

Southern Arkansas University Tech
P.O. Box 3499 ~ Camden, AR 71711 ~ 870-574-4453
www.sautech.edu

Online Course Information Sheet

Course Number: CS2264

Course Title: Enterprise Support Technician

Course Description: This course focuses on key information and skills for user support professionals, including troubleshooting and problem solving, successful communication with clients, determining a client's needs, and training end users. Instruction includes but is not limited to components of successful support; ticket processing and documentation; evaluation of cause and solution; performance management methods; asset management and security policies; and communication skills.

Instructor Name: Jill McCollum

Instructor Bio: Master of Science in Education from UCA; Bachelor of Science in Education from SAU; Cisco Certified Academy Instructor; Cisco Certified Network Associate (CCNA); 20+ years teaching Business and Computer Technology

Prerequisite: None

Textbook Title: *A Guide to Computer User Support for Help Desk and Support Specialists, 4th Edition*, Fred Beisse, Course Technology Cengage Learning. ISBN# 978-0-495-80649-3

Learning Outcomes: Upon successful completion of this course the student will achieve a minimum 70% proficiency on the following course outcomes:

1. Identify Customer Service Skills
2. Troubleshoot Common Support Problems
3. Help Desk Management
4. Evaluate Products and Support Standards
5. Assess End-User Needs
6. Train and Write for End-Users

Teaching Methodology, including description of interaction between student and instructor: Students are required to read the textbook materials, answer and respond to discussion questions, perform hands-on assignments, and take computer graded objective tests online. Students may post questions for the instructor on the Discussion Board or email in Black Board. Graded assignments will include comments about any imperfections.

Methods of Testing: Tests will be objective, formatted as True/False and multiple-choice. Tests are graded immediately upon submission by BlackBoard giving the student feedback.

Enrollment Procedures:

Non-degree seeking students applying for admission to SAU Tech must submit an application for admission, appropriate placement test scores or, if applicable, official college transcript(s) with proof of Composition I and Intermediate Algebra (having earned a letter grade of "C" or better).

Full-time degree seeking students and part-time degree seeking students applying for financial aid applying for admission to SAU Tech must submit an application for admission, appropriate placement test scores, immunization record (if born after 01/01/1957), high school transcript or GED scores, and official college transcript(s), if applicable. (Note: Part-time students not applying for financial aid do not have to submit immunization record.)

Students are responsible for all tuition and fees at the time of registration. Students must officially drop by written notice or in person in order to reduce their balance owed. If students never attend class, he/she will still be assessed partial tuition and full student processing fees, unless completely he/she completely withdraws during the 100% refund period.

In order for a student to drop a class, he/she must complete a drop form or send written request to his/her advisor. A \$10 add/drop fee is assessed for adds/drops that take place after classes start.

Special Enrollment Issues (specialized software or equipment, access to a particular network, or similar requirements): The textbook provides HelpSTAR Help Desk Software and a trial version of Microsoft Office Project 2007 that must be installed for use in assignments. The software is free with the purchase of the textbook.

Special Attendance Requirements (student contact with instructor, proctored examinations, etc.):

The final exam must be taken at an approved proctor site. Students should not fall more than two weeks behind on assignments and should contact the instructor if there is a problem. There will be a Midterm Deadline and a Two-Week Deadline.

Access to Learning Resources:

Students will receive all required discussion materials through the Internet, links to texts, and the electronic mail with Blackboard. Students will be required to purchase the course textbook, if applicable, and Learning Resource Center access is encouraged but not required to be successful. Textbooks can be ordered online. The Bookstore number is (870) 574-4510. The Library number is (870) 574-4518.

Other Considerations (writing ability, assignments/projects, time considerations, etc.):

Students will need Internet access, Microsoft Word, Adobe Acrobat Reader, and the ability to send and receive e-mail attachments using the e-mail within Blackboard.