

Louisiana Delta Community College

Academic Affairs Master Syllabus

Course Name: DESKTOP SUPPORT

Course Number: INCT 2261

Credit Lecture hours: 2 **Credit Lab Hours:** 2 **Contact Hours:** 90

Textbook, Author, and Publisher: To be provided by College Campus

Instructor Information: To be provided by College Campus

Class Location: To be provided by College Campus

Course Description: This course is designed to provide the learner with the knowledge and skills necessary to carry out the role of a desktop or help desk support technician. Areas of discussion will include the installation, deployment, configuration, customization, support, and troubleshooting of the operating system, as well as its related desktop applications such as web browsers, e-mail clients, and office productivity software. The material covered in this course is consistent with the goals of the Microsoft Certified Desktop Support Technician (MCDST) certification.

Prerequisites: CPTR 1010, INCT 1200

Co-requisites: None

Learning Outcomes:

On completion of this course, the student should be able to perform the following with a proficiency that complies with the minimum standard of industry:

1. The student will be able to correctly install desktop operating systems
2. The student will be able to manage and apply troubleshooting techniques and locate access to resources
3. The student will be able to discover ways to configure and troubleshoot hardware devices and drivers
4. The student will be able to configure and troubleshoot desktop and user environments
5. The student will be able to assess and troubleshoot network protocols and services on a desktop PC
6. The student will be able to determine specific needs, configure and troubleshoot desktop applications
7. The student will be able to resolve issues related to desktop usability
8. The student will be able to resolve issues related to application customization
9. The student will be able to illustrate use of and troubleshoot connectivity for desktop applications
10. The student will be able to configure desktop security

Assessment Measures: To be provided by the College Campus.

Library Resource Center:

The Delta Library and Learning Resource Center is committed to providing quality information and learning resources and services, including technology, in supporting the overall mission of Delta Community College and its commitment to lifelong learning.

Special Accommodations:

Louisiana Delta Community College complies with Section 504 of the Rehabilitation Act, as well as the Americans with Disabilities Act. Students with disabilities who attend the Monroe campus may make a request by contacting the Director of Counseling and Disability Services (See College Directory for contact information.) at the beginning of each semester. Reasonable accommodations will be attempted for students with documented disabilities. If an impairment is identified later in the semester, a non-retroactive accommodation plan will be developed. Students at satellite campuses should contact the Coordinator of Student Affairs at their particular campus.

Title IX:

Louisiana Delta Community College is committed to protecting the rights of students, which includes compliance with Title IX requirements. As such, the institution and members of our community will not tolerate the offenses of dating violence, domestic violence, sexual assault, and stalking. Students with Title IX concerns should contact the College's Title IX Coordinator (See College Directory for contact information.) Students are required to complete Sexual Assault Awareness and Prevention Online Training. Access to this online course will be sent out through the Delta email account.

Student Code of Conduct:

Louisiana Delta Community College encourages an environment of academic integrity and mutual respect. Students should read and follow both academic and behavioral expectations identified in the Code of Student Conduct that can be found online at www.ladelta.edu. Students are expected to act with integrity, respect the rights of others, and conduct themselves in a professional manner. The Honor Code prohibits academic misconduct such as cheating, engaging in unauthorized collaboration, and plagiarism. Violations of the Code of Student Conduct may result in disciplinary action as provided in the Code. Incidents are reported through the online Student Conduct system.