SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

Sault College

COURSE OUTLINE

COURSE TITLE: Applications Support

CODE NO. : CSA203   **SEMESTER:** Four

PROGRAM: Computer Systems Support

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DATE: JAN 2004   **PREVIOUS OUTLINE DATED:** JAN 2003

APPROVED:

_____ _____
                     DEAN   **DATE**

TOTAL CREDITS: 4

PREREQUISITE(S): CSA201

HOURS/WEEK: 4

Applications Support   **CSA203**

COURSE DESCRIPTION:
I. **This course will teach the student a combination of hardware, software and communication skills in order to provide the necessary technical support, and training of workers in computer related environments. The students will also be introduced to a variety of principles necessary in adult training, supporting and dealing with different people. We will also cover a variety of tools and techniques used in providing support.**

II. **LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

Upon successful completion of this course, the student will demonstrate the ability to:

1. **Communicating Effectively with Customers and Peers in a supporting or training role.**

Potential Elements of the Performance:
- Differentiating learning styles and learning clients
- Understanding clients needs/motives/fears
- Apply time and project management to projects
- Effective Telephone Skills/Etiquette
- Effective Writing Skills to Communicate Quickly and Efficiently
- Working in a group environment with preparing effective and detailed minutes
- Review various customer support guidelines
- Review various help desk / call center technologies

This will constitute approximately 20% of the course grade.

2. **Develop, prepare, and present training/learning objectives.**

Potential Elements of the Performance:
- Perform needs assessment
- Identify available learning resources
- Define specific objectives
- Create a plan that clearly outlines measurable goals and objectives and methods of delivery
- Prepare and present the necessary training/learning

This will constitute approximately 30% of the course grade.

3.   **Product evaluation and analysis for the purpose of procuring the appropriate hardware / software /services a within a given organizational environment.**

Potential Elements of the Performance:
- Define possible evaluation criteria
- Develop a product evaluation grid
- Develop a selection and weighting method
- Evaluate competitive Utility Software

This will constitute approximately 20% of the course grade.

4.   **Troubleshooting and customer relations**

Potential Elements of the Performance:
- Systematic approach to problem solving
- Proper customer relations
- Document findings for peer evaluation

This will constitute approximately 10% of the course grade.

5.   **Develop proficiency in various tools/products related to effective support activities.**

Potential Elements of the Performance:
- Learn and/or effectively use various tools such as:
  - MICROSOFT PROJECT
  - CRYSTAL REPORTS
  - TRACK IT
  - MYSQL
- Learn and/or effectively use various web enabled tools.

This will constitute approximately 20% of the course grade.

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III.   **TOPICS:**

      1.   **Communicating Effectively with Customers and Peers in a supporting or training role.**

      2.   **Develop, prepare, and present training/learning objectives.**

      3.   **Product evaluation and analysis for the purpose of procuring the appropriate hardware / software /services a within a given organizational environment.**

      4.   **Troubleshooting and customer relations**

      5.   **Develop proficiency in various tools/products related to effective support activities.**

IV.   **REQUIRED RESOURCES / TEXTS / MATERIALS:**

Continued use of previous course material

Instructors handouts, web material, lectures, and independent internet research

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V.   EVALUATION PROCESS / GRADING SYSTEM:
Tests and quizzes   40%
Assignments and Lab Work   60%

The tentative breakdown is as follows but is subject to change when deemed appropriate:

2 Formal Theory Tests   15% Each
2 Quizzes (best 2 of 3)   5% Each
6 Assignments   5% Each
3 Assignments   10% Each

o   Some minor modifications to the above percentages may be necessary. The professor reserves the right to adjust the mark up or down 5% based on attendance, participation, leadership, creativity and whether there is an improving trend.

o   Students must complete and pass both the test and assignment portion of the course in order to pass the entire courses.

o   All Assignments must be completed satisfactorily to complete the course. Late hand in penalties will be 5% per day. Assignments will not be accepted past one week late unless there are extenuating and legitimate circumstances.

o   The professor reserves the right to adjust the number of tests, practical tests and quizzes based on unforeseen circumstances. The students will be given sufficient notice to any changes and the reasons thereof.

o   A student who is absent for 3 or more times without any valid reason or effort to resolve the problem will result in action taken.

NOTE: If action is to be taken, it will range from marks being deducted to a maximum of removal from the course.

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V.   *EVALUATION PROCESS / GRADING SYSTEM (Continued):*

The following semester grades will be assigned to students in postsecondary courses:

Grade	Definition	*Grade Point Equivalent*
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00

CR (Credit)	Credit for diploma requirements has been awarded.
S	Satisfactory achievement in field /clinical placement or non-graded subject area.
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

VI.   SPECIAL NOTES:

Special Needs:
If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Special Needs office. Visit Room E1101 or call Extension 493 so that support services can be arranged for you.

Retention of Course Outlines:
It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

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VI.   SPECIAL NOTES (CONTINUED):

Plagiarism:
Students should refer to the definition of "academic dishonesty" in *Student Rights and Responsibilities*. Students who engage in "academic dishonesty" will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course Outline Amendments:
The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

VII.   PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII.   DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.