



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:

- Headphone (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.

Cash, GoFan or checks made to ACTC.

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 at computer hardware, software, networks, the internet, and programming.

Available Industry Credentials: TESTOUT Linux Pro

Curriculum: TESTOUT Linux Pro

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

Assessment Procedures: Daily assignments, tests and quizzes, performance assessments, laboratory work, project reports, assignment completion, class discussion/participation, and project presentation 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.

Google Classroom: The course is all computer-based so most assigned work cannot be completed at home. Utilize Google Classroom 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, class assignments, employability grade

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: Cell phone, headphones, and camera usage is **NOT ALLOWED** in the classroom. We have computers in the lab for classwork and research, so there is no need for you to have your phone out. If you choose to use or make any of these items visible during class, you are permitting me to ask that you place your item in your book bag.

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 Technology Support and Services ParentSquare. Log into your ParentSquare app and add your period.

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

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

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- \$25 for SkillsUSA membership.

Cash, GoFan or checks made to ACTC.

Parent/Guardian Signature

Date

Parent/Guardian preferred phone number: _____

Technology Support and Services
Mrs. Cocking
elizabeth.cocking@acboe.net

Rules: Students will be expected to be prepared, be on time, be respectful, and be productive.

- 1.) **No food or drinks** are allowed in my classroom/computer lab.
- 2.) No sunglasses or hoods worn inside the classroom.
- 3.) No ear pods or hats worn inside the classroom.
- 4.) No profanity.
- 5.) Be respectful to your peers and their belongings.
- 6.) Do NOT disassemble computer equipment without permission.
- 7.) NO cell phones out in class.

Consequences:

- 1.) Student-Teacher Conference (after class or outside in the hall)
- 2.) Parent notification by email or phone
- 3.) Parent-Teacher-Admin Conference
- 4.) Referred to Office as Habitual Offender

I am excited about the opportunity to teach each student this year! If you have any questions, please feel free to email me at Elizabeth.cocking@acboe.net

Please sign and return the bottom portion of this page. The student must be prepared with materials needed in class.

MRS. COCKING'S GUARDIAN/STUDENT CONTRACT

PLEASE SIGN/RETURN on the assigned date along with the necessary materials for this class.

Student contract:

By signing below I agree that I have read, understand and will abide by the rules that Mrs.Cocking has set for her classroom. I understand that if I fail to abide by these rules, appropriate action will be taken.

Student name (print) _____

Student signature _____ Date _____

Guardian contract: By signing below I agree that I have read and understand the rules that Mrs. Cocking has set for her classroom. I understand that if my child fails to abide by these rules, appropriate action will be taken.

Guardian name (print) _____ Relation _____

Guardian signature _____ Date _____

Parent Cell # _____ Parent Home # _____ Parent Work # _____

Parent email: _____

