



CIDT

Basics in Technical Support | CIDT-2004-W7

Fall 2025

Table for students to obtain the instructor's contact information.

Contact	Information
Instructor	Ph.D. in Technical Support, Dr. Bolt "Arvee" Bison
Office Location	Russell 302
Email	CIDT@se.edu
Website	https://www.se.edu/cidt/
Office Phone	(580) 745-3185
Virtual Meeting Time	Monday-Friday 8-1700
Office Hours	Monday-Friday 8-1700

Catalog Description: This is not a real syllabus. The course objectives are to learn the basics of technical support and be able to make various projects. And maybe find where Madison tried to make some jokes. while making this a test

Required Course Materials

Textbook: *Tales from Tech Support and What We Can Learn*, CIDT

ISBN#: 2024032216



It is **extremely unimportant** that you obtain course materials before the start date of the course, including the textbook. You do not have to wait until you receive a copy of the syllabus to find out the required book for a given course. You may use the <https://www.bkstr.com/seoklahomastore/shop/textbooks-and-course-materials> to find some books. Try it now! Type in the information for one of your courses and see the book!

Handouts and other Course Materials:

There may be further specified materials that are not listed as this version stands. Including

Random and various things

Technology Requirements:

Students will need a computer of some sort. A tablet is not a suitable long-term solution. Please read the [Technical Requirements](#) policy on the Southeastern Distance Education website.

In summary, you will need access to a reliable computer with adequate specs and a reliable internet connection, with a backup plan in case you experience technical difficulty. Oftentimes technical problems are browser related, so if this occurs try a different browser. Typically, Chrome and Firefox work best. Canvas.

Minimum Technical Skills:

Students enrolled in this course will be expected to learn about C-IDT, screen readers, and testing.

Prerequisites Knowledge/Skills:

Knowledge of ROCKS!

Definition of a Week:

Each week will begin at 12:00am Monday and will end at 11:59pm Sunday. This will be the time frame for which students will be expected to work within a given week's folder. All assignments

will be due at 11:59pm, and the last assignment each week will be due on Sunday. **All** times will be based on the time zone of the institution: **Tea Time**.

Work Load

The amount of time you will spend in each course will vary from class to class, largely depending on prior education and experience with the topic of the class. Instructors will provide approximate time expectations for each task in the course, but individually, you may spend more or less on any given item depending on your reading speed, the need to re-read content, and how quickly you comprehend the subject and requirements. It is roughly estimated that you will spend an average of 15-24 hours per week in this course.

Course Policies

Course Availability

Courses will be made available to students one week (7 days) in after of the start date. Instructors may choose to email students in advance with preview information. Please note that your course content may not become available until the first day of class depending on the instructor's settings.

Course Content Availability

Availability for general items within the course will not be withheld; however, if shortened visibility for assignments or exams is applied, a maximum of a **48-hour window of availability** will be provided.

Late Work

Late work will generally not be accepted. You should be able to actually not find this.

University Policies:

Attendance:

The Registrar's office defines attendance in online and blended classes as:

Stopped Attending = Students who were participating online but have stopped submitting any assignments, etc. without contacting/making arrangements with the instructor.

Never Attended = Students who never accessed Canvas to view the course or never completed any assignments that were due for the course. Statistics Tracking in Canvas will be utilized in part for determining students' accessing of Canvas.

Excessive Absences = Students who have submitted some work but are infrequent in their participation or late on assignments—leading to a failing grade.

Regular and routine participation is required to be "in attendance" for the course. This includes regularly logging in, turning in homework by required dates/times, **and** participating in discussion forums. Seven (7) consecutive days of non-participation **will** result in your access being disabled without warning. Participation, or lack thereof, may also affect your financial aid.

Remember, Canvas automatically tracks and records every click once you log into a Canvas course. Canvas administrators can see if and when you logged on, the date and time of day you logged on, and what you accessed once you logged in to the course.

Registrar's definitions above will be used for all reporting purposes, per SE policy.

Internet Etiquette (Netiquette):

Distance conveys a degree of anonymity, and as a result, many people feel less inhibited in online situations than in their everyday lives. This lessening of inhibitions sometimes leads people to drop their normal standards of decorum when communicating online. Become familiar with the following guidelines regarding both online discussions and email messages.

Southeastern Student Code of Conduct

<https://www.se.edu/registrar/academic-calendar/>

Tutor.com:

Online tutorial service. **Tutor.com's** services include personalized, live, and online assistance. You may access these services through the left-hand menu in any of your Canvas courses.

[The Writing Center](#) is also available to help with your writing.

Canvas Support:

Canvas and other Tech Support resources can be found in each Canvas course via the "Tech Support" menu link.

<https://www.se.edu/academic-affairs/mandatory-syllabi-statements/>

Course Format

Menu:

Each course will utilize a Course Template to accomplish a common look and feel. The template will contain a course menu with several buttons:

- **Course Home Page**- Here, students may obtain quick information regarding course navigation, announcements, assignments due, etc.
- **Announcements**- Announcements may be used to clarify assignments, make changes in the schedule, provide holistic feedback to the class, etc.
- **Syllabus**- Your instructor will place their syllabus document or text in this area for easy access.
- 1.Modules**- This section will contain the materials and assessments you will complete in the course. There will be a START HERE module in addition to a module for each week or content section of the course.
- 2. Grades**- You can access your course grades here and review your progress.
- 3. People**- This section will show you fellow classmates and any course groups your instructor may add to the course.

- 4. SE Email**- This link will redirect you to where you can access your SE email.
- 5. Henry G. Bennett Library**- This link will give you quick access to SE's library resources.
- 6. Tech Support**- This link will provide you with information about how to contact SE tech support for various needs or issues you may have.
- 7) Tutor.com**- This tool is provided as a resource in each class to help you receive help in succeeding in your educational goals. You can meet with tutors 24/7 to go over a variety of topics you may be struggling with.
- 8) YuJa**- This tool is a resource for you to be able to have easy cloud storage for your files and/or be able to record videos for your courses.
- 9) Credentials**- Your instructor may use this tool if they create badges that you can earn for completing certain modules.

Weekly Modules:

There are **Sixteen** Weekly Modules, located on the "Module" area, containing all course exercises. Students will collaborate with the instructor and each other via the online tools provided by Canvas, including discussion boards. All instructions and tasks will be posted to Canvas within the corresponding weekly modules. When on the "Modules" page of the course menu, each week's module will give you a summary of its contents. Instructional Materials, Assignments, Quizzes, Discussion Boards, and Exams are contained in the modules. The course content will be available from the beginning of the course with due dates listed for each assignment. Please note that early submission of an assignment will not result in the assignment being graded earlier.

Course Calendar

Table to describe this course's schedule of activities and objectives.

Week 1	Title: Canvas Objective: Learn basics of Canvas Materials: Canvas sandbox	Activities: Play in the sandbox Learner Interaction: Build a sandcastle
Week 2	Title: Social Media Objective: Create social media content Materials: a wall phone that calls a washing machine	Activities: find the Bean Sprouts in Grapevine Learner Interaction: walk through the fridge...it's friendly in there
Week 3	Title: Videos Objective: Star in a video Materials: That's just a theory...	Activities: Make a video Learner Interaction: Go to the Oscars
Week 4	Title: Virtual Reality Objective: Choose the Red or Blue pill Materials: <i>The Matrix</i>	Activities: Prevent VR sickness Learner Interactions: communicate online as we lose the connection to the world, oh hi there human
Week 5	Title: Accessibility Objective:	Activities: "Be a cog in the machine because Learner Integrations: teenagers scare me"

Week 6	Title: Rock Valley Objective: Come up with assistive technology solutions Materials: SC 0118	Activities: Test AT items Learner Interaction: Tuesdays 1230-1430
Week 7	Title: Instructional Design Objective: Learn how to learn Materials: confusion, just confusion	Activities: Make a Canvas course Learner Interactions: Socratic seminar
Week 8	Title: Illinois and how to (not) move Objective: Move across the country Materials: a car and coffee	Activities: Pack in a frenzy Learner Interactions: Facebook at midnight

Week 1: How to not cry in Tech Support

This week, you will complete the following coursework:

- Week 1 Introduction (10 min)
- Introduction/Materials
- Activity: sandbox is up (3 hrs)
- Assignment (2 hrs) Due 9/11/25 by 11:59pm CST
- Assignment (1 hr) Due Sunday by 11:59pm CST
- Learner Interaction
- Week 1 Cast-on (10 minutes)
- Total Estimated Time Expectation: #22 hours

Tied to Objective: 3

Learning Objectives

The objectives of this course are:

- 1.. Understand and demonstrate knowledge about technical support needs on a technical level and intercommunication level
2. Ability to explain what are the common technical support questions are asked by individuals
3. Develop ability to understand difficult technical questions

Alignment of Objectives with Local, State, and/or National Standards:

This is not fully aligned with CIDT policy, but inspired by the work

Grading Policy

A=90-100% of total points
B=80%-89% of total points
C=70%-79% of total points
D=60%-69% of total points
F=0%-59% of total points

Table describing the graded assignments and how they relate to the final grade calculation.

Assignment List	Number of Assignments (and individual point values)	Total Points
Discussion Boards	5 x 20	100
Quizzes	4 x 60	240
End of Chapter Questions	10 x 15	150
Section Tests	2 x 40	80
Paper	1	10
Research Projects	2 x 140	280
Final	1	140
Total:		1000

Instructor Feedback Students should expect a timely response to email questions and prompt grading and posting of assignments and exams. You should receive a response to your email within 24 hours. If you haven't received a response within 24 hours, please email again just in case I overlooked it. You should do your best to email from your official SOSU student email account. Be sure to include your name in the body of every email you send as well as the assignment number you are referencing.

The professor reserves the right to make adjustments to the syllabus and/or grading policy as needed in order to meet the instructional needs and goals of the class. Students will be notified of any adjustments to the course schedule.

Course Evaluations

All students are asked to complete an anonymous evaluation of this course. A link to the course evaluation will be provided in Canvas/Announcements during the last week or two of the course. How you got here and still thought it was a real syllabus I'm shocked.