

- I. COURSE DESCRIPTION:** Managing and maintaining the personal computer has become a skill that is demanded by today's workplace. COM2000 will familiarize the student with the inner workings of both the hardware and software 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 THE PERFORMANCE:

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

1. Work with a variety of common operating systems (O/S) such as DOS, Windows 9x, Windows NT, and Windows 2000. Students will use a simulated environment to familiarize themselves with each O/S.

Potential Elements of the Performance:

- Installing, Upgrading, and Customizing an operating system
- Managing Memory Issues
- Resolving operating system conflicts
- Manage the registry
- Set up Internet connections
- Work with networking

2. Understand the operation and maintenance of the main inner components and common peripherals of a pc.

Potential Elements of the Performance:

- Benchmarking a PC
- Installing and Troubleshooting Drives
- Working with Ports
- Working with Modems and Printers
- Installing Memory and Expansion Cards

3. Set up and execute appropriate maintenance routines for a personal computer.

Potential Elements of the Performance:

- Utilize System Tools provided by the Operating System
- Apply appropriate virus protection procedures
- Apply advanced file handling techniques

- Prepare backups
4. Troubleshoot hardware/software problems using written/online documentation and the Internet.

Potential Elements of the 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
5. Acquire and install/uninstall software and hardware.

Potential Elements of the Performance:

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

III. TOPICS:

1. Working with DOS, Windows 9x, and Windows 2000
2. Understanding the Boot Process
3. Working with the CPU
4. Installing, Managing, and Optimizing a Hard Drive
5. Installing an Operating System
6. Troubleshooting Drives
7. Working with Peripherals such as printers and modems
8. Working with Memory
9. Resolving conflicts
10. Working with the Registry
11. Using operating system Maintenance Tools
12. Using Virus protection software
13. Managing Backups
14. Documenting appropriately
15. Using available trouble-shooting resources

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Enhanced A+ CBT for Managing and Maintaining Your PC – set of 6

CD-ROM's and a Pocket Guide, by Jean Andrews, published by Thomson/Course Technology, 2002. ISBN: 0-17-641006-6

Three manila file folders (letter size)
 Five 3 ½ " high density disks
 Three individual diskette pockets
 Disk labels
 Mouse pad
 Carrying/storage case for disks

V. EVALUATION PROCESS/GRADING SYSTEM:

Tests:

Test 1 – Disks 1-3**40%**
 Test 2 – Disks 4-5**40%**
Content from lectures will be included in these tests.

Assignments:

One ongoing 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%	3.75
B	70 - 79%	3.00
C	60 - 69%	2.00
R (Repeat)	59% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies & Procedures Manual – Deferred Grades and Make-up</i>).	
NR	Grade not reported to Registrar's office.	

This is used to facilitate transcript preparation when, for extenuating circumstances, it has not been possible for the faculty member to report grades.

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 instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493, 717, or 491 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 postsecondary 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.

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 instructor who will keep them on file for one year.

In the event of a failed course grade, a supplementary test will be administered at the end of the semester to replace EITHER the lowest failed OR one missed test. This supplemental test will be a comprehensive test covering work from the entire course.

A disk labeled with the student's name, professor's name, and the course name **MUST** be available with the assignment/test where applicable. At the professor's discretion, disks will be checked. Students are advised to maintain at **LEAST** one backup of all files. A lost or damaged diskette will not be an acceptable reason for a late or incomplete assignment.

It is expected that 100 percent of classroom work be completed and submitted on time. **A late assignment with an attached Extension form** will be accepted if submitted within 72 hours of the due date and time. Twenty-five percent will be deducted from late/incomplete assignments automatically. All work must be labeled with the student's name and the project information on each page. All work **must** be submitted in a labeled folder complete with a plastic disk pocket.

Failure to follow this procedure will result in a zero grade for the assignment.

During testing, the program's on-line help may 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.).

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

Regular attendance is expected so the professor can observe work and provide guidance as necessary. Attendance during the lecture portion of the course is imperative as material covered is not available in any other format but will be tested. It is advisable for students to take notes and, if absent, to make arrangements with another student to obtain notes.

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.