

Kishwaukee College Syllabus

Spring 2016

PC Repair and Configuration (3 Credit Hours)

CIS 142 / ELE 142

I. Meeting Time and Place:

Lecture/Lab: A1372

Time: 6:00 P.M. - 9:35 P.M. Tuesday

Dates: 1/19/2016 - 5/20/2016

II. Instructor Information:

Instructor: James A. Sager

Office: A1368

Office hours: by appointment

Phone: 815/825-2086 x 6046

Division Secretary: 815/825-2086 x2830

Email: jsager@kishwaukeecollege.edu

III. Course Description:

This course will teach basic PC repair and help prepare students for the Comp-TIA A+ Essentials certification exam. It will teach the skills necessary to install, configure, upgrade, troubleshoot and repair both desktop and laptop computers and manage printers. It will include topics on professionalism, communication with users, safety and preventative maintenance. Two hours lecture/ discussion and two hours lab a week. Co-offered as ELE 142. Credit may not be received if prior credit earned in ELE 142 or equivalent.

Prerequisite: None

IV. Student Learning Outcomes (SLO):

Upon completion of this course, the student will be able to:

- A. Identify basic terms, concepts, and functions of system modules
- B. Demonstrate the ability to add and remove field replaceable modules
- C. Identify and configure IRQs, DMAs, and I/O addresses
- D. Identify common ports, connectors, and cabling
- E. Install and configure IDE/EIDE devices
- F. Install and configure peripherals including driver installation
- G. Identify and configure BIOS settings
- H. Demonstrate an ability to troubleshoot problems in system modules
 - I. Identify, describe, and use safety procedures related to PC maintenance and repair
- J. Identify common CPU chips, RAM chips, and motherboards
- K. Backup and restore data from a hard drive
- L. Identify basic printer components and processes
- M. Perform basic printer maintenance

V. Required Text and Materials:

- A. Andrews, Jean; Dark, Joy; West, Jill *A+ Guide to IT Technical Support*. 9th edition
Boston, Massachusetts: Cengage Learning, 2014, 2017.
- B. Internet access
- C. Flash/Thumb drive for keeping lab reports electronically

VI. Breakdown of Course Requirements:

20 End of chapter quizzes @ 40	800 points
50 lab assignments @ 10 points each	500 points
1 midterm @ 100 points	100 points
final exam @ 150 points	150 points

Total	1550 points

VII. Final Grade Determination:

Grade reports will not be mailed out. Please check KishSOS, My Student Info, under Academic Profile, Grades, for grade reports.

A = 90 - 100%	1395 points or more
B = 80 - 89.9%	1240 - 1394 points
C = 70 - 79.9%	1085 - 1239 points
D = 60 - 69.9%	930 - 1084 points
F = below 60%	less than 930 points

Tentative Course Outline:

Please note that this schedule and the topics covered are likely to change. Changes will be announced in class. If you are not able to attend class, it is your responsibility to find out what was covered. A more detailed schedule is provided on the course website. Assignment descriptions and due dates will also be posted on the course web site.

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Week 1	1/19	First Look at Computer Parts and Tools; Working Inside Desktop Computers and Laptops	Chapters 1 & 2
Week 2	1/26	All About Motherboards; Supporting Processors and Upgrading Memory	Chapters 3 & 4
Week 3	2/2	Supporting the Power System and Troubleshooting Computers	Chapter 5
Week 4	2/9	Supporting Hard Drives and Other Storage Devices	Chapters 6
Week 5	2/16	Survey of Windows Features and Support Tools; Installing Windows	Chapters 7 & 8
Week 6	2/23	Supporting I/O Devices	Chapter 9
Week 7	3/1	Maintaining Windows	Chapter 10
Week 8	3/8	Catch Up and Midterm	
Week 9	3/15	Semester Break	

Week 10	3/22	Optimizing Windows	Chapters 11
Week 11	3/29	Supporting Customers and Troubleshooting Windows	Chapter 12
Week 12	4/5	Troubleshooting Windows Startup	Chapter 13
Week 13	4/12	Connecting To and Setting Up a Network; Supporting Network Hardware	Chapters 14 & 15
Week 14	4/19	Supporting Mobile Operating Systems	Chapter 16
Week 15	4/26	Windows Resources on a Network; Security Strategies	chapters 17 & 18
Week 16	5/3	Supporting Printers	chapters 19
Week 17	5/10	Virtualization, Linux, and Mac OS X	chapter 20
Week 18	5/17	Final Exam (comprehensive) 6:00 - 9:35 PM	

XXIII Make-up Policy:

- A. Assignments are to be turned in on time. Assignments which are not turned in will lose ten percent of the total possible points for every week they are late. Exceptions may be made to this rule if the student contacts the instructor before the due date and makes special arrangements **in advance** with the instructor. All late acceptance decisions of this nature are left solely to the discretion of the instructor.
- B. Tests are to be taken at the day and time scheduled. Failure to take a test at the scheduled time may result in a grade of 0 for that test. In the case of an excusable absence or a genuine emergency, the instructor must be contacted as soon as possible, preferably before the scheduled test, to reschedule the makeup of that test in the Learning Skills Center on the day the student returns to campus.

XXIV Attendance Policy:

Class attendance is strongly encouraged. You are responsible for whatever was covered in class, whether you are there or not. If you must miss a class, it is your responsibility to contact the instructor and make arrangements for notes, handouts, or announcements that were missed. Although attendance is not counted toward the final grade, there may be coursework which is done during class time which may count toward the final grade and may not be able to be taken outside of class time.

XXV Class Withdrawal:

A "W" cannot be given as a final grade. The student is responsible for officially withdrawing from the class according to procedures described in the college catalog. Any student that does not officially withdraw from the class will receive a letter grade. The last date for withdrawal for this course can be found at "My Class Schedule" on KishSOS. Kishwaukee College reserves the right to administratively withdraw at midterm those students who are not actively pursuing course objectives or who are in violation of standards of behavior as outlined in the Student Code of Conduct and Discipline. For a copy of the student conduct policy, contact the Vice President of Student Services Office or refer to the Kishwaukee College catalog.

XXXVIII. Incomplete Grade:

All course requirements must be completed by the end date for the course. In the event that extremely difficult circumstances merit granting a student more time to finish course requirements, an "Incomplete" (I) grade may be given. Taking an Incomplete is possible only at the instructor's discretion. To receive an Incomplete, a contract between the student and the instructor must be completed and approved regarding the completion of all remaining work within a strictly defined period of time. If the conditions of the contract are not met, an "I" grade may revert to an "F".

XXXIX. Class Cancellations:

Class cancellations due to inclement weather will be posted on the College Website: www.kishwaukeecollege.edu. or announced by the local radio stations. Students may also call the College at (815) 825-2086. Class cancellations due to instructor absence will be posted on the classroom door and posted at www.kishwaukeecollege.edu/class_cancellations. Room changes will be announced in advance whenever possible and posted on the classroom door.

XL. Academic Dishonesty:

In order to evaluate student work, faculty must be able to trust that the work is original with a student and not the work of someone else. Cheating, falsifying information, forgery, plagiarism, and other dishonest actions will not be tolerated. Sanctions for academic dishonesty are at the discretion of the instructor and subject to appeal as provided in Student Code of Conduct and Discipline. A complete explanation of the policy and procedures surrounding academic dishonesty are outlined in the Kishwaukee College Catalog.

XLI. Copyright:

As a Kishwaukee College Student, you may have copyrighted materials or software made available to you by the college for course use. Please understand that copyright law may prohibit copying these materials. Violation of copyright laws can lead to prosecution for a criminal offense. You are required to abide by the specific copyright and licensing agreements that apply to each particular piece of software.

XLII. Recording of Classes/Presentations:

Kishwaukee College prohibits students from electronically recording class lectures and presentations (either by audio, video, picture, or otherwise) unless certain qualifying conditions are met. For more information about this College procedure and the qualifying conditions, please visit: <http://www.kishwaukeecollege.edu/go/recordingclasses>

XLIII. Graduation Requirements for Transfer Degree Students:

All students intending to graduate with an A.A., A.S., A.E.S., or A.F.A. are required to submit a complete Degree Portfolio. The Degree Portfolio is a means for the institution to measure its effectiveness in preparing students for successful completion of a degree at a transferring institution. Save your college-level work throughout your academic career in order to facilitate the portfolio compilation. Also, submit a completed application for graduation from the college the semester that you plan on graduating prior to submitting the complete Degree Portfolio. Guidelines and the specific requirements (along with the rubrics used for assessment) for the Degree Portfolio can be found at www.kishwaukeecollege.edu/portfolio/.

XLIV. Assitive Resources Center/Disability Services:

Any student with a documented disability or special learning need and wanting to request accommodations, should contact the Coordinator in A1317 or at (815) 825-2086 ext 3960, (815) 825-9106 (TTY), or send an email to awilson@kishwaukeecollege.edu. The student's disability must impact their ability to participate in the educational environment and be documented by an appropriate professional prior to accommodations being

approved.

XLV. Learning Skills Center (A1300):

Students must present their Kishwaukee College student ID when using any Learning Skills Center services. For more information on the Learning Skills Center go to <http://www.kishwaukeecollege.edu/go/lsc>. Tutoring is available to all Kishwaukee students free of charge. The Writing Center (Learning Skills Center, A1306) answers your writing-related questions regardless of the class or assignment. Students are expected to bring all material related to the assignment, including textbooks, paper prompts, etc. Make-up tests, online tests, and placement tests are available through Testing Services, also located in the Learning Skills Center

XLVI. Emergency Procedures/Safety:

Yellow and red Emergency Information flipcharts are located in each classroom. These are quick reference sheets with telephone numbers to reach emergency assistance and a brief description of the correct actions to take in the event of a tornado, fire or other emergency on campus.

XLVII. Religious Observances:

Students faced with schedule conflicts related to a religious observance should make prior arrangements with the instructor a minimum of seven (7) school days in advance of the examination or other activity involved.

XLVIII. Student E-Mail:

Your Kishwaukee College e-mail account will be the only way to receive official notices from the College. If you choose to forward your e-mail to another account, please be advised that all communication from and within the college will use your Kishwaukee student e-mail. When communicating with instructors or employees of the college, you are required to use your Kishwaukee e-mail address.

XLIX. Community Resources:

There are numerous community resources that are available to assist students in addressing a variety of personal needs. A listing and description of community resources can be found at <http://www.kishwaukeecollege.edu/go/communityresources>.

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