

I. COURSE DESCRIPTION: Managing and maintaining the personal computer (PC) has become a skill that is demanded in today's workplace. COM220 will familiarize the student with the inner workings of both the hardware and operating system commonly in use and the routine procedures to maintain them. Students will also research hardware/software purchases and troubleshoot problems that may arise during installation and operation of common hardware and software.

II. LEARNING OUTCOMES AND ELEMENTS OF PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Work with a Windows operating system.

Potential Elements of Performance:

- Perform basic functions of the Windows operating system
- Organize files and folders

2. Connect to the Internet, browse/search the Web, and send e-mail and attachments.

Potential Elements of Performance:

- List what is needed to connect to the Internet.
- Outline differences in modems and high-speed and wireless Internet access equipment
- Differentiate between an Internet browser and a search engine
- Attach graphics, sound, and video files to e-mail
- Zip and unzip e-mail attachments

3. Work with graphics, sound, video, and animation.

Potential Elements of Performance:

- Explain the different graphics formats
- Describe the function of digitizing devices, such as scanners, digital cameras, etc.
- Add sound clips to presentations
- Discuss the importance of a sound card in a PC
- List the factors involved in selecting a PC display device

4. Understand the operation and maintenance of the main inner components and common peripherals of a PC in order to buy, upgrade, or expand a PC.

Potential Elements of Performance:

- Explain how data are stored and represented in a computer system
 - Identify and describe the relationships between the internal components of a personal computer
 - Differentiate between processors
 - Describe various types of storage media, i.e. hard drives, floppy disk drives, etc.
 - Prepare a checklist of needs for a potential computer purchase
 - Discuss RAM and hard disk upgrades
 - Work with printers and computer projection devices
 - Describe alternative input devices
 - Outline the purpose of expansion devices, ports, cards, and slots
5. Setup and execute appropriate maintenance routines for a personal computer.

Potential Elements of Performance:

- Utilize system tools provided by the operating system
 - Apply appropriate virus protection procedures
 - Apply advanced file handling techniques
 - Prepare backups
 - Create a preventative maintenance/disaster recovery plan
6. Troubleshoot hardware/software problems using written/online documentation and the Internet.

Potential Elements of Performance:

- Identify errors and follow a logical solution path
 - Set up and tend an error/maintenance log
 - Access manufacturer's web sites to view product information and download patches
 - Participate in user groups to find current information
7. Acquire and install/uninstall software and hardware.

Potential Elements of Performance:

- Search out and acquire available software from retailers and the Internet
- Use PDF documentation
- Utilize decompression software as required
- Install/uninstall acquired software
- Use and maintain documentation of install/uninstall procedures

III. REQUIRED RESOURCES/TEXTS/MATERIALS:

The Practical PC – 4th Edition, published by Thomson/Course Technology, 2006. ISBN: 0-619-26799-2

Window XP-Comprehensive, published by Thomson/Course Technology, 2002. ISBN: 0-619-04462-4 (previously used in Information Tech I).

Outlook 2003 – Introductory, published by Thomson/Course Technology, 2005. ISBN: 0-619-26772-0 (previously used in Information Tech I).

Two labeled file folders (letter size)

Five 3 ½ “ high density disks or memory stick

Two individual diskette pockets

Disk labels

Mouse pad

Carrying/storage case for disks

IV. EVALUATION PROCESS/GRADING SYSTEM:*Tests:*

Test 1**40%**

Test 2**40%**

Content from lectures will be included in these tests.

Assignments:

One research project..... **20%**

.....**100%**

The following semester grades will be assigned to students in postsecondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00

CR (Credit) Credit for diploma requirements has been awarded.

S Satisfactory achievement in field /clinical placement or non-graded subject areas.

U Unsatisfactory achievement in field/

	clinical placement or non-graded subject areas.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

VI. SPECIAL NOTES:

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Special Needs office. Visit Room E1204 or call Extension 2493 so that support services can be arranged for you.

Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post secondary institutions.

Plagiarism:

Students should refer to the definition of "academic dishonesty" in *Student Rights and Responsibilities*. Students who engage in "academic dishonesty" will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

Students are expected to be present to write all tests during regularly scheduled classes.

In the event of a failed course grade, a supplementary test will be administered at the end of the semester to replace the lowest failed test.

Students should bring a labeled folder to all tests.

It is expected that 100 percent of classroom work be completed as preparation for the tests.

All work must be labeled with the student's name and the project information on each page.

During testing, the program's on-line help will be available. Tests will not be "open book". Students must ensure that they have the appropriate tools to do the test (i.e. diskettes, pencil, pen, etc.).

Test papers will be returned to the student after grading in order to permit verification of the results and to review the tests. However, the student will be required to return all test papers to the professor who will keep them on file until the end of the next module. Any questions regarding the grading of individual tests must be brought to the professor's attention within two weeks of the test paper being returned.

Producing accurate work is fundamental to this course. Marks will be deducted for inaccuracies.

Regular attendance is expected to ensure course information is communicated to all students. In-class observation of student work and guidance by the professor aids student success. Lectures will not be repeated in subsequent classes.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.