

Cabrillo College
Syllabus: CIS 103 (Section 75611) – Spring 2012

Gerlinde Brady Phone:
Class Meetings: Monday 9:00 am – 1:05 pm

831-477-5672
Room 2501

Office Hours Room 2552: M 8:00 -9:00, T 8:00 am – 9:00 am, W 8:00 am – 9:00 am, TH 8:30 am – 9:00 am

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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

Required: Beisse, Fred (2009). *A Guide to Computer User Support for Help Desk and Support Specialists*. (4th ed.). Boston: Thomson Course Technology. ISBN- 978-0-4958-0649-3

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
- File Management
- Time Management
- Self Responsibility

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. 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 (if possible prior to your absence) 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 all 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 Pass/No Pass 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 Pass/No Pass option will not affect the grade point average. It will **NOT** be possible to change from a letter grade to a Pass/No Pass 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	100 points (25%)
Reading Assignments/Quizzes	100 points (25%)
Midterm	100 points (25%)
Final Project/Student Presentation	100 points (25%)

“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 and “Incomplete” grade.

Student Learning Outcomes

- Analyze symptoms of host configuration errors.
- Solve novel hardware and software problems
- Create technical documentation for computer user training.

Late Assignments

There will be a number of hands-on assignments and quizzes to help you practice new skills and deepen your understanding of the material. You are responsible for getting all assignments from the from Blackboard (<http://cabrillo.blackboard.com>). Please print assignments out before coming to class if you prefer paper copies. 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. 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

- Please turn off cell phones during class.
- Please show courtesy to the class by restricting conversation to in-class topics.

- Please keep the computers in the classroom powered down during lecture time unless otherwise specified.
- Please do not download anything to the classroom computers without checking with your instructor first.

Passwords

You will have to keep track of your user name and passwords. Please write these down, 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.

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. You can drop courses from Webadvisor.

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.