

Course Syllabus

NOTE: This syllabus is subject to change during the semester. Please check this syllabus on a regular basis for any updates.

Department : Computer Science

Course Title : **Personal Computer Help Desk**

Section Name : ITSC 2339

Modality : ONLINE

Instructor Information

Name : Melissa Coulter

OC Email : Mellott@odessa.edu

OC Phone # : (432) 335-6571

Course Description

Diagnosis and solution of user hardware and software related problems with on-the-job projects. Projects are either a Help Desk Lab or in short-term assignments for local business.

Prerequisites/Corequisites

ITSC 1401 or consent of instructor.

Scans

SCANS 1, 2, 3, 5, 6, 7, 8, 9 & 10

Course Objectives

This class will teach students about Help Desks

Required Readings/Materials

Introduction to Help Desk Concepts and Skills

by Sanderson
0-07-821677-X

Assignments and Scheduling

Assignments, labs, exams, and discussion board will be listed in Blackboard. Please see blackboard for due dates.

Grading Policy

I do not accept late work. Technological issues will not be considered as valid grounds for late assignment submission. In the event of a server outage, students should submit assignments to the instructor.

Percentage %	Grade
90-100%	A
80-89%	B
70-79%	C
60-69%	D
0-59%	F

Special Needs

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.

Learning Resource Center (Library)

The Library, known as the Learning Resources Center, provides research assistance via the LRC's catalog (print books, videos, e-books) and databases (journal and magazine articles). Research guides covering specific subject areas, tutorials, and the "Ask a Librarian" service provide additional help.

Student E-mail

Please access your Odessa College Student E-mail, by following the link to either set up or update your account: <http://www.odessa.edu/gmail/>. All correspondence will be submitted using your Odessa College email.

Student Portal

Please access your Odessa College Student E-mail, by following the link to either set up or update your account: <http://www.odessa.edu/gmail/>. All correspondence will be submitted using your Odessa College email.

Technical Support

For Blackboard username and password help and for help accessing your online course availability and student email account contact the Student Success Center at 432-335-6878 or online at https://www.odessa.edu/dept/ssc/helpdesk_form.htm.

Important School Policies

For information regarding student support services, academic dishonesty, disciplinary actions, special accommodations, or student's and instructors' right to academic freedom can be found in the Odessa College Student Handbook.