

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
SAULT STE MARIE, ON



COURSE OUTLINE

Course Title: **Support Analysis**
Code No.: CSE305 Semester: Sixth
Program: Computer Systems Support Technology
Author: F. Turco
Date: Jan 2001 Previous Outline Date: Jan 2000

Approved: _____
Dean Date

Total Credits: 6 Total Credit Hours: 90

Prerequisites: CSM300, CSE301 and CSE302.

Length of Course: 45 Hours - 4 hours a week for 15 weeks comprised of:

2 - 2 hour labs

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For additional information, please contact Kitty DeRosario, Dean, School of Trades
& Technology, (705) 759-2554, Ext. 642.*

I. COURSE DESCRIPTION:

In the work environment, support personnel may be called upon to do a variety of tasks. One of these areas that support people may be required to do is the full analysis and resolution of real problems.

Students will be given a realistic support related problem and required in a team oriented environment to observe, interview, analyze, recommend and ultimately resolve the problem. The specific problem that will be used will incorporate various aspects of a support environment such as training, tutoring, testing, multimedia publishing, organizational realities, research, material preparation and presentation.

In resolving the problem, students will be required to do project planning, time management, observation strategies, effective investigating and interviewing. Once there is a reasonable understanding of the problem, students will design a resolution plan. Students will be required to develop a web based solution.

All the sixth semester courses are intended to work together in providing the analysis, design and implementation of solutions. We intend to facilitate and apply all the knowledge gained in the previous courses. This semester in combination with a work placement are intended to be a culmination and tapping of all our resources and experiences.

II. LEARNING OUTCOMES AND ELEMENTS OF PERFORMANCE:

(Generic Skills Learning Outcomes placement on the course outline will be determined and communicated at a later date)

A. Learning Outcomes:

1. Learn project management and develop a project plan and schedule.
2. Prepare and do effective interviews and observations.
3. Research various alternative potential solutions and make recommendations.
4. Develop web based material based on the recommendation.

II. LEARNING OUTCOMES AND ELEMENTS OF PERFORMANCE **(Continued):**

B. Learning Outcomes and Elements of the Performance:

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

1. Learn project management and develop a project plan and schedule.

Potential elements of the performance:

- Demonstrate the concept of planning and its relevance
- Define and produce project goals and requirements
- Recognize the relationship of planning with respect to work requirements
- Produce and use project planning processes
- Work as a team in planning and working towards common goals
- Produce project planning documents

This learning outcome will constitute 15 % of the course's grade. (Possible weighting strategy)

2. Prepare and do effective interviews and observations.

Potential elements of the performance:

- Demonstrate teamwork skills and accept individual and group responsibilities
- Learn interviewing and observation techniques
- Develop appropriate interview questions along with purposes for those questions
- Perform effective interviews and observations
- Discuss and document findings
- Analyse the problems based on findings

This learning outcome will constitute 25 % of the course's grade. (Possible weighting strategy)

II. LEARNING OUTCOMES AND ELEMENTS OF PERFORMANCE (Continued):

B. Learning Outcomes and Elements of the Performance:

3. Research various alternative potential solutions and make recommendations.

Potential elements of the performance:

- Research the internet for alternative approaches to solving the problem
- Define the tasks at hand in solving the problem
- Define the options available
- Define the problem(s) and make proposals towards resolution

*This learning outcome will constitute 15 % of the course's grade.
(Possible weighting strategy)*

4. Develop web based material based on the recommendation.

Potential elements of the performance:

- Divide the requirements among the team
- Research material for the individual's responsibilities
- Prepare the appropriate material
- Follow standards adopted by the team
- Publish web based material

*This learning outcome will constitute 45 % of the course's grade.
(Possible weighting strategy)*

III. TOPICS TO BE COVERED

- Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.

SPECIFIC TOPICS	APPROXIMATE TIME
1. Project management and planning	2 WEEKS
2. Interviewing and observing	4 WEEKS
3. Research and present alternatives	3 WEEKS

4. Develop Web Based Material

IV. REQUIRED RESOURCES/TEXTS/MATERIALS :

ADDITIONAL RESOURCE MATERIALS

Additional reference material will either be given to the students or placed in the library for the student's use.

Handouts, Guidance, and Material as it relates to the individual topics.

Use of research modes such as INTERNET, Library Data Base Searches, and articles.

REQUIRED INDIVIDUAL STUDENT RESOURCES

Participation & Teamwork

Box of Disks

Individual Research

Documentation

V. EVALUATION METHODS:

Tests	20%
Assignments and Lab Work	80%

The tentative breakdown is as follows:

1	Formal Theory Test	at 20 %
4	Minor Assignments	at 5 % each
2	Major Assignments	at 10% each
1	Final Project, documentation and presentation	at 40 %

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. Students must have passing grades in the tests and assignments portion to pass the entire course.

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

* 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.

* 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.

* 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.

V. EVALUATION METHODS (Continued):GRADING DETAILS1. TESTS

Written tests will be conducted as deemed necessary; generally at the end of each block of work. They will be announced about one week in advance. Quizzes may be conducted without advance warning.

2. ASSIGNMENTS

Assignments not completed by the assigned due-date will be penalised by 5% per day late. All assignments must be completed satisfactorily to complete the course.

3. GRADING SCHEME

A+	90 - 100%	Outstanding achievement
A	80 - 89%	Excellent achievement
B	70 - 79%	Average Achievement
C	60 - 69%	Satisfactory Achievement
U	Incomplete:	Course work not complete at Mid-term. Only used at mid-term.
R	Repeat	
X	A temporary grade that is limited to instances where special circumstances have prevented the student from completing objectives by the end of the semester. An X grade must be authorised by the Chairman. It reverts to an R if not upgraded in an agreed-upon time, less than 120 days.	

4. UPGRADING OF INCOMPLETE

When a student's course work is incomplete or final grade is below 60%, there is the possibility of upgrading to a pass when the student's performance warrants it. Attendance and assignment completion will have a bearing on whether upgrading will be allowed. A failing grade on all tests will remove the option of any upgrading and an R grade will result. The highest grade on re-written tests or assignments will be 60%.

Where a student's overall performance has been consistently unsatisfactory, an R grade may be assigned without the option of make-up work.

The method of upgrading is at the discretion of the teacher and may consist of one or more of the following options: assigned make-up work, re-doing assignments, re-writing of tests, or writing a comprehensive supplemental examination.

VI. SPECIAL NOTES

1. All students should be aware of the Special Needs Office in the College. If you have any special needs such as being visually impaired, hearing disabled, physically disabled, learning disabilities you are encouraged to discuss required accommodations confidentially with the Professor and/or contact the Special Needs Office, Room E1204, Ext. 493, or 717, or 491 so that support services can be arranged for you.
2. Your professor reserves the right to modify the course as he/she deems necessary to meet the needs of students.
3. It is the responsibility of the student to retain all course outlines for possible future use in gaining advanced standing at other post-secondary institutions.
4. Plagiarism

Student should refer to the definition of "academic dishonesty" in the "Statement of 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, as may be decided by the professor.
5. Substitute course information is available at the Registrar's office.
6. Students must achieve a passing grade in **both** the assignment and the test portions of the course.
7. The topics will not necessarily be covered in the order shown in this course outline.

VII. PRIOR LEARNING ASSESSMENT

Students who wish to apply for advanced credit in the course should consult the professor.