South Plains College
Common Course Syllabus: ITSC 2339
Semester: Spring 2023
Revised 1/11/2023

Department: Computer Information Systems
Discipline: Technical Education Division and Arts and Sciences Division
Course Number: ITSC 2339
Course Title: Personal Computer Help Desk Support

Instructor Contact Information:

Name:	Michael Slaughter
Office Location:	TC206 (Levelland) / LBC 120D (Lubbock Center)
Email:	mslaughter@southplainscollege.edu
Office Phone:	(806) 716-2242
Meet Online:	https://calendly.com/ms-spc
Office Hours:	See Calendly link above.

Course Sections:

Section: ITSC 2339.271
Format: Hybrid
Campus: Lubbock
Classroom: LBC106
Days: Thursday
Lecture: Online
Lab: 01:00 PM - 12:20 PM

Course Description: Diagnose and solve user hardware and software-related problems with on-the-job and/or simulated projects. Students will prepare for and take the CompTIA A+ 220-1101 and 220-1102 exams in this course.
Prerequisite: ITSC 1325 and ITNW 1308

Credit: 3 **Lecture:** 2 **Lab:** 4

Textbook: This class will utilize TestOut PC Pro as part of the requirements for this course. You should already have access to TestOut PC Pro from ITSC 1325 PC Hardware. If not, you will need to purchase an access code. In addition to TestOut, you will need to purchase the Pearson

CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Cert Guide, 1st edition by Rick McDonald. Be sure you purchase the version that includes the Pearson Test Prep software with practice tests.

TestOut PC Pro - https://w3.testout.com/courseware/pc-pro
ISBN: 9781935080428
Academic Price Code: 14-232TA
AND
CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Cert Guide, 1st edition
ISBN: 9780137675944
(Make sure you get the edition with the Pearson Test Prep software access code. You will need this during the semester.)

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
- Google Chrome or Mozilla Firefox
- TestOut Account (see textbook section)
- Pearson Test Prep software access code (A+ 220-1101 and 220-1102)

Student Learning Outcomes Assessment: This course will include
- Required reading assignments
- Required lecture videos
- Supplemental videos and/or reading
- Assignments
- Hands-on labs
- Certification Practice Exams
- Exams
- Final Exam

Course Evaluation: Students will be evaluated by assignments, exams, and projects.

Category	Percentage

Assignments and Hands-On Labs	25%
Certification Exam Practice Exams	25%
A+ 220-1101 Exam	25%
A+ 220-1102 Exam	25%

Attendance Policy: Students are expected to attend all classes in order to be successful in a course.

Class attendance, even online, is extremely important in order to meet the objectives of this course. Students are responsible for initiating their own withdrawal/drop, if that becomes necessary. See the General Catalog Attendance Policy for additional information.

COVID-19:For more information and resources about COVID-19, please visit: https://www.southplainscollege.edu/emergency/covid19-faq.php

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:
1. 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.
2. Cutting and pasting together information from books, articles, other papers, or online sites without providing proper documentation.
3. Using direct quotations (three or more words) from a source without showing them to be direct quotations and citing them.
4. Missing in-text citations.

Cheating violations include, but are not limited to, the following:
1. Obtaining an examination by stealing or collusion.
2. Discovering the content of an examination before it is given.
3. Using an unauthorized source of information (notes, textbooks, text messaging, internet, apps) during an examination, quiz, or homework assignment.

4. Entering an office or building to obtain an unfair advantage.
5. Taking an examination for another.
6. Altering grade records.
7. Copying another's work during an examination or on a homework assignment.
8. Rewriting another student's work in Peer Editing so that the writing is no longer the original student's work.
9. Taking pictures of a test, test answers, or someone else's paper.

Withdrawal Policy: Students that withdraw from the course will receive a grade of W. It is the student's responsibility to withdraw from this course. Otherwise, students will be assigned their earned letter grade at the end of the semester. Course averages will be updated regularly throughout the semester to aid students in their decision to drop the course or not.

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        - Please check the SPC academic calendar for the last day to withdraw/drop the course here: https://www.southplainscollege.edu/academiccalendar/
        - For more information regarding drops/withdrawals, please visit: https://www.southplainscollege.edu/admission-aid/apply/schedulechanges.php

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.

For more information regarding official South Plains College statements about diversity, disabilities, non-discrimination, Title IX pregnancy accommodations, and campus concealed carry, please visit:
https://www.southplainscollege.edu/syllabusstatements/

IMPORTANT INFORMATION BELOW

Communication: All communication outside of in-class sessions 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.

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. Coursework 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!

Certification Practice Exams: Students will be required to take and turn in results from several certification practice exams. These exams will be in TestOut and using the Pearson Test Prep software that comes with the book.

Certification Exams: Students will be required to take the A+ 220-1101 and 220-1102 as we progress through the course. SPC will provide the vouchers for the exam. Students must provide a score report to the instructor in order for grades to be recorded.

Gradebook: Grades will be regularly posted, updated, and available in Blackboard.

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

Note: 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.