

**I. COURSE TITLE:** Co-Op – Technical Support

**COURSE NUMBER:** 2280

**CATALOG PREFIX:** CSCI

**II. PREREQUISITE(S):** SSCC computer science instructor must approve students for the course.

**III. CREDIT HOURS:** variable 2-12 hours      **LECTURE HOURS:** 0

**LABORATORY HOURS:** 0

**OBSERVATION HOURS:** 0

**SEMINAR HOURS:** 1 each semester

**MISCELLANEOUS:** 1-3 Credit Hrs

Hours each Semester not to exceed 3 hrs

(10 Clock Hrs. weekly to 1 Credit Hr.)

Accumulative not to exceed 9 credit hours in total for degree.

**IV. COURSE DESCRIPTION:**

This Co-Op will give the student paid or unpaid practical working experience. Each student will be assigned working assignments with the various Private/Public work sites with agreements with SSCC including SSCC. The student will be assigned repair, helpdesk, and support with hardware and software.

**V. ADOPTED TEXT(S):**

None

**VI. COURSE OBJECTIVES:**

- Give students working experience in the Technical Support Field
- Become proficient in dealing with support issues
- Experience working protocols in the I.T. field
- Work with logs and schedules of Tech Support
- Experience working experience with Help Desk
- Demonstrate skill necessary to the field and to gain insight into the working environment

**VII. COURSE METHODOLOGY:**

Student must submit a resume to the worksite and go through an interview process and be accepted by the worksite. Student's work performance will be closely monitored by Supervisor and Instructor. Evaluations will consist of interviews, both in-person and by phone. Any disciplinary actions will be in written form and be cause to terminate the placement.

**VIII. GRADING:**

Grading will follow policy in catalog.

90 to 100 = A  
80 to 89 = B  
70 to 79 = C  
60 to 69 = D  
0 to 59 = F

**IX. OTHER REQUIRED BOOKS, SOFTWARE AND MATERIALS:**

None Required

**X. COURSE OUTLINE:**

Work schedule and duties will be as follows:

Help Desk – perform duties as assigned

- Answering requests for help emails
- Assisting students in the open labs with applications and hardware concerns – students will be permitted to sign up for one-on-one assistance
- Assisting office staff/faculty/administration with concerns

Technical Support – performing duties as assigned

- Maintenance logs of work performed
- General maintenance of computers owned by SSCC
- General maintenance of printers owned by SSCC
- Assist in repairs under the direction of the IT Department

Other Duties as spelled out in the written agreement with the worksites.

**XI. EVALUATION:**

- Student will maintain a work log
  - Items in work log will be logged daily
- Supervisor will evaluate Co-Op Student
  - Work evaluation every 2 weeks
  - Instructor will contact Supervisor for evaluation
- Any disciplinary actions will be in written form and be cause to terminate the placement.

**XII. SPECIFIC MANAGEMENT REQUIREMENTS:**

Student must pass Drug screening test as required by employer  
Student must pass background check as provided by SSCC.

**XIII. OTHER INFORMATION:**

**FERPA:** Students need to understand that your work may be seen by others. Others may see your work when being distributed, during group project work, or if it is chosen for demonstration purposes.

Students also need to know that there is a strong possibility that your work may be submitted to other entities for the purpose of plagiarism checks.

**DISABILITIES:** Students with disabilities may contact the Disabilities Service Office, Central Campus, at 800-628-7722 or 937-393-3431.