

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

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Date: Jan 2005 Previous Outline Date: Jan 2003

Approved: _____
Dean Date

Total Credits: 6

Prerequisites: CSM300, CSE301 and CSE302.

Hours Per Week: 4

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COURSE OUTLINE

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, analyse, 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 may 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:

A. Learning Outcomes:

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

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

B. Learning Outcomes and Elements of the Performance:

- 1. Learn project management and develop a project plan and a 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. Design, develop and implement a solution based on the recommendation.**

Potential elements of the performance:

- Design and model an appropriate solution
- Develop the solution including all the necessary documentation, logging, deliverables and project reports
- Implement the solution complete with user documentation and a training plan

***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. They may not 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. Implement the recommendation	6 WEEKS

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.
Related other research material such as the Internet and articles.

REQUIRED INDIVIDUAL STUDENT RESOURCES

Participation & Teamwork
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 %

V. EVALUATION METHODS (Continued):

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.

GRADING DETAILS**1. 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.

V. EVALUATION METHODS (Continued):**3. GRADING SCHEME**

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

Grade	Definition	Grade Point Equivalent
A+	90 - 100% Outstanding achievement	4.00
A	80 - 89% Excellent achievement	4.00
B	70 - 79% Average Achievement	3.00
C	60 - 69% Satisfactory Achievement	2.00
D	50 - 59% Acceptable Achievement	1.00
F	0 - 49% Not Acceptable / Failure	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 or non-graded subject area.
X	A temporary grade that is limited to situations with extenuating circumstances giving a student additional time to complete the requirements of the course.
NR	Grade not reported to the Registrar's office
W	Student has withdrawn from the course without academic penalty.

4. UPGRADING OF INCOMPLETE

When a student's course work is incomplete or final grade is below 50%, 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 F 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 F 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**Special Needs:**

If you are a student with special needs (eg. 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.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in the “Student Rights and Responsibilities” document. 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 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 information:

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

Course completion requirements:

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

Course Topics:

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. 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.