

South Plains College

Course Syllabus

Department: Computer Information Systems

Discipline: Technical Education Division and Arts and Sciences Division

Course Name: PC Help Desk Support

Course Number: ITSC-2339

Semester: 2025 Spring

Revised: 1/9/2025

Instructor Contact Information

Name: Andrew Strawn

Office Location: LBC 120A (Lubbock), LTC 208 (Levelland)

Email: astrawn@southplainscollege.edu

Office Phone: (806)716-4602

Office Hours

Monday: 11:00 AM - 1:00 PM LCTC (Lubbock)

Tuesday: 8:00 AM - 12:00 PM LCTC (Lubbock)

Wednesday: 11:00 AM - 12:00 PM TC (Levelland)

Thursday: By Appointment Only

Friday: 8:00 AM - 9:00 AM LCTC (Lubbock)

Course Details

Course Name: PC Help Desk Support

Course Number: ITSC-2339

Course Section: 271

Format: 16 Week Hybrid (Online and In-Person)

Campus: Lubbock Career and Technology Center, 106

Classroom: LCTC106

Days: Thursday

Time: 8:30 AM

Lecture: Hybrid (Online and In-Person)

Lab: Hybrid (Online and In-Person)

Prerequisite: PC Hardware, CCNA1, Client OS, and Linux+

Credit Hours: 3

Lecture Hours: 2

Lab Hours: 4

Software Required: Cengage Unlimited Access (1 Semester)

Textbook Required: CompTIA A+ Guide to IT Technical Support; Included with Cengage Unlimited

Author: Andrews, Shelton, West

ISBN: 9780357700037

Publisher: Cengage L

Textbook Required: None

Author: None

ISBN: None

Publisher: None

Available through the SPC Bookstore or Online

Course Description

Diagnose and solve user hardware and software related problems with on-the-job and/or simulated projects.

Course Materials

MindTap will be a required component of your course, you can purchase MindTap on its own either through the SPC Bookstore or direct from Cengage when you access your course through Blackboard, or you can access MindTap through a Cengage Unlimited Subscrip

Supplies

- Reliable, high-speed internet connection - I recommend at least 10 Mbps down and 5 Mbps up. Check your internet speed: <https://www.speedtest.net/>
- Reliable computer with Windows OS (recommended) or Mac OS (not a Chromebook), working speakers or headphones.
- Google Chrome, Microsoft Edge, Mozilla Firefox, or another acceptable web browser
- Cengage Account (see textbook section)
- Microsoft Office 365 Account (or compatible document and presentation creation tools)
- Microsoft Teams

Potential Changes

The instructor reserves the right to modify the course syllabus and policies, as well as notify students of any changes, at any point during the semester.

End-of-Course Outcome Statement

Demonstrate rapport with users in problem-solving situations; analyze user problems and lead them through solutions; create and maintain applicable documentation; and formulate problem-solving methodologies.

Student Learning Outcomes Assessment

This course will include:

- Required online reading assignments
- Required lecture videos, supplemental videos and/or reading and practice materials
- Class Participation and/or Attendance
- Assignments (Pre and Post Tests, Discussions, Assignments, Concept Questions, Material Completion, Practice Materials and Quizzes)
- Virtual labs online (Cengage, Ascend and/or TryHackMe)
- Hands-on materials, skill check-offs, and online labs
- Module and Review Exams
- Final and Certification Exams

Course Evaluation and Grade Scoring

Students will be evaluated by assignments, exams, and projects.

Live Lab Attendance - 10%

Pre/Post and Review Exams - 5%

Material Average - 15%

Quiz Average - 10%

Module Exam and Final Exam Average - 20%

Skill Checkoff - 15%

Certification Exam Average - 25%

Grading Outcomes

Final course grades will be determined by percentage as detailed. The score used will be the exact score as calculated by the instructor, no rounding up will occur at any level.

A – 90.00% - 100%

B – 80.00% - 89.99%

C – 70.00% - 79.99%

D – 60.00% - 69.99%

F – 0% - 59.99%

Attendance Policy

The student may be administratively withdrawn from the course when absences become excessive as defined in the course syllabus. Attendance is calculated as part of your overall grade.

Class attendance, even online, is extremely important to meet the objectives of this course. A student is responsible for initiating his or her own withdrawal if that becomes necessary. If a student is administratively withdrawn from the class by the professor, the grade appearing on the transcript will be at the professor's discretion, an 'X' or 'F'.

As a matter of courtesy and professional behavior, a student who is going to be absent should email the course instructor and inform the instructor of the pending absence.

A student who exceeds more than 4 live lab or online check-in absences in this course may be withdrawn from the program with an "F" at the instructor's discretion.

Administrative withdrawal may occur if the instructor decides absences are excessive due to non-participation or incomplete coursework. When enrolled in a flex/online course, students must log in to Blackboard every week except during holidays, such as Spring Break, and complete the assigned course work. Two weeks of non-participation in a flex/online course may also result in an administrative drop.

See the General Catalog Attendance Policy for additional information.

Online Classes/Meetings Policy

Online meetings are considered formal classes. Therefore, the student must be present in a stationary environment—not working, driving, shopping or engaged in some other activity. There should be no TV, cell phones or other distractors during the meeting. The student's camera must be on for the entire time of the class/meeting. The microphone should be muted unless the student is answering a question, presenting information, or otherwise engaged in the course discussion. If the student does not follow this etiquette, the student may be removed from the online meeting and given an absence. The student **MUST BE ON TIME** for the zoom meeting; once the course instructor has started the lecture/meeting, the late student **WILL NOT** be allowed in and will be counted as absent.

Assignments Policy

Assignments are not accepted by email. You must submit via Blackboard or your online platform, depending upon the assignment and the associated instructions. It is your responsibility to make sure that you do not upload blank documents and that your document can be opened on a PC, because not all Mac files are able to conversion. If you submit a blank document or a file that cannot be opened, it will not be accepted. It is your responsibility to make sure it is compatible and not blank. I highly recommend that you create all assignments involving text or other submissions within a trackable document creation application, like Microsoft Word. If there is an error with your posting you will not be able to retrieve it otherwise.

Extra Credit Policy

Extra Credit Assignments are not given as an opportunity to replace missed or late work.

Plagiarism and Cheating

Students are expected to do their own work on all projects, quizzes, assignments, examinations, and papers. Failure to comply with this policy will result in an F for the assignment and can result in an F for the course if circumstances warrant.

Plagiarism violations include, but are not limited to, the following:

- Turning in a paper that has been purchased, borrowed, or downloaded from another student, an online term paper site, or a mail order term paper mill.
- Cutting and pasting together information from books, articles, other papers, or online sites without providing proper documentation.
- Using direct quotations (three or more words) from a source without showing them to be direct quotations and citing them.
- Missing in-text citations.

Cheating violations include, but are not limited to, the following:

- The use of Artificial Intelligence, or AI, material generation to create work.
- Obtaining an examination by stealing or collusion.
- Discovering the content of an examination before it is given.
- Using an unauthorized source of information (notes, textbooks, text messaging, internet, apps) during an examination, quiz, or homework assignment.
- Entering an office or building to obtain an unfair advantage.
- Taking an examination for another.
- Altering grade records.
- Copying another's work during an examination or on a homework assignment.
- Rewriting another student's work in Peer Editing so that the writing is no longer the original student's work.
- Taking pictures of a test, test answers, or someone else's paper.

Drop Policy

You may be dropped with an X or F for any of the following reasons:

- Attendance
 - You do not follow the guidelines of the South Plains College attendance policy, or the course attendance policy as stated in the syllabus.
- Participation, completion of homework, exams, and team project
 - You have missed several homework assignments.
 - You have missed two or more exams.
 - You have missed multiple labs.
- Academic Integrity
 - Cheating, plagiarism, or sharing your work with others.

Student-Owned Computer Equipment

Students may choose to use their own computer equipment to complete the assigned coursework. SPC provides Microsoft Office to students for installation and use on their personal computers. It is the sole responsibility of the student to ensure their computer system meets the minimum requirements for all required or suggested software. It is also the sole responsibility of the student to ensure their computer system is in working order, free of malware, and sufficient to complete the assigned coursework. Computer or system malfunction or failure is not an excuse for late coursework. The instructor is not liable for the student's computer maintenance and cannot troubleshoot or repair issues on student-owned computers. If the student needs computer assistance, they can contact the SPC student helpdesk.

SPC Help Desk

Telephone Number: Help Desk at (806) 716-2600

E-mail: helpdesk@southplainscollege.edu

Location: Library Lobby – Levelland

Normal Hours: Monday - Friday: 8:00 a.m. - 4:00 p.m.

Student Code of Conduct Policy

Any successful learning experience requires mutual respect on the part of the student and the instructor. Neither instructor nor student should be subject to others' behavior that is rude, disruptive, intimidating, aggressive, or demeaning. Student conduct that disrupts the learning process or is deemed disrespectful or threatening shall not be tolerated and may lead to disciplinary action and/or removal from class.

Communication

All communication for this class will be conducted through SPC email. All students will be required to check their SPC student email accounts regularly for course updates and announcements. All replies to emails will be sent to the student's SPC email address. Please include your name, course name, and section number in all email communication.

The instructor's SPC office number is included at the top of this syllabus.

If desired, the student may schedule a meeting with the instructor via an online scheduling platform. Online meetings may be conducted via Teams, Collaborate, or Zoom.

Course Rigor

This course will include multiple assignments, hands-on labs, quizzes, and exams. Please be aware that to succeed in this course you must dedicate several hours each week to reading, studying, and completing the assigned coursework.

Reading Assignments, Online Lectures, and Supplemental Material

This course will include multiple reading assignments, multiple online lectures, and some supplemental material. The student is expected to go through all this material each week. It will greatly benefit the student to revisit the previous week's reading and lectures to help retain information. Students are encouraged to use good study habits to learn and memorize the necessary information.

Coursework

Each week's coursework will be available through Blackboard. Course work is organized into weekly modules. Each module will contain links to the reading, links to the lectures, links to submit assignments, and links to submit quizzes and/or exams. The course calendar outlining due dates and availability times is available on Blackboard. No late work is accepted for any reason! You are expected to complete all homework assignments within the due dates indicated. Missing homework assignments may result in an administrative drop.

It is important for you to start coursework early in the week. Do not wait until the day it is due to start the coursework or report problems. If you report problems on the due date of an assignment, the instructor is not obligated to re-open any assignments for you. Start your homework early in the week and complete it with time to spare!

Exams

Exams will cover material from multiple weekly modules. These exams may include multiple-choice/answer, matching, essay, and other question types. Students should complete all coursework in the designated modules and study the material in those modules before taking the module exam. Exams will be open for several days and must be completed by the due date indicated. No late exams will be given.

Final Exam

The final exam will be comprehensive. More information about the length and structure will be given the week prior to the final exam.

Gradebook

Grades will be regularly posted, updated, and available on Blackboard. Grades within other course materials like Cengage or Ascend are not weighted and should not be considered as overall or finalized grades.

Counseling

If at any point in the semester you find yourself having trouble with stress or feel depressed, please stop in and see a counselor. Counseling services are available at all campuses. The number for the counseling office is 806-716-2366. Below is a link to SPC's personal counseling services. <https://www.southplainscollege.edu/health/mentalhealthresources.php>

South Plains College Policies

To see information regarding Intellectual Exchange, Disabilities, Non-Discrimination, Title IX Pregnancy Accommodations, CARE (Campus Assessment, Response, and Evaluation) Team, Campus Concealed Carry Statements, Covid-19 policies, and the SPC Artificial Intelligence Statement, access the SPC website at <https://www.southplainscollege.edu/syllabusstatements/>.