

**Valencia Community College    CTS 1155C ONLINE**  
**Introduction to Customer Service & Help Desk Concepts**  
**3 credit hours**  
**CRN : 18456**  
**Fall 2015 (201610)**

**Instructor:** Dr. Joe Lynn Look

**E-mail:** Please use the Blackboard message system to contact instructor about course. If you cannot access the Blackboard course, the instructor can also be reach via Atlas at [jlook@mail.valenciacollege.edu](mailto:jlook@mail.valenciacollege.edu)

- I am available by e-mail at any time. Emails will normally be answered within 48 hours—but usually much sooner.
- Email is the fastest way to reach the instructor!!

**Office Hours:** There are no regularly scheduled office hours, but the instructor will be happy to set up a telephone or chat session with you. This can be arranged by contacting the instructor via the message system within the Blackboard course.

**Course Description:** **CTS 1155C** This course is designed to provide individuals 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 needed to provide customer support. Students will gain a better understanding of the various careers in the customer support industry and the knowledge and skill sets needed to enter and advance in those careers. (Special Fee: \$34.00)

**Text and Required Supplies:** Required Text: ***A Guide to Computer User Support for Help Desk and Support Specialists.*** (Sixth Edition ISBN 978-1-285-85268-3)  
Author: Fred Beisse    Publisher: Course Technology

Students are required to have a computer with Internet Access. Students will need some type of word processing software.

Students who don't have access to word processing or Internet software can come to the computer labs located on each Valencia campus. Please check with the campus nearest you to find out the times and locations of these labs.

**Pre-requisites:**                    None

**Course Information and Topics:** Students should log in to the course as soon as possible after the term begins and review the information in the "Start Here" section of the course.

Students will access material on a variety of websites.

Upon completion of this course, successful students will be able to exhibit competency in the following topics:

- Role of technical support in the organization
- Customer support strategies
- Customer service and support operations
- Roles and responsibilities in technical support jobs
- Technical Communication Skills
- Prevention and resolution of technical support problems
- Common processes used in support operations
- Interpersonal and teamwork skills required in technical customer support

**Method of Instruction:** The course delivery will be completely online. (Telephone or chat help sessions may be scheduled if requested by students). You must log on to your Blackboard account to do your assignments. Should you need any help, please email the instructor via Blackboard or to [jlook@mail.valenciacollege.edu](mailto:jlook@mail.valenciacollege.edu) (if you are unable to access the course in Blackboard)

<b>Exam and Grading Policy:</b>	300 points	Weekly discussions and required replies to classmates.
	250 points	Weekly "Quick-Check" Quizzes.
	100 points	Midterm Exam
	100 points	Final Exam
	<u>250 points</u>	Project grades (5 projects)
	1000 points	TOTAL

Grades will be assigned based on the following scale 900 – 1000 = "A", 800 - 899="B", 700 – 799 ="C", 600 – 699 ="D", below 500 ="F".

Quizzes and Exams will be based on material from the text readings, instructor materials, PowerPoint presentations and web sites. It is STRONGLY recommended that students make note of important information while accessing online materials. Quizzes and examinations will be timed, and there will not be time to go back and review each article during the quiz. All quizzes and exams will be open book.

**Success Strategies** Students MUST keep up with the course schedule. Contact instructor if there is some extraordinary problem.

Students MUST log in to course at least two times each week, complete any postings and assignments due.

Successful students should plan to spend 5-10 hours per week on this course.

**Make up Policy** Students may be asked to submit documentation in order to take a make-up test. The documentation provided is subject to the approval of the professor.

**Homework assignments and quizzes:** Homework is a **required** part of this course. All assignments will be checked and points assigned based on the level of effort and on correctness. Assignments which do not meet the minimum requirements will not receive credit. To receive credit for homework, assignments must:

- Be submitted by the due date. Assignments submitted late will have a 10% per day late penalty applied to the grade. Assignments more than 10 calendar days late will receive no credit. (Late points may be waived if students provide acceptable documentation concerning a valid reason the assignment could not be completed on time—such as hospitalization). Please note: work schedules and other personal time management issues are not valid reasons to submit work late.
- Exhibit effort, completeness, and proper format (specific details will be posted in the assignment instructions.)
- Represent the student's own work. Assignments must be done individually unless specified. Assignments that are too similar will be investigated and college policies will be enforced.

**STUDENTS SHOULD BE AWARE THAT COPYING ONLINE MATERIAL AND JUST CHANGING A FEW WORDS IS CONSIDERED CHEATING!!!!**

When you are asked to summarize a document or give your opinion, you should read the document, make a few notes, and write the summary from your notes—not the text of the document!!!

**Discussions:** There will be discussion topics and you will be asked to contribute to each of the discussions by either posting a new message AND sometimes providing a thoughtful reply to someone else's input. Don't just say "good point" (THESE RESPONSES WILL NOT RECEIVE CREDIT) when you reply to somebody and think you are done from the topic being discussed! Participation points will be based on the QUALITY of your contributions. (More explanation will be provided when the first discussion is posted).

The original discussion posting must be submitted by the end of the day **Wednesday** of each week, and the reply must be submitted by the end of the day on **Sunday**. Late postings or replies will be subject to one point per day late penalty for original post (based on Wednesday due date) and for reply (based on Sunday due date).

Each discussion is worth 20 points—15 points for the original post, and 5 points for a thoughtful reply to someone else in class.

In general, the following rubric will be used to evaluate postings: 100% of possible points if all directions are carried out, best business communication skills are used, student presents insightful comments demonstrating understanding of the topic, and courtesy and respect are shown to all classmates. There will be a reduction in the points if any of these guidelines are not followed, and points will be reduced for late postings. It should be noted that no points will be assigned to any posting that demeans another student's opinion, or shows any type of rudeness or other misconduct that would not be allowed in a face-to-face class.

The instructor reserves the right to remove any and all inappropriate postings from the discussion boards.

PLEASE NOTE: There will also be some ungraded discussion boards just for students to share information or fun facts! These will still be subject to appropriateness.

**Schedule:** NOTE: Most assignments will be due at midnight on the Sunday of each week.

For those discussion topics requiring a reply, the original posting must be done by the Wednesday deadline, and all replies must be posted by the following Sunday at 11:59 pm.

All due dates are posted in the course calendar.

The following is a general time table for the course. Detailed dates are in the course calendar in Blackboard. This calendar is subject to change, so make sure to check for any updates on the course calendar.

Week 1: Course Introduction, Chapter 1  
Weeks 2-7: Chapters 2-6, Projects 1 and 2  
Week 8: Midterm Exam and Project 3  
Weeks 9-14: Chapters 7-12, Projects 4 and 5  
Week 15: Final Thoughts and Exam

Projects are due by 11:59 PM on Sunday in weeks 3, 5, 8, 10 and 12.

**Final Exam:** Final Exam will be available December 11 – 19. The final exam will consist of 100 multiple choice questions. The questions will come from material in “quick check” quizzes from the chapters of the text. The final exam comprises 10% of your total grade, or 100 of the total 1000 points possible to achieve during this course. Missing the final exam will result in 0 of those 100 points included in the final average.

**Extra Credit:** Students are strongly encouraged to put their best effort into each assignment and quiz or exam. No extra credit will be available.

**Attendance:** Students are expected to log in to the class in order to complete all assignments on time. Weekly discussion posts are required by Wednesday each week, and replies to another classmate (as well as other work due) must be posted by Sunday each week..

**Late Penalties:** Any assignment or quiz submitted late will have the grade reduced by 10% each CALENDAR day that it is late. (Students with a documented emergency resulting in a late submission should contact the instructor via the course messaging system). For discussions, one point per calendar day will be deducted for the original post and the reply if submitted late.

**Online Environment** Students must use a computer with reliable internet access.

**Withdrawal/ No Show:** The instructor will withdraw any student as a “no-show” who does not submit an assignment, discussion post or quiz during the first week of class. NOTE: Just logging into the class will not fulfill this requirement—the student must submit an assessment or discussion post!

A student may withdraw at any time up until the withdrawal deadline and will receive a grade of **W**. Any student who withdraws from this class during a third or subsequent attempt will be assigned a grade of “F”. The professor will not withdraw any student (other than no-shows). It is the responsibility of the students to withdraw themselves before the withdrawal deadline.

Students on financial aid should consult an advisor or counselor before withdrawing from a course; there may be financial implications to the student which he or she must know about to make an informed decision before withdrawing. Students with some scholarships who withdraw or are withdrawn from a class must pay the college for the cost of the class. Other scholarship sponsors may also require repayment.

In order to academically maintain financial aid, student must meet all of the following:

- Complete 67% of all classes attempted, and
- Maintain a Valencia GPA of 2.0 or higher, and
- Maintain an overall GPA of 2.0 or higher, and
- Complete the degree within the 150% timeframe

Detailed information about maintaining satisfactory academic progress (SAP) can be found at [http://valenciacollege.edu/finaid/satisfactory\\_progress.cfm](http://valenciacollege.edu/finaid/satisfactory_progress.cfm)

**Other Stuff** [How will the class be conducted? Is it self-paced?](#)

This is a class where I hope we all learn from each other. I expect it to be very interactive and enlightening for all of us. No one has to be a tech-genius to pass this course, but you must be an active participant! Although we will be learning about some technical help desk concepts, students will not be expected to have any high level of technical expertise, other than the ability to browse web sites

This is **NOT** a self-paced class. Students should plan on doing assignments according to the course schedule. If you know you will have problems doing the assignments within a given week, please contact me so I can make material available to you ahead of time. If a documented emergency comes up, let me know so we can talk about arrangements. Normally, the course materials will be released on the Friday before that week’s assignments are due.

<b>Important Dates:</b>	Classes Begin	8/31/2015
	Drop/Refund Deadline	9/8/2015
	Withdrawal Deadline for “W” Grade	11/13/2015
	Final Exam will be available	12/11 – 12/19/2015
	College Closed	9/7/, 11/25-29 and 12/23-1/1

**Valencia  
College Core  
Competencies**

The faculty of Valencia college has identified four core competencies that the define the learning outcomes for a successful Valencia graduate. These competencies are at the heart of the Valencia experience and provide the context for learning and assessment at Valencia College. You will be given opportunities to develop and practice these competencies in this class. The four competencies are:

1. Think – think clearly, and creatively, analyze synthesize, integrate and evaluate in the many domains of human inquiry
2. Value – make reasoned judgments and responsible commitments
3. Communicate – communicate with different audiences using varied means
4. Act – act purposefully, effectively and responsibly.

**Baycare  
Behavioral  
Health Student  
Assistance  
Program**

Valencia is committed to making sure all our students have a rewarding and successful college experience. To that purpose, Valencia students can get immediate help that may assist them with psychological issues dealing with stress, anxiety, depress, adjustment difficulties, substance abuse, time management as well as relationship problems dealing with school, home or work. Students have 24 hour unlimited access to the **Baycare Behavioral Health's confidential student assistance program** phone counseling services by calling **(800) 878-5470**. Three free confidential face-to-face counseling sessions are also available to students.

**Valencia I.D.  
Cards**

Valencia I.D. cards are required in order to use the LRC, Testing Center, and IMC. Cards are free and can be obtained in the security office on each campus.

**Students with  
Disabilities  
Information**

Students with disabilities who qualify for academic accommodations must provide a Notification to Instructor (NTI) form from the Office for Students with Disabilities (OSD) and discuss specific needs with the professor, preferable during the first two weeks of the class; accommodations will not be applied retroactively. The Office for Students with Disabilities determines accommodations based on appropriate documentation of disabilities.

**Disclaimer:**

The course schedule, assignments and other information are posted in Blackboard and updated as necessary. As many factors may affect the development and progress of a class, the instructor reserves the right to alter the schedule as may be required to assure attainment of course objectives. Students are responsible for checking Blackboard at least twice a week for any changes made to the published schedule or assignments.