

Cabrillo College

Syllabus: CIS 103 (Section 56778) – Spring 2008

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Class Meetings: Wednesday 9:00 am – 1:15 pm

Office: Room 2552

Office Hours: W 8:30 -9:00

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Web: <http://www.cabrillo.edu/~gbrady>

Course Description

CIS 103 covers technical support skills for those seeking employment in the computer and information systems field. Topics include training in the various means of delivering technical support and tools for gathering, organizing and disseminating technical information. This course is for students considering career opportunities in the help desk and technical support fields. Hands-on activities provide practical experience with various concepts and skills needed on the job including soft skills and basic troubleshooting skills.

Course Format

Class sessions will include instructor-led presentations and discussions, collaborative exercises, interactive group work, Internet research, and hands-on lab exercises.

Course Book

There is no required book for this course.

Requirements/Prerequisites

CIS170 and CIS 172 or equivalent knowledge and skills are prerequisites for CIS 103. Students will need the knowledge and skills from both requisite courses to be successful in the class. Please contact the instructor for more information. Some skills and knowledge that will be helpful for success in CIS 103 are:

- Research skills
- Basic Internet and E-mail skills
- Ability to meet deadlines
- Basic written and oral communication skills
- Ability to work in teams
- Navigation of the Windows Operating Systems
- Basic Operating System and hardware maintenance

To be successful in the class you need to be prepared. Complete each week's work and reading assignments ahead of time. You are expected to attend all class sessions and participate actively in collaborative tasks. Do as many of the lab assignments as you need to do to feel comfortable with the material. If you feel overwhelmed or fall behind in the class, get help immediately. Many students benefit from studying/working in groups. Help each other. Please talk to me if you need help. If you have to miss class due to illness or other responsibilities, please contact me to make arrangements.

The amount of time you need to spend outside of class to be successful depends on your previous experience, your work habits, and your learning style. Completing the reading assignments is extremely important!

Grading Policy

By default, students will receive a letter grade (A – F) in this class. The class may be taken on a credit/no credit basis. The equivalent to the letter grades A, B or C will result in a credit, the equivalent to a D or F will result in a no credit, so students will need to turn in assignments and take exams. The credit/no credit option will not affect the grade point average. It will **NOT** be possible to change from a letter grade to a credit/no credit after the deadline. Please refer to the Cabrillo schedule of classes for the deadline date. Final course grades will be calculated according to the following weighting system:

Lab Exercises	50 points
Midterm	50 points
Final	50 points
Student Presentation	50 point

Final Grade	
100% – 90%	A
89% – 80%	B
79% – 70%	C
69% - 60%	D
59% and less	F

“Incomplete” Grade Policy

A grade of “I” can only be assigned if serious extenuating circumstances prevent you from completing the coursework by the deadlines. To request an “I”, you must have completed 75% of the required course work and you must make this request well in advance of the final day of classes. A grade of “I” is not automatic; it must be arranged by mutual agreement. In general, it should be removed before the start of the following semester. I very strongly discourage students from requesting an “Incomplete” grade.

Student Learning Outcomes

1. Provide effective technical assistance to end-users of computer hardware and software in one-to-one, face-to-face situations; in small group and short course format; via phone; via e-mail; and through written communications including technical memos, faxes, and webpage postings.
3. Analyze and solve problems related to computer hardware.
4. Analyze and solve problems related to computer software.
5. Troubleshoot operating system errors using online resources.
6. Explain (to users) and implement system administration commands.
7. Explain help desk concepts.
8. Produce effective technical documentation.
9. Troubleshoot computer software and hardware problems remotely.

Late Assignments

There will be a number of hands-on lab exercises to help you practice new skills and deepen your understanding of the material. You are responsible for getting all assignments from the class website at <http://www.cabrillo.edu/~gbrady>. Please print assignments out before coming to class if necessary. Paper copies will not be handed out. Late assignments can only be accepted due to illness, family emergency, or other legitimate reasons beyond your control. You need to let me know before the deadline if you need an extension due to an emergency. Assignments that are turned in late will receive a 10% point deduction for each day the assignment is overdue, unless you negotiated an extension in advance. Assignments submitted more than 7 days late cannot be accepted and receive a score of zero points.

Classroom Etiquette/Housekeeping

- Pagers and cell phones need to be turned off or set to vibrate mode during class.
- Please show courtesy to the class by restricting conversation to in-class topics.
- The computers in the classroom will remain powered down during lecture time unless otherwise specified.
- Please do not download anything unless asked to do so by your instructor.
- Respect other people in the classroom.

Passwords

You will have to keep track of a number of passwords. Please record them in the table below, so that you will be able to refer to your records when you need to use your password and cannot remember it. **NOTE:** In the "real world", you would not write down your password, because that would be a security violation.

Site	Username	Password
CTC (1400 building)/Campus		
WebCT		
Cabrillo College Server		
FTP Server		

The CTC/Campus network password will only be valid if you are using the computers on campus. It does not work in your classroom.

The password for the Cabrillo College Server is needed to download some homework assignments. This will work from on-campus or off-campus locations.

The WebCT account is needed for online quizzes, the midterm and final, and some homework assignments as well.

The FTP Server will be accessible from off-campus. This is the server we will use for file transfers at the end of the semester.

Drop

If you need to drop the class, it is your responsibility to take the required steps. Please do not assume that I will automatically drop you, if you stop coming to class. If a class is not dropped properly, you might receive an "F" on your transcript.

Special Needs

I encourage students with disabilities, including "invisible" disabilities such as chronic diseases, learning, and psychological disabilities, to explain their needs and appropriate accommodations to me during my office hour. Please bring a verification of your disability from the Learning Skills or DSP&S offices and a counselor or specialist's recommendations for accommodating your needs.

Students needing ***accommodations*** should contact the instructor ASAP. As required by the Americans with Disabilities Act (ADA), accommodations are provided to insure equal opportunity for students with verified disabilities. If you need assistance with an accommodation, please contact Disabled Student services, Room 810, 479-6379, or Learning Skills Program Room 1073, 479-6220 to make arrangements as soon as possible.