

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



Sault College

COURSE OUTLINE

COURSE TITLE: Support Analysis

CODE NO. : CSE306

SEMESTER: 6

PROGRAM: Computer Systems Support

AUTHOR: Marcel VanLandeghem

DATE: Jan 2005 **PREVIOUS OUTLINE DATED:** Jan 2003

APPROVED:

DEAN

DATE

TOTAL CREDITS:

4

PREREQUISITE(S):

CSM300, CSE301, CSE302

HOURS/WEEK:

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For additional information, please contact C. Kirkwood, Dean
School of Technology, Skilled Trades & Natural Resources
(705) 759-2554, Ext.688

I. COURSE DESCRIPTION :

This course will teach the student advanced software applications in order to supply technical support to workers in computer related environments. The course will focus on applications and problem solving tools currently being used in the industry.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1. Communicating Effectively with Customers and Peers

Potential elements of the performance:

- Effective Telephone Skills/Etiquette
- Making and Receiving Calls
- Document user requests
- Follow through for tech support
- Understanding Time Management Skills
- Effective Writing Skills to Communicate Quickly and Efficiently
- Customer Support Guidelines

2 Advanced Software Applications

Potential elements of the performance:

- Develop database for Web application using ASP technologies
- Explore advanced techniques such as macro design using Microsoft Office Suite
- Understand and use Project Management Software
- Generate Templates, Style Sheets and Labels
- Explore and use additional Suites currently being used
- Explore and use new software to troubleshoot and repair systems
- Work with new software relating to current job placement activities.
- Using Access with VB

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III. TOPICS

1. Communicating Effectively with Customers and Peers
2. Advanced Hardware/Software Application Design

IV. REQUIRED STUDENT RESOURCES/TEXTS/MATERIALS

Instructor Handouts
Internet Research
Individual assigned tasks from instructor

V. EVALUATION PROCESS/GRADING SYSTEM

Tentative Breakdown*:

The marks for this course will be given for completed projects and problem solutions as well as the ability to meet due dates.

Each Student will be assigned 5 Advanced Projects for the Semester. Project evaluation, design, installation and presentation will be evaluated by the instructor.

5 Major Project and Presentation @ 20%

100%

The following semester grades will be assigned to students:

Grade	Definition	<i>Grade Point Equivalent</i>
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.	

UPGRADING OF INCOMPLETES:

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 meets all of the following criteria:

- 1 The student 's attendance has been satisfactory.
- 2 An overall average of at least 40% has been achieved by semester's end on tests and practical assignments.
- 3 The student has made reasonable efforts to participate in class and maintain the recommended schedule for assigned activities.

The nature of the upgrading requirements will be determined by the instructor
And may involve re-testing and/or additional lab assignments.

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ATTENDANCE:

Absenteeism will affect the student's ability to succeed in the course.

Absences due to medical or other unavoidable circumstances should be discussed with the instructor. The instructor reserves the right to deduct 1% of the final mark for each class missed up to a maximum of 10%.

Poor attendance will also affect the upgrading process if a student receives a mark below 50%.

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 703 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 *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.

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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.