



Technology Support and Services Course Syllabus

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Course Description: Technology Support and Services is a one-credit course that is designed to build on students' knowledge of computer hardware, operating systems, and computer software applications by providing the additional skills necessary to effectively plan, develop, and troubleshoot computer systems for end users. Topics addressed in this course include customer service, troubleshooting, system design and upgrading, and ethics.

Materials:

- Headphones (school provided)
- Course & SkillsUSA Fee

Course Fee: *\$50 total by the end of the third week of school:*

- *\$25 to cover the consumable supplies needed for each student.
This will also give them printing privileges for other class coursework.*
- *\$25 for SkillsUSA membership.*

SkillsUSA: SkillsUSA has a vision to produce the most highly skilled workforce in the world and to provide a strong foundation for every member's career success. SkillsUSA plans events, conferences, and chapter programming to provide these opportunities for students. The SkillsUSA Framework defines their learning expectations and is based on the specific career readiness skills demanded by business and industry.

SkillsUSA membership is one of the most important things you can do to prepare for a career. By choosing a career objective, you're already experiencing the satisfaction and pleasure of learning to do something well. Now, by becoming a member of a professional organization, you are a champion for your future.

Course Objectives: The course is designed to assist students in developing organizational skills. Students should demonstrate their understanding through the completion of lab work, projects, and activities assigned. Lab activities will require students to apply concepts and troubleshooting techniques taught in class. The skills learned will enable students to become proficient in computer hardware, software, networks, the internet, and programming.

Available Industry Credentials: CompTIA A+

Curriculum: CompTIA A+

Instructional Methods: PowerPoint presentations, online coursework, class discussions, demonstrations, pictures, videos, and other resources as needed.

Assessment Procedures: Daily assignments, tests and quizzes, performance assessments, laboratory work, project reports, assignment completion, class discussion/participation, and project presentations are used in assessing student learning and progress throughout the course. Work not turned in/attempted will receive a zero for the assignment. Students who have an excused absence will have 3 days to make up work.

Schoology: The course is all computer-based, so most assigned work cannot be completed at home. Utilize Schoology to see what work you are missing while absent. *It is the student's responsibility to find out what they missed when absent from class.*

Grading:

Major Grades	65%	Tests, projects
Minor Grades	35%	Daily work, and class assignments

Grading Scale:	100-90	A
	89-80	B
	79-70	C
	69-60	D
	59-0	F

Make-up Work Procedure: **Attendance** is required. You are responsible for acquiring and completing your make-up work within three days of an absence. Schoology/Google Classroom has all assigned work. However, you are welcome to ask questions about and get help with any work that you don't understand.

Tardiness and Transitioning out of the Room: You are expected to be in the classroom **BEFORE** the bell rings. If you need to use the restroom at the start of class, bring your bookbag into the room and place it at your desk **BEFORE** going to the bathroom. This helps me take attendance. Tardiness is not tolerated, and you must bring a written excuse from another teacher or administrator if you are late. Please ensure the area around your desk is clean and neat before leaving each day. We will regularly wipe down surfaces.

Personal Devices Policy (Aligned with Alabama State Law) In accordance with Alabama state law, the use of personal electronic devices—including cell phones, headphones, earbuds, and cameras—is **strictly prohibited during instructional time.** These items must remain out of sight and powered off while in the classroom. The

computer lab is fully equipped to support all classwork and research needs; personal devices are not necessary for academic purposes. If a device is visible or used during class, I am required to enforce the law by instructing you to store it in your book bag immediately. Continued violations will result in further disciplinary action as outlined by school policy.

Academic Dishonesty: Cheating is unacceptable, and any student caught cheating will receive a grade of zero. Cheating includes exchanging papers/files with another student, the use of unauthorized notes, books, or cell phones, copying work from another student, or communicating during times when graded work is given.

Email: We will use our school-provided email accounts as well as personal email accounts as needed. This will be used to sign up for many accounts in our classroom. If you need help doing this, ask!

Students, stop right now and join the IT Fundamentals Parent Square. Log into your ParentSquare app and add your period.

Awesome! Now get your parents to sign this paper, give you the class and club fees, and bring it all back to class.

\$50 total by the end of the third week of school:

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Parent/Guardian Signature

Date

Parent/Guardian preferred phone number _____