



Southern Arkansas University Tech  
P.O. Box 3499 – Camden, AR 71711  
870.574.4453 or 870.574.4586  
[www.sautech.edu](http://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:** 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 Information:** Beisse, F. (2010). *A guide to computer user support for help desk & support specialists* (4th ed.). Boston, MA: Course Technology.

**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

**On-Campus Requirement:** The final exam must be taken at an approved proctor site. Visit the college website at [www.sautech.edu](http://www.sautech.edu) for detailed information.

**Modes of Interaction:** 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 Assessment:** 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:**

SAU Tech is an open admissions college; however, we have several items that you must provide in order to be admitted:

- Submit application for admission.
- Submit a high school transcript or GED, and official college transcripts from all previously attended colleges (if applicable).
- Provide proof of two immunizations against measles, mumps and rubella.
- Take a placement test. Students enrolling must submit ACT, SAT, ASSET or COMPASS scores. Students can take the ASSET or COMPASS test at SAU Tech.

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 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 drop fee is assessed for drops that take place after the registration period ends.

**Admissions Office Website:** <http://www.sautech.edu/studentResources/admissions.aspx>

**Course Registration Website:** <http://www.sautech.edu/studentResources/advising.aspx>

**Technical Requirements and Resources:** Students will need Internet access and have the ability to send and receive e-mail attachments using the e-mail within Blackboard.

**Library Website:** <http://www.sautech.edu/lrc/index.aspx>

**Bookstore Website:** <http://sautech.textbooktech.com>

**Adult Learner Resources:** Online library and bookstore services can be obtained at the library and bookstore websites. Advising services can be obtained at <http://www.sautech.edu/studentResources/advising.aspx>.

**Student Support and Learning Resources:** Online library and bookstore services can be obtained at the library and bookstore websites. Advising services can be obtained at <http://www.sautech.edu/studentResources/advising.aspx>.

**Other Considerations:**

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.

Prior computer skills are essential for success in an online class. Prior to enrolling in an online class, you should be able to:

- Surf the Internet and download web pages
- E-mail and attach files and know proper e-mail etiquette
- Use Microsoft Word skills and submit papers with correct format, grammar and spelling

All first time online students are required to complete Learning Strategies before they will be allowed to take their online course(s). The purpose of Learning Strategies is to teach students how to use Blackboard and provide information about other systems that students will use while a student at SAU Tech.

There are computer programs and other things that you will need if you are taking an online course from SAU Tech. To make it easier for you, we have compiled a list of these things. Before beginning your online course, you should go ahead and make sure each of these programs listed below are loaded on every computer that you will use while taking your online course(s).

- Microsoft Word – used to complete assignments and submit to instructor
  - Can be accessed via SkyDrive inside your student email account. **FREE**
  - Can be purchased from Wal Mart or other software vendor and will need to be loaded on to your computer
  - There is also a **free** product that works just as good as the Microsoft Office Suite. You can download it at <http://download.openoffice.fm/free/?pk=26976>
- Adobe Reader 7.0 or higher – used to read files in pdf format
  - Cost: Free
  - Can be downloaded to your computer from <http://www.adobe.com/products/acrobat/readstep2.html>
- Adobe Flash Player (7 or higher) – used to view study activities and demonstrations in Learning Strategies course
  - Cost: Free
  - Can be downloaded to your computer from [http://www.adobe.com/shockwave/download/download.cgi?P1\\_Prod\\_Version=ShockwaveFlash](http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash)
- Macromedia Shockwave Player 8.5.1 – used for interactive quizzes, animations and activities

- Cost: Free
  - Can be downloaded to your computer from <http://www.macromedia.com/shockwave/download/download.cgi?>
- Windows Media Player – used to listen play audio files
  - Cost: Free
  - Comes as part of your Windows operating system
- Java – a technology that is required in order for Blackboard to function properly as well as some other programs that SAU Tech uses with its online classes (**Note: Only one version of Java can be running on your computer at a time.**)
  - Cost: Free
  - Can be downloaded to your computer from <http://javashop1m.sun.com/ECom/docs/Welcome.jsp?StoreId=22&PartDetailId=jre->