

I. COURSE DESCRIPTION:

This lab-oriented course will develop students' skills in assembling, configuring and troubleshooting a typical Personal Computer. Students will install and set-up various pieces of hardware typical to a PC, in both command line and Windows environments.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1. Understand and accurately discuss the hardware and software components of a personal computer.

Potential Elements of the Performance:

- Describe and understand the block diagram of a typical PC.
- Describe, understand and modify the system BIOS.
- Describe details of hardware components.

2. Install and make operational a typical Desktop PC.

Potential Elements of the Performance:

- Demonstrate the ability to install and make operational, basic components of a PC.
- Demonstrate the ability to install operating systems (command line and Windows).
- Demonstrate the ability to install and make operational, additional components of a PC such as CD ROM's, Sound Cards, Network Cards etc.

3. Troubleshoot typical PC problems using available diagnostic tools.

Potential Elements of the Performance:

- Demonstrate a logical troubleshooting process to diagnose and correct system faults.
- Correctly implement available diagnostic tools.

4. Accurately select and install PC upgrades.

Potential Elements of the Performance:

- Discuss and recommend system upgrades.
- Demonstrate the installation of hardware and software upgrades.

III. TOPICS:

1. Personal Computer Overview (Block Diagram)
2. Hardware / Software Overview
3. Hardware Details
4. Operating Systems Installation and Configuration
5. Maintenance and Upgrading

IV. REQUIRED RESOURCES / TEXTS / MATERIALS:

- Textbook – Upgrading and Repairing PCs, 18/E, by- Scott Mueller, Mueller Technical Research; Que Publishing; ISBN: 13: 9780789736970, 10: 0789736977
- 10 - 3½ inch (1.44 MB) Floppy Disks
- Basic Hand Tools including Needle Nose Pliers and #2 Phillips Screwdriver.

V. EVALUATION PROCESS/GRADING SYSTEM:

The final grade will be derived as follows:

3 Theory tests & Assignments	50%
Lab Assignments, Quizzes & Lab Tests	50%
(The percentages shown above may have to be adjusted to accurately evaluate student skills.)	
Students will be notified of any changes made.)	
Total	100%

The professor reserves the right to adjust the mark up or down 5% based on attendance, participation, leadership, creativity and whether there is an improving trend.

A minimum of **80% attendance** required in the labs and lectures.

- Students must complete and pass both the theory and lab portion of the course in order to pass the entire course.
- All Assignments must be completed satisfactorily to complete the course.
- Late hand in penalties will be 10% per day. Assignments will not be accepted past one week late unless there are extenuating and legitimate circumstances.
- Makeup Tests are at the discretion of the instructor and will be assigned a maximum grade of 50%.
- The professor reserves the right to adjust the number of tests, practical tests and quizzes based on unforeseen circumstances. The students will be given sufficient notice to any changes and the reasons thereof.
- A student who is absent for 3 or more times without any valid reason or effort to resolve the problem will result in action taken.

NOTE: If action is to be taken, it will range from marks being deducted to a maximum of removal from the course.

The following semester grades will be assigned to students:

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

Eligibility for X Grades/Upgrading of Incompletes

When a student's course work is incomplete or final grade is below 50%, there is the possibility of upgrading to a pass when a student meets all of the following criteria:

- The student's attendance has been satisfactory.
- The student has not had a failing grade in any of the theory tests taken.
- The student has made reasonable efforts to participate in class and complete assignments.

Note: **The opportunity for an X grade is usually reserved for those with extenuating circumstances.** The nature of the upgrading requirements will be determined by the instructor and may involve one or more of the following: completion of existing labs and assignments, completion of additional assignments, re-testing on individual parts of the course or a comprehensive test on the entire course.

Labs:

Lab activities represent a very important component of this course in which practical 'hands-on' skills will be developed. Because of this, attendance is mandatory and the satisfactory completion of all lab activities is required. Evaluation of lab work in-class will be done. It is the student's responsibility to discuss absences from regularly scheduled labs with the instructor so that alternate arrangements (where possible) can be made to complete the lab requirements.

VI. SPECIAL NOTES:Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 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.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

The professor reserves the right to use other tools and/or techniques that may be more applicable. These other tools and/or techniques for effective communication will be discussed, identified and presented throughout the delivery of the course content.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. 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.

Attendance to scheduled lab activities is compulsory, unless permission has been granted by the instructor. Lab attendance and final grade are directly related.

If a student misses a test/lab he/she must have a valid reason (i.e. medical or family emergency – documentation may be required). In addition, the instructor **must** be notified **prior** to the theory test or lab sitting. If this procedure is not followed the student will receive a mark of zero on the test/lab with no make-up option.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.