

# Lake-Sumter State College Course Syllabus

## Course Information:

Course Prefix and Number: CTS 1155

Course Title: Help Desk Customer Service

CRN: 10360

Credit Hours: 3

Semester: Fall 2021

Class Days, Location, Time: Fully Online in Canvas

Course Description: This course is designed to provide students interested in a technical customer support career with the knowledge and skills to be successful in that field. This course will introduce the business, technical, and interpersonal skills necessary to provide customer support. Students will obtain a better understanding of the various careers in the customer support industry and the knowledge and skill sets necessary to enter and advance in those careers.

## Instructor Information:

Name: Dr. Christopher Sargent

E-Mail: Use Canvas Inbox to contact the instructor

Office Location: Leesburg Campus, Lake Hall Room 105

Phone: 352-323-3635 (please use Canvas Inbox for a quicker response).

Office Hours: TBA

## Vital Communication Information:

For course communications, please note that all students are required to use CANVAS INBOX. Messages become part of the course archive for auditing purposes and conform to FERPA privacy rules.

Sending a private message using the INBOX tool in Canvas is always the most secure method of contacting your Instructor. \*\*Please do not use LakeHawk email to discuss anything course-specific with your instructor.

## Prerequisites/Co-requisites:

Prerequisites: None

Co-requisites: None

## Textbook & Other Course Materials:

Computer User Support for Help Desk & Support Specialists, 6<sup>th</sup> Edition, by Fred Beisse. ISBN 9781285852683

## Technology Requirements:

Canvas is a required component of this course. Students unfamiliar with Canvas are expected to complete the Canvas Orientation within the first week of classes.

Major writing assignments need to be created and saved in a file format that is compatible with Microsoft Word. If using a word processing program other than Word, it is the student's responsibility to adhere to all formatting and submission requirement. Please ask for help if you are unsure how to save a file in a Word-compatible format.

See the [LSSC Technology Help Desk](#) site for information on how to download and install Microsoft Office 365.

## Course Student Learning Outcomes:

The following outcomes will be assessed in this course. An "outcome" is defined as something students take with them beyond this course. After successful completion of this course, the student will:

CTS 1155.1 Generate appropriate questions and use problem solving strategies to predict the end user's needs and select type of assistance to provide

CTS1155.2 Communicate clearly and efficiently with others via written, verbal and non-verbal communication methods

CTS1155.3 Explain what types of abilities, knowledge and skills are needed by a successful support technician

CTS1155.4 Create incident management strategies and policies

## Course Objectives:

Objectives are defined as what the course will do &/or what the students will do as part of the course.

CO 1 Identify and recognize user's state of mind and attitude.

CO 2 Determine the customer needs using system analysis strategies.

CO 3 Listen to the customer and ask appropriate questions.

CO 4 Maintain a professional demeanor when dealing with difficult customers.

CO 5 Provide suggested solutions using knowledge base.

CO 6 Project professional appearance and demeanor

CO 7 Promote company services, products, and policies when appropriate

CO 8 Use tact when dealing with customers and competitors.

CO 9 Maintain professional work ethics and follow policies and procedures

CO 10 Respect customer work space/environment

CO 11 Relate all information to customer in a manner that the customer can understand.

CO 12 Set realistic expectations when establishing deadlines for customer solutions.

CO 13 Communicate action plan including timelines.

CO 14 Recognize the existence of internal/external customers and follow appropriate guidelines for each.

CO 15 Describe the various functions, operations, and departments within a business organization

CO 16 Describe the role of the IT support function within the business organization.

CO 17 Describe the incident management process and help desk service best practices when handling incidents

CO 18 Apply systematic problem-solving and troubleshooting processes to typical end-user issues.

CO 18 Discuss the processes for resolving customer issues.

CO 20 Describe strategies for handling difficult clients and incidents.

CO 21 Identify and select a variety of tools and technologies that aid in the effective management of the help desk function.

CO 22 Describe the process of identifying and resolving customer needs within the context of the business enterprise.

CO 23 Describe the training process of end users and effective methods of delivering training materials

CO 24 Present and follow oral and written instructions

CO 25 Participate in group discussions as an IT support specialist and trainer.

CO 26 Describe the types of end user documentation and the process of developing technical instructions for end users.

CO 27 Prepare, outline, and deliver a short IT training presentation.

CO 28 Use appropriate communication skills, courtesy, manners, and dress in the workplace

## Institutional Policies & Procedures:

### Academic Integrity:

The successful functioning of the academic community demands honesty, which is the basis of respect for both ideas and persons. In the academic community, there is an ongoing assumption of academic integrity at all levels. There is the expectation that work will be independently thoughtful and responsible as to its sources of information and inspiration. Honesty is an appropriate consideration in other ways as well, including but not limited to the responsible use of library resources, responsible conduct in examinations, and the responsible use of the Internet. See [college catalog](#) for complete statement.

### Important Information for Students with Disabilities:

Any student with a documented disability who requires assistance or academic accommodations should contact Student Accessibility Services immediately to discuss eligibility. Student Accessibility Services (SAS) is located on the Leesburg Campus, but arrangements can be made to meet with a student on any campus. An appointment can be made by calling 352-365-3589 and specific information about SAS and potential services can be found at [Student Accessibility Services](#).

### Privacy Policy (FERPA):

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part99) is a Federal law that protects the privacy of a student's education records. In order for your information to be released, a form must be signed and in your records located in the Admissions/Registrar's Office.

### Zero-Tolerance for Violence Statement:

Lake-Sumter State College has a policy of zero tolerance for violence as stated in College Board Rule 2.17. Appropriate disciplinary action will be taken in accordance with Board Rule 2.17.

## LSSC Safety Statement:

Lake-Sumter State College values the safety of all campus community members. **If you have an emergency, call 911.** Otherwise, to report a concern, suspicious activity, or to request a courtesy escort, call Campus Safety:

(352) 516-3795 Leesburg  
(352) 536-2143 South Lake  
(352) 303-7296 Sumter

LSSC also has a free safety app, **Lake-Sumter Safe** that is available for download. You will receive important emergency alerts and safety messages regarding campus safety via LSSC Alert. You are opted into this system when you become an LSSC student. For more information regarding safety and to view available resources, visit the [Campus Safety](#) web page.

## Attendance/Withdrawal Policies:

### Initial Attendance:

Initial attendance will be entered at the end of the second week of the semester/mini-mester. A student who has not met initial attendance requirements will be marked as “not-attending” and administratively withdrawn from the class. The withdrawn student is still financially responsible for the class. See the [college catalog](#) for more details.

### Institutional Information:

Once the Add/Drop period passes, students deciding to discontinue class attendance and/or online participation have the responsibility for formal withdrawal by the withdrawal deadline.

### Withdrawal Deadline:

Monday, November 1, 2021 by 4:30 pm

## Instructor Policies:

### Cheating:

Cheating is a violation of the Academic Integrity policy of Lake-Sumter State College. Cheating includes:

- Any attempt to deceive or mislead the instructor in arriving at an accurate and fair grade assessment.
- Plagiarism (see below) is a form of cheating wherein ideas or the work of another is presented as one’s own (copying the work of someone else without properly citing and paraphrasing).
- Using prohibited resources (this includes, but is not limited to) publisher-provided instructor manuals or solutions manuals. If you search the internet using the homework question and you find an answer, chances are good that it is from the Instructor manual, and it is considered cheating. I have these materials and use them during the grading process. Any similarities will be investigated and may lead to a cheating accusation.
- Giving unauthorized assistance to another student (sharing your work with another so they can put their name on it and hand it in as their own).
- Using one’s own (or someone else’s) previously graded work constitutes cheating.

Cheating will result in the following measures:

1. The first instance of cheating will result in a zero on the assignment, an official warning, and a report of the incident will be submitted to the Dean of Students. You will also be required to attend a seminar on Cheating and Plagiarism conducted by Student Affairs.
2. The second instance of cheating will result in a failing grade for the course. A report of the incident will be submitted to the Dean of Students. The Dean may file the report in your permanent record and/or take further disciplinary action.

**Warning: sharing a friend's personal computer and/or files can cause integrity violations. Sharing your files with another student will also result in the actions listed above.**

Refer to the college catalog for full statement on Academic Integrity.

### Plagiarism Policy:

APA formatted citations and reference pages are required for all work that contains research materials outside of the student's own work. This includes, but is not limited to, team projects, exercises, discussions, and research papers. For APA formatting guidelines, please check out the LSSC Library. Other resources include the following sites:

[Noodle Tools](#)

[Owl English](#)

When writing any assignment, it must be in your own words. Be sure to paraphrase properly, and if you must use quotes, be sure to cite them properly.

When grading student assignments, I will randomly check sources. Any materials not properly cited or that appear to be plagiarized will be subject to the Cheating policy shown above.

Research papers will be submitted to Grammarly by the instructor for validation. Please see specific assignments in the course for details.

Refer to the College catalog for the full statement on Academic Integrity.

### Late Work/Extensions:

**Homework:** All homework items must be completed and properly submitted by the published due dates and times posted on the Course Calendar. **All late or incomplete homework will receive a zero (0).**

- Work schedules and "I forgot" are not valid excuses for late work.
- Do not wait until the last minute to complete assignments. Starting early will allow students to get timely assistance from their instructor and still meet deadlines.
- It is the student's responsibility to have an alternate plan if their main computer system fails (i.e. – complete work on-site at a campus library or learning center, have a secondary computer available, etc.).
- Computer hardware, software and/or Internet problems are not acceptable excuses for incomplete assignments.
- Completing homework assignments in a timely manner is an important part of the learning process. Students are expected to complete and submit all assignments by the due date and time listed on the course calendar.
- Instructors are not required to accept nor grade any assignment submitted late. Extensions are not possible.

**Tests/Quizzes/Exams:** There is no make up for quizzes, exams, or tests, except under documented circumstances such as hospital stay, doctor's excuse, police report, or military assignment.

- Students are expected to contact their instructor prior to any test/exam/quiz due date if they cannot meet the deadline. **Each situation will be analyzed on a case-by-case basis by your instructor.**
- Instructors are not required to accept nor grade any quiz, test, or exam submitted late or incomplete.
- Failure to submit timed tests/exams/quizzes before the timer runs out will result in a failing grade for that assessment and no extension or late submission will be possible.
- Failure to attach files before submitting an assessment will result in a zero for that assignment and no redo will be allowed.

### Classroom Etiquette:

Be respectful of your instructor and fellow classmates at all times.

Food and beverages are forbidden in on-campus computer labs. Please respect the college's rules in this regard if you use one of the computer labs.

### Grading Information:

#### Grading Scale:

90-100% A, 80-89% B, 70-79% C, 60-69% D, 59% and below F

#### Methods of Evaluation:

Each project will be graded electronically using a rubric provided when the assignment is given. Your work will be judged against accepted academic standards for writing and documentation.

### Assignment Overview & Grade Breakdown:

Category	Description	Weighting
Discussions	1 Introduction Discussion 4 Weekly Discussions	20%
Assignments	1 Student Orientation Quiz 10 Weekly Assignments	30%
Quizzes	12 Chapter Quizzes	20%
Plagiarism Module	1 Plagiarism Quiz	10%
Project	1 Course Project	10%
Exams	1 Final Exam	10%
	Total	100%

Course Calendar: All assignments are due Sundays by 11:59 pm unless otherwise posted

Week	Begins	Ends	Objectives & Reading Assignments	Items Due	Notes
<b>1 – Class Orientation and Plagiarism Module</b>	8/23	8/29	<ul style="list-style-type: none"> <li>Introduce yourself to the class</li> <li>Class orientation and syllabus</li> <li>Plagiarism Module</li> </ul>	<ul style="list-style-type: none"> <li>Introduce Yourself Discussion</li> <li>Class Orientation Quiz</li> <li>Plagiarism Quiz</li> </ul>	Discussion initial posts are due Fridays by 11:59 pm (worth 1 letter grade of overall discussion grade), and peer responses are due Sundays by 11:59 pm. See the rubric for details.
<b>2 – Introduction to Computer User Support</b>	8/30	9/5	<ul style="list-style-type: none"> <li>Chapter 1 text</li> <li>Chapter 1 Slides</li> </ul>	<ul style="list-style-type: none"> <li>Assignment 1</li> <li>Chapter 1 Quiz</li> </ul>	Assignment details will be provided in Canvas by course start. Syllabus update will follow.
<b>3 – Customer Service Skills for User Support Agents</b>	9/6	9/12	<ul style="list-style-type: none"> <li>Chapter 2 text</li> <li>Chapter 2 Slides</li> </ul>	<ul style="list-style-type: none"> <li>Assignment 2</li> <li>Chapter 2 Quiz</li> <li>Discussion 1</li> </ul>	Discussion initial posts are due Fridays by 11:59 pm (worth 1 letter grade of overall discussion grade), and peer responses are due Sundays by 11:59 pm. See the rubric for details.
<b>4 – Writing for End Users</b>	9/13	9/19	<ul style="list-style-type: none"> <li>Chapter 3 text</li> <li>Chapter 3 Slides</li> </ul>	<ul style="list-style-type: none"> <li>Assignment 3</li> <li>Chapter 3 Quiz</li> </ul>	
<b>5 – Skills for Troubleshooting Computer Problems</b>	9/20	9/26	<ul style="list-style-type: none"> <li>Chapter 4 text</li> <li>Chapter 4 Slides</li> </ul>	<ul style="list-style-type: none"> <li>Assignment 4</li> <li>Chapter 4 Quiz</li> </ul>	
<b>6 – Common Support Problems</b>	9/27	10/3	<ul style="list-style-type: none"> <li>Chapter 5 text</li> <li>Chapter 5 Slides</li> </ul>	<ul style="list-style-type: none"> <li>Assignment 5</li> <li>Chapter 5 Quiz</li> <li>Discussion 2</li> </ul>	Discussion initial posts are due Fridays by 11:59 pm (worth 1 letter grade of overall discussion grade), and peer responses are due Sundays by 11:59 pm. See the rubric for details.

Week	Begins	Ends	Objectives & Reading Assignments	Items Due	Notes
<b>7 – Help Desk Operation</b>	10/4	10/10	<ul style="list-style-type: none"> <li>Chapter 6 text</li> <li>Chapter 6 Slides</li> </ul>	<ul style="list-style-type: none"> <li>Assignment 6</li> <li>Chapter 6 Quiz</li> </ul>	
<b>8 – User Support Management</b>	10/11	10/17	<ul style="list-style-type: none"> <li>Chapter 7 text</li> <li>Chapter 7 Slides</li> </ul>	<ul style="list-style-type: none"> <li>Assignment 7</li> <li>Chapter 7 Quiz</li> </ul>	
<b>9 – Product Evaluation Strategies and Support Standards</b>	10/18	10/24	<ul style="list-style-type: none"> <li>Chapter 8 text</li> <li>Chapter 8 Slides</li> </ul>	<ul style="list-style-type: none"> <li>Chapter 8 Quiz</li> <li>Discussion 3</li> </ul>	Discussion initial posts are due Fridays by 11:59 pm (worth 1 letter grade of overall discussion grade), and peer responses are due Sundays by 11:59 pm. See the rubric for details.
<b>10 – End-User Needs Assessment Projects</b>	10/25	10/31	<ul style="list-style-type: none"> <li>Chapter 9 text</li> <li>Chapter 9 Slides</li> </ul>	<ul style="list-style-type: none"> <li>Assignment 9</li> <li>Chapter 9 Quiz</li> </ul>	
<b>11 – Installing and Managing End-User Technology</b>	11/1	11/7	<ul style="list-style-type: none"> <li>Chapter 10 text</li> <li>Chapter 10 Slides</li> </ul>	<ul style="list-style-type: none"> <li>Assignment 10</li> <li>Chapter 10 Quiz</li> </ul>	
<b>12 – Technology Training for Users</b>	11/8	11/14	<ul style="list-style-type: none"> <li>Chapter 11 text</li> <li>Chapter 11 Slides</li> </ul>	<ul style="list-style-type: none"> <li>Assignment 11</li> <li>Chapter 11 Quiz</li> <li>Discussion 4</li> </ul>	Discussion initial posts are due Fridays by 11:59 pm (worth 1 letter grade of overall discussion grade), and peer responses are due Sundays by 11:59 pm. See the rubric for details.
<b>13 – A User Support Utility Tool Kit</b>	11/15	11/21	<ul style="list-style-type: none"> <li>Chapter 12 text</li> <li>Chapter 12 Slides</li> </ul>	<ul style="list-style-type: none"> <li>Assignment 12</li> <li>Chapter 12 Quiz</li> </ul>	



Week	Begins	Ends	Objectives & Reading Assignments	Items Due	Notes
Thanksgiving	11/22	11/28	<ul style="list-style-type: none"> <li>No Assigned Reading</li> </ul>	<ul style="list-style-type: none"> <li>No Assignments Due</li> </ul>	
14 – Course Project	11/29	12/5	<ul style="list-style-type: none"> <li>TBA</li> </ul>	<ul style="list-style-type: none"> <li>TBA</li> </ul>	
Finals	12/6	12/11	<ul style="list-style-type: none"> <li>Final Exam</li> </ul>	<ul style="list-style-type: none"> <li>Final Exam</li> </ul>	Final Exam will be available beginning Monday, December 6 and will be due Wednesday December 8 by 11:59 pm.

#### Basic Needs Statement:

Any student who faces challenges securing basic needs such as food or housing and believes this may affect their performance in the course is encouraged to contact a campus dean at [deanofstudents@lssc.edu](mailto:deanofstudents@lssc.edu). The deans will then be able to share any resources at their disposal.

#### Syllabus Disclaimer:

Information contained in this syllabus is, to the best knowledge of this instructor, considered correct and complete when distributed to the student. The instructor reserves the right, acting within policies and procedures of Lake-Sumter State College, to make necessary changes in course content or instructional techniques without prior notice or obligation to the student.