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|   | Course name: IT Customer Service FundamentalsCourse number: 631-106Course Syllabus  |
| Course Information |
| **Course description:** This course is designed to instruct students on the principles of service calls and customer relations skills needed for the successful field service technician. Practical interviews and role playing are included in this course, with emphasis on phone and electronic support skills based on and Information Technology environment.**Number of credits:** 3**Pre-/co-requisites:** None**Required and recommended textbooks and materials:** Customer Service Skills for the Service Desk Professional, KnappISBN 978-1-285-06358-4 |
| Instructor Information |
| **Name:** Ed Scoville**Email address:** escoville1@blackhawk.edu**Phone number:** 608-757-7645 **Office hours:** Monday – Thursday 1:00 – 2:00 pm**Division:** Advanced Manufacturing and Transportation**Dean or Supervisor:** Dr. Garry Krause**Physical office location for instructor:** Room 406***I will make every attempt to return your email or phone call within 1 business day.*** |
| Important Dates |
| **Course start and end dates:** August 25, 2016 – December 15, 2016**Class meeting times:** 12:30 pm – 4:25 pm **Add/Drop/Withdrawal dates:** You may add or drop a course without penalty before the course begins. (excluding non-refundable fees) After the course begins the refund policy applies. For example, 60% of all applicable student tuition and fees will be refunded if the application for refund is made after 10% but before more than 20% of the course’s potential hours of instruction have been completed. *See the Student Handbook for further information on adding, dropping and withdrawing from classes and on the college’s refund policy.* |
| Attendance / Participation |
| **Course attendance/participation policy:**Attendance is a necessary component of becoming a successful, reliable, participating student and employee.  It demonstrates the student's willingness to prioritize and accept responsibility for enrolling in this program.  Attendance is the key to completing your coursework on time.*Note:*All students are to treat this course as they would a job.  It is your responsibility to report your absence to your instructor.  You are REQUIRED to call, email, or talk to your instructor (prior to a known absence) if you will not be attending class.  Each student is given one free day per semester.  You will be docked ten (10) points for each unexcused day from the course if you do not call, email, or talk to your instructor about an absence.  You will also lose an extra 25 points from the course if you miss 3 days in a row (excused or not). Each students starts the semester with 160 participation points.**What to do in case of instructor absence:** Attend class unless other instructions are given.**What to do in case of student absence:** Call or email your instructor prior to class starting.**Guidelines for tardiness:** All students are to treat this course as they would a job.  It is your responsibility to report your tardiness to your instructor.  You are REQUIRED to call, email, or talk to your instructor (prior to a known tardiness) if you will be late to class.  Each student is given one free “late” day per semester.  If you do not call, email, or talk to your instructor about tardiness you will be docked five (5) points for each “late” day.  You will also lose 15 points if you are late 3 days in a row.*See the Student Handbook for further information on the Non-Attendance/No Show policy.* |
| ADA Statement |
| If you have a documented disability and would like information about support services and accommodations, please contact Disability Services at (608) 743-4422 deaf/hh call 711 or stop in room 2216 at Central Campus. Please discuss your approved accommodations with me during office hours or after class and be sure to allow at least one week to arrange appropriate classroom or testing accommodations. |
| Grading Plan |
| The grading scale is a scale of points possible and/or weighting of points that equate to a grade and what is acceptable for successful completion of the class. ***I will make every attempt to return your assignments/papers/tests within two business days.*****Policies on late assignments and makeup tests:** Late assignments will be accepted within a week of the original due date, but the late assignment will be docked an entire grade.

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| **Grade** | **Percent Attained** | **Points Needed** |
| **Lower Limit** | **Upper Limit** |
| A | 96.50% - 100.00% | 1,348.1 | 1,397 |
|  A- | 92.50% - 96.49% | 1,293.22 | 1,347.96 |
|  B+ | 88.50% - 92.49% | 1,236.34 | 1,292 |
| B | 84.50% - 88.49% | 1,180.46 | 1,236.2 |
|  B- | 80.50% - 84.49% | 1,124.58 | 1,180.32 |
|  C+ | 76.50% - 80.49% | 1,068.7 | 1,124.44 |
| C | 72.50% - 76.49% | 1,012.82 | 1,068.56 |
|  C- | 68.50% - 72.49% | 956.94 | 1,012.68 |
|  D+ | 64.50% - 68.49% | 901 | 956.8 |
| D | 60.50% - 64.49% | 845.18 | 900.9 |
|  D- | 59.50% - 60.49% | 831.21 | 845 |
| F | 0.00% - 59.49% | 0 | 684.53 |

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| **Assignments and Assessments** | **Points per Activity** | **# of Activities** | **Total Points Possible** |
| Practice Projects | 30 - 35 | 9 | 292 |
| Assessment Tasks | 45 | 9 | 405 |
| **Total Points:** | 697 |
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| Plagiarism / Cheating |
| **ACADEMIC HONESTY** All students must be honest and forthright in their academic studies. To falsify the results of one’s research, to steal the words or ideas of another, to cheat on an assignment, or to allow or assist another to commit these acts corrupts the educational process. Students are expected to do their own work and neither give nor receive unauthorized assistance. Any violation of this standard must be reported to the Judicial Affairs Officer and the Department Dean. The faculty member, in consultation with the Department Dean and the Judicial Affairs Officer, will decide whether the matter should be processed through the Student Conduct System or resolved without a formal hearing. In the latter case, the faculty member must have the agreement of all students directly affected.Cheating will not be tolerated!  A first offense will result in the students being spoken to by their instructor and loss of points for the assignment.  A second offense will result in loss of points for the assignment, and the students being referred to the Academic Review Board where they could face possible expulsion.See BTC’s Student Code of Conduct in the student handbook for more information. Depending on the severity of the violation of the Student Code of Conduct, the result can be anything from a warning to failure of the assignment to being dropped from the course or program or even the college. It is imperative that you cite your resources when using quotes or pieces from all printed and non-printed material.  This is a requirement for all work.  A great source of help for this is the [Son of Citation Machine](http://www.citationmachine.net/apa/cite-a-book).  It is located here.  Please make sure to use the APA format.  Also, talk to your instructor if you have any questions on how this should look within your work. Note:  Cutting and pasting will not be tolerated!  Reciting word for word from a resource will not be acceptable, also.  The idea is that you take in the information and form your own opinion.  If this happens you will lose all points for that assignment. |
| BTC Core Abilities Assessed in This Course |
| The faculty of Blackhawk Technical College has identified seven related topics of soft skills, or “core abilities” that are crucial to success both during school and after graduation. These essential skills are taught across programs and departments so that each Blackhawk Technical College student can expect to work toward improving and applying these critical soft skills and core abilities regardless of their program of choice. Though students can expect to be assessed on all seven core abilities by the end of their programs, a smaller number is assessed in each class.**BTC Core Abilities**1. Communicate Professionally2. Use Appropriate Technology 3. Work Effectively in Teams 4. Demonstrate Professional Work Behavior 5. Show Respect for Diversity 6. Solve Problems Efficiently 7. Lead by Example |
| Technology Assistance |
| Blackhawk Technical College provides an email account for all students. Students are responsible for checking their email accounts regularly. Student email can be accessed at <https://webmail.blackhawk.edu>. Course information from Blackboard and official college updates will be sent to this student email account.For technical assistance logging in to BTC computers/ BTC email/ Blackboard, or Banner please contact the BTC help desk. Help desk technicians provide BTC computer support in person at the Central campus in room 2409 and by phone at (608) 757-7711. For up to date support hours see <http://www.blackhawk.edu/InformationTechnology/HelpDeskSupport.aspx>. For questions about Blackboard functions contact Betsy Rezel, Director of Learning Resources, at erezel@blackhawk.edu or 608-743-4450. For questions about course content, assignments, or requirements contact the course instructor. |
| Tutoring |
| Blackhawk Technical College provides tutoring assistance, at no cost, to students enrolled at the college. Tutoring is available at all BTC Campuses and Centers upon request. Services are provided in cooperation with the college’s academic and student service departments and utilize a variety of methods to achieve student success, including instructor-led, peer, study group, and online tutoring.Academic tutoring in math, science, reading, communication, writing, and study skills is available. For information call Jena Biermann at 608-757-7656 or go to room 2200 at Central Campus, (the Student Success Center). |
| Course Specific Technology Use |
| Use of Blackboard and/or other software: Blackboard will be used.Additional technology requirements: Student tools, USB flash drives, and textbooks are required.Guidelines on use of technology such as cell phones, calculators, tablets, etc. |
| Other Information |
| Other course guidelines:**Spelling and Grammar:** Usually, a person is often judged by many different characteristics, but unfortunately many times in the technology world technicians are never seen.  Much of the time their communications with customers, co-workers, and administrators are in notes, memos, and emails.  That is why spelling and grammar are an important aspect of the CST/MITS program.  The instructors will grade your work with this thought in mind.  You, the student, will be docked 2.5 points for every five spelling and grammar mistakes that are found.  You will not be penalized more than five (5) points for spelling and grammar mistakes on your Practice Projects and Assessment Tasks, and twenty five (25) points on your Capstone Exams.  Do not count on the spell checker to catch everything.  Take your time and proofread everything before you turn it in.**Food and Drink:** We do not approve of food in the lab.  Drinks are OK so long as they are in spill-proof containers.  Please do not make the instructor be "the bad guy" for reminding you of this rule.  It may result in a "no drinks in the lab" policy. **Games, Music and Chats:**Increasingly, students in IT fields like to multi-task--read, play a game, use Internet chat rooms or instant messengers, listen to music.  It is fine to do all of these things in moderation.  However, we have had many students who end up failing classes because they cannot control themselves and end up gaming or chatting the four to five hours a day in CST/MITS away.  We are not your parents, but if we see you are starting to fall behind, we will get on your case.  Games other than those installed as part of the Windows OS (e.g., Solitaire, FreeCell, etc.) are not allowed unless you have specific approval from your instructor.  You will get one warning if you are caught; after that, further violations will result in F grades.  In the case of music, you must use headphones. Downloads: Some students like to download music and programs to the CST/MITS PCs.  It is your responsibility to make sure you are doing this legally.  BTC and CST/MITS hold no responsibility for any illegal actions you may take. |
| Course Calendar |
| Below is a chronological list by date of assignments, assessments, and other activities required for successful completion of this class. ***All assignments are due by 5:00 pm the Tuesday following the class unless stated otherwise.***

| Week # | Date | Topic / Competency | Readings or Preparatory Work | Assignments Due, Test, etc. or Important Notes |
| --- | --- | --- | --- | --- |
| 1 | 8/25/16 | * Orientation
* “Customer Service Means” Exercises
 | Read Chapter 1, do Practice Project & Assessment Task for Homework | Ch. 1 Assignments due 8/30/16 |
| 2 | 9/1/16 | * Ch. 1 Discussion
* Review PP answers
* Share “Best of Time, Worst of Times” AT assignment
 | Read Chapter 2, do Practice Project & Assessment Task for Homework |  |
| 3 | 9/8/16 |  | Read Chapter 2, do Practice Project & Assessment Task for Homework | Ch. 2 Assignments due 9/13/16 |
| 4 | 9/15/16 | * Ch. 2 Discussion
* Review PP answers
* Ch. 2 Exercises & Homework Time
 | Read Chapter 3, do Practice Project & Assessment Task for Homework |  |
| 5 | 9/22/16 |  | Read Chapter 3, do Practice Project & Assessment Task for Homework | Ch. 3 Assignments due 9/27/16 |
| 6 | 9/29/16 | * Ch. 3 Discussion
* Review PP answers
* Ch. 3 Exercises & Homework Time
 | Read Chapter 4, do Practice Project & Assessment Task for Homework |  |
| 7 | 10/6/16 |  | Read Chapter 4, do Practice Project & Assessment Task for Homework | Ch. 4 Assignments due 10/10/16 |
| 8 | 10/13/16 | * Ch. 4 Discussion
* Review PP answers
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| 9 | 10/20/16 |  | Read Chapter 5, do Practice Project & Assessment Task for Homework | Ch. 5 Assignments due 10/25/16 |
| 10 | 10/27/16 | * Ch. 5 Discussion
* Review PP answers
* Exercises & Homework
 | Read Chapter 6, do Practice Project & Assessment Task for Homework | Ch. 6 Assignments due 11/1/16 |
| 11 | 11/3/16 | * Ch. 6 Discussion
* Review PP answers
 | Read Chapter 7, do Practice Project & Assessment Task for Homework | Ch. 7 Assignments due 11/8/16 |
| 12 | 11/10/16 | * Ch. 7 Discussion
* Review PP answers
* LP 7 Business Skills AT Presentation
 | Read Chapter 8, do Practice Project & Assessment Task for Homework | Ch. 8 Assignments due 11/15/16 |
| 13 | 11/17/16 | * Ch. 8 Discussion
* Review PP answers
 | Read Chapter 9, do Practice Project & Assessment Task for Homework | Ch. 9 Assignments due 11/29/16 |
| 14 | **11/24/16** | **Thanksgiving Holiday – No Class** |  |  |
| 15 | 12/1/16 | * Ch. 9 Discussion
* Review PP answers
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| Course Competencies |
| * Explore customer service concepts.
* Apply communication skills to IT situations
* Apply customer service telephone skills.
* Compose service support documents.
* Manage difficult customers.
* Resolve incidents and problems.
* Employ skills for working in teams.
* Demonstrate professional business skills.
* Minimize the effects of stressful situations.
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***Syllabus changes: As your instructor, I retain the right to make changes based on the timeline of the class, feedback from learners, and/or logistical issues and will inform you as soon as changes are made.***



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