

JAMESTOWN COMMUNITY COLLEGE
State University of New York

INSTITUTIONAL COURSE SYLLABUS

Course Title: Apps/Trblshtng/Comp/User Sp

Course Abbreviation and Number: CSC 2330

Credit Hours: 3

Course Type: Lecture

Course Description: This course is designed to provide Information Technology majors and other computer related majors, with communications skills and technical skills necessary for troubleshooting and user support. Topics include: problem solving methodologies, operating systems (installation, customization, compatibility and troubleshooting), help desk operation, service request tracking and analysis, hardware and software needs assessment, training and instructional methodology and application troubleshooting.

Prerequisites: CSC 1560 and CSC 1580.

Student Learning Outcomes:

Students who demonstrate understanding can:

1. Install, customize, and troubleshoot an operating system
2. Utilize service request tracking and analysis software
3. Perform a hardware and software needs assessment
4. Develop a training module
5. Demonstrate the ability to troubleshoot Microsoft Office Applications
6. Demonstrate an understanding of open source software and its use in help desk operations

Topics Covered:

- Introduction to the Problem Solving Process
- Resources for the Troubleshooter.
- Purpose and Design of Operating Systems
- Configuration of Operating System
- Operating System Troubleshooting
- Help Desk Operations
- Troubleshooting Applications
- Training End Users
- Open Source Software and Help Desks

Information for Students

- Expectations of Students
 - [Civility Statement](#)
 - [Student Responsibility Statement](#)
 - [Academic Integrity Statement](#)
- [Accessibility Services](#)
Students who require accommodations to complete the requirements and expectations of this course because of a disability must make their accommodation requests to the Accessibility Services Coordinator.
- [Get Help: JCC & Community Resources](#)
- [Emergency Closing Procedures](#)
- Course grade is determined by the instructor based on a combination of factors, including but not limited to, homework, quizzes, exams, projects, and participation. Final course grade can be translated into a grade point value according to the following:

A=4.0	B+=3.5	B=3	C+=2.5	C=2	D+=1.5	D=1	F=0
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- Veterans and active duty military personnel with special circumstances (e.g., upcoming deployments, drill requirements, VA appointments) are welcome and encouraged to communicate these to the instructor.

Effective Date: Fall 2021