Instructor: Sheri Mitchum
Office: C114
Office Phone: (815) 224-0531
E-Mail: sheri_mitchum@ivcc.edu
Classroom: A209
Class Meeting Time: Wednesdays, 6:00pm – 8:15pm

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 specific needs, and training end users. For those considering entering the field, alternate career paths for user-support workers are covered. With balanced coverage of both people skills and technical skills, this course is an excellent resource for those in or preparing for the technical support field.


Attendance
In order to simulate the work environment, I expect all students to attend class and to be on time. Regular class attendance is important and expected for successful completion of this course. Attendance will be taken during each class and lab. Students that miss an exam will be allowed to make up the exam ONLY when prior arrangements are made with the instructor.

Cheating
Policies regarding cheating may be found under the heading of “Academic Integrity” in the IVCC Student Handbook. Students should become familiar with these policies and abide by them. Working together for lab assignments (not quizzes or exams) is encouraged because students can learn a great deal from their peers. LEARNING is the key word. If a single student is doing all the work while others just copy it, no LEARNING is taking place. I want you to leave the class knowing that you can do the work on your own at the workplace – regardless of your grade. Finally, there will be assignments that will specifically require individual work. It will be clearly stated in class and on the assignment whether group work is permitted or required.
Withdraw
Students need to notify the instructor in order to withdraw from the course. **The last date for withdrawal for the Spring 2010 Semester is April 12.** Failure of the student to notify the instructor will lead to the assignment of a letter grade at the conclusion of the course based on the work completed and not completed. Withdrawal from a course can affect financial aid. Students who receive financial aid should see an advisor in the Financial Aid office before withdrawing from a course.

Grading and Evaluation Criteria
40% of the grade is based on a midterm and a final examination. Both examinations are cumulative and given in a varied format.

20% of the grade is based on quizzes, attendance and participation.

40% of the grade is based on assignments and keeping a project notebook. Students are asked to obtain a notebook to journal the answers to the various discussion questions, Hands-On Activities, and Case Projects.

An in-class review will be held prior to each examination. Final grades will be assigned based upon the student's accumulated points. Letter grades will be assigned using the following scale:

- A 100% - 90%
- B 89% - 80%
- C 79% - 70%
- D 69% - 60%
- F Below 60%

Other
1. Students are not allowed to turn their PC’s on unless instructed to do so. Only by special permission will you be allowed to type notes in class.

2. Students are expected to come to class having read the assigned reading materials including previous class meeting notes. All assignments are expected at the beginning of class the date they are due.

3. Participation and attendance will be graded in this class. I will do some assignments during class in groups and individually. If you miss a class where group work was done, you will NOT be able to make it up.

4. I use the Blackboard course management system to manage Announcements, Assignments and Grades. You may submit the projects/assignments in class on the due
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date or the Digital Drop box in Blackboard. Assignments submitted electronically should be in Microsoft Word or Rich Text format.

5. You may be asked to participate in an online discussion within the Blackboard course throughout the semester.

6. I will do extensive communication via the Internet. If class will be cancelled for any reason (illness, weather, etc) it will be posted in the Announcements of my Blackboard course and on IVCC’s web page http://www.ivcc.edu/cancellations. Students who have opted to participate in the IV Alert will also receive either an email or text message with important college announcements.

7. Please use the college assigned email as your primary email for class. You may set up a “vacation message” to forward all emails from the student account to your preferred account. Please use an account that you can check both on and off campus. Check your email provider’s instructions to ensure that the mail isn’t blocked or automatically going into the “junk mail” or “trash”.

8. If you have any questions about the course, need assistance or need to miss class please contact me in person or by telephone M-F 8am-4:30pm, or e-mail by 5:00pm the day of class.

9. In an effort to create a classroom environment that maximizes the success of all students, I encourage you to make me aware of any barriers that may inhibit your learning. The college provides several support services for students. They include, but are not limited to: Disability Services Office B-204 or call (815) 224-0284 or 224-0350, Writing Center/Peer Tutoring 224-0479, Counseling Center 224-0360, and Project Success 224-0594.

Dates to remember

http://www.ivcc.edu/calendar

College Open – No Classes in Session: March 19, March 22-25
College Closed: January 18, February 15, March 26, May 31

January 28 – last day to DROP (with refund)
February 12 - Deadline to Apply for Spring Graduation
March 29 – 10/SU Registration via WebAdvisor
April 5 – 10/FA Registration via WebAdvisor
April 12 – last day to WITHDRAW
May 21 – Commencement (Graduation)
May 24 – Pre-Summer begins
# CSP 2201 Course Outline - Tentative Schedule

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<td>04/21/10</td>
<td>A User Support Utility Tool Kit</td>
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<td>05/05/10</td>
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<td>Comprehensive</td>
<td>Final Exam</td>
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