so or who is found to have plagiarized (presented the work of others as his or her own) is subject to disciplinary action up to and including suspension.

Course Grading:

Grades will be based on a combination of some (or all) of the following:

- Customer Service– Major Assignments (30%)
- Documentation and Technical Writing Projects (30%)
- Small Group Training Workshop and Activity (30%)
- Student performance appraisal – based on MSTC core abilities (10%)

Performance Evaluation Categories:

- Read applicable training documentation for understanding and implementation within class
- Research using web resources
- Contribute to team projects
- Present software training to classmates and others
- Work with a wide variety of people (classmates and end-users)
- Present yourself and the class in a professional manner at all times
- Attend class meetings to discuss current issues
- MSTC Core Abilities

In the professional world, your performance in the above areas is expected from the first day on the job. Should you fail to succeed in any one of these areas, it is difficult to regain your reputation. Ten percent of your grade will be based on your performance in these areas. I will assume from the beginning of the course that each of you have no problems in these areas. If problems arise throughout the semester, 2% will be lost for each incident (Up to a total of 10%)

All assignments must be completed to pass the class. Responsible class participation can influence border line grades.

The grading scale is as follows:

A	96 - 100%	B-	80 – 83%	D+	71 – 72%
A-	92 - 95%	C+	77 – 79%	D	69 – 70%
B+	88 - 91%	C	75 – 76%	D-	67 – 68%
B	84 - 87%	C-	73 – 74%	F	Below 67%

Course Attendance:

Students must attend class regularly and actively participate in all class activities. Attendance will be taken and will be reflected in your performance evaluation. An absence is defined as being absent, tardy, or doing non-class work during class. If you are not in class, you will miss important information, thereby affecting your grade. Class lectures will not be repeated and you must obtain lecture notes from a fellow student. It is your responsibility to make up any missed work. I expect students to come prepared for class. Do not work on other class work while in this class.

The MSTC Business Division does have a dismissal/suspension policy pertaining to excess absences. Excessive absences are defined as more than 10% of the total number of scheduled hours for a given class per semester.

Referrals:

Referrals to MSTC's Student Services may be made for inappropriate classroom conduct (including cheating), lack of academic progress or excessive absences. Disciplinary action, including being dropped from the course, will be taken for conduct issues.

Miscellaneous:

As a student in the IT program, you are expected to earn a C or above in all IT classes. You are here to learn. Please use every opportunity to do so. If you do not understand something, ask! Use your time wisely. I will make every attempt to create a classroom environment conducive to learning. If you have any suggestions for improvement, please let me know.

If you find that you are having trouble with this course and need to rely too heavily on other students for help, consider asking for a tutor. Tutors are paid to help you learn the material so that you can develop into a successful computer programmer without relying on others for their code. Please see me if you want a tutor. Don't wait until it's too late!

ADA Statement

If you know you have a recognized disability, or suspect that you might have one, it is your responsibility to identify yourself as soon as possible to the Disability Services staff in Student Services. Course standards will not be lowered but various kinds of accommodations are available to you. Adequate and reasonable time will be required to develop and provide appropriate accommodations, so contact Disability Services as soon as possible. It is MSTC's goal to assist you in your individual educational plan.

Core Abilities

In addition to the material required in this course, the course will also further develop your skills in the following MSTC *Core Abilities*:

- Act with integrity
- Apply technology to specific occupational tasks
- Learn effectively
- Manage self responsibly
- Work cooperatively
- Assure quality
- Communicate clearly and effectively
- Demonstrate effective critical and creative thinking