DOANE UNIVERSITY

SYLLABUS

Course Title	End User Support and Management
Course Number	IST 328
Number of Credits	3 semester credits
Course Dates	8/15/19 - 10/12/19 Thursday Evenings, 6 PM - 10:30 PM
Instructor	Steven Millet
Email Address	steven.millet@doane.edu
Office Hours/Availability	Email response immediate 10 am - 12 am. M - F, Outside of these hours, and Weekends variable / Available For Office Hours Before and After Class
Textbook Information: (e.g. title, edition, publisher, ISBN)	**No Required Text**: Course Materials Will Be Supplied by Your Instructor.
Additional Course Materials	Flash Drive recommended for backing up class material
Course Description	Students will be exposed to the latest procedures, policies, and tools needed to support end users and organizations. As a result students will learn (a) hardware and system maintenance and management procedures, including dealing with legacy systems, creating and using emergency repair tools, and managing external devices (b) installation procedures, (c) duties of technology professionals by shadowing one (d) different software tools used to effectively maintain

	information technology, and (e) and strategies to effectively work with end users.
Program Outcomes	a. Develop analytical and critical thinking skills to gather and analyze information, to identify and solve problems, to determine potential outcome alternatives, and to make appropriate decisions b. Recognize ethical issues involved in information technology and its management c. Understand information science and technology concepts and processes, their relationships to each other, and their relationships to existing and emerging computing technologies d. Develop the confidence and the skill to learn independently and apply existing and emerging computing technologies and processes e. Develop the confidence and the skill to solve an unknown problem and to efficiently research, learn, and apply a previously unknown topic or skill to a novel problem- solving situation
Course Learning Outcomes/Objectives	● Students will be familiar with the tools used to detect and repair network service problems. ● Students will be familiar with appropriate network maintenance procedures. ● Students will learn the support services needed for Legacy versus Client/Server systems. ● Students will be familiar with procedures and policies necessary to support end users. ● Students will learn the importance of applying their interpersonal communications skills.
Technology Requirements	https://www.doane.edu/faq/minimum-computer-requirements

Course Schedule

Week or Module	Topic	Content	Assessments Matched to Learning Outcomes	Due Date & Time
1	Intro to Network Troubleshooting Interpersonal Skills	Course Overview	Lab Assignment #1	Week 2 by 6 p.m.
2	Computer and Network Fundamentals	Reference #1	Lab Assignment #2 (LO 1-3)	Week 3 by 6 p.m.
3	Network Media	Reference #2	Lab Assignment #3 (LO 1-3)	Week 5 by 6 p.m.
4	Midterm Review		Exam #1	
5	Network Devices	Reference #3	Lab Assignment #4 (LO 3)	Week 6 by 6 p.m.
6	Network Servers	Reference #4	Lab Assignment #5 (LO 1-3)	Week 7 by 6 p.m.
7	Network Servers (continued)	Reference #5	Exam #2	Week 8 by 6 p.m.
8	Project Presentations	In Class		

Grading Assessments

Type of Assessment	Assignments	Grade Percentage
Weekly homework assignments (Labs)	5	20%
Exams	2	35%
Project Presentation	1	15%
Class Participation	weekly	10%

Grade Scale

A+ = 97-100%   A = 94-96%   A- = 90-93%   B+ = 87-89%   B = 84-86%   B- = 80-83%
C+ = 77-79%   C = 74-76%   C- = 70-73%   D+ = 67-69%   D = 64-66%   D- = 60-63%
F= 59% or below

Participation Policy	A student is expected to be prompt and regularly attend on-ground classes in their entirety. Regular engagement is expected for on-line courses. Participation in class discussions is an integral part of your grade.
Study Time	Expectation of the amount of time the course requires students to spend preparing and completing assignments. Typically, students could expect to spend approximately 12 hours a week preparing for and actively participating in this 8-week 3 credit hour course. This actual time for study varies depending on students' backgrounds.
Late Work	Late work will be accepted, if for an excused reason with no reduction in grade.
Submitting Assignments	Assignments submitted during class time.

Communication Policy including Assignment Feedback	Emails will be responded to by the end of the day M - F. Assignments will be returned the week following their due date.
Academic Integrity Policy	Doane University expects and requires all its students to act with honesty and integrity and respect the rights of others in carrying out all academic assignments. Academic dishonesty, the act of knowingly and willingly attempting or assisting others to gain academic success by dishonest means, is defined in four categories: 1. Cheating - "Intentionally using or attempting to use unauthorized information or study aids in an academic exercise." 2. Fabrication - "Intentional and unauthorized falsification of invention or any information or citation in an academic exercise." 3. Facilitating Academic Dishonesty - "Intentionally or knowingly helping or attempting to help another to commit an act of dishonesty," and/or coercing others to do the same. 4. Plagiarism - "Intentionally or knowingly representing the words or ideas of another as one's own in any academic exercise," in both oral and written projects. *Gehring, D., Nuss, E.M., & Pavela, G. (1986). Issues and perspectives on academic integrity. Columbus, OH: National Association of Student Personnel Administrators* For more information on the sanctions for academic dishonesty, please visit the website: http://catalog.doane.edu/content.php?catoid=18&navoid=1448#Academic_Dishonesty
Academic Support	Please contact academicsupport@doane.edu https://www.doane.edu/graduate-and-adult/academic-support
Disability Services	https://www.doane.edu/disability-services Doane University supports reasonable accommodations to allow participation by individuals with disabilities. Any request for accommodation must be initiated by the student as soon as possible. Each student receiving accommodations is responsible for his or her educational and personal needs while enrolled at Doane University.
Military Services	https://www.doane.edu/graduate-and-adult/military
Anti-Harassment	http://catalog.doane.edu/content.php?catoid=5&navoid=452

Policy	
Grade Appeal Process	http://catalog.doane.edu/content.php?catoid=5&navoid=238
Credit Hour Definition	Doane University follows the federal guideline defining a credit hour as one hour (50 minutes) of classroom or direct faculty instruction and a minimum of two hours of out-of-class student work each week for approximately fifteen weeks (one semester), or the equivalent amount of work over a different time period (e.g., an 8-week term). This definition applies to courses regardless of delivery format, and thus includes in-person, online, and hybrid courses (combination of in-person and online). It also applies to internship, laboratory, performance, practicum, research, student teaching, and studio courses, among other contexts.
Syllabus Changes	Circumstances may occur which require adjustments to the syllabus. Changes will be made public at the earliest possible time.