PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

WINDOWS PROFESSIONAL
CSIT 1740

Class Hours: 3.0 Credit Hours: 4.0
Laboratory Hours: 3.0 Revised: Spring 2011

Note: This course is not intended for transfer credit.

Catalog Course Description:

This course covers installing the current Microsoft Windows client operating systems; implementing and conducting administration of resources; implementing, managing, and troubleshooting hardware devices and drivers, network protocols, and security; monitoring and optimizing performance and reliability; and configuring and troubleshooting the desktop environment.

Entry Level Standards:

The student MUST be familiar with the architecture and operations of standard PCs (personal computers).

The student must be able to use Microsoft Windows to create directories and to copy, move, rename, and delete directories and files.

The student must have math, writing, verbal and English language skills at the college entry level.

Prerequisites:

CSIT 1720

Textbook(s) and Other Course Materials:


Online or electronic versions of the texts are acceptable.

Online references and training materials will be used extensively.

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction to Windows XP/Windows 7</td>
</tr>
<tr>
<td>2</td>
<td>Microsoft Management Console and Windows Control Panel</td>
</tr>
<tr>
<td>3</td>
<td>Introducing Active Directory Services and Setting Up and Managing User Accounts</td>
</tr>
</tbody>
</table>
II. Course Goals*:

The course will:

A. Develop a working understanding of the terminology, hardware devices, and system software associated with computer systems and networks. II, III, IV, V, VIII, IX, X, XI

B. Develop/enhance the student’s knowledge of and skill using basic and advanced features of Microsoft Windows concepts. II, III, IV, V, VIII, IX, X

C. Enhance the student’s knowledge of the Windows operating system. II, III, IV, VIII, IX

D. Develop/enhance the student’s knowledge of and skill in diagnosing and troubleshooting Windows problems. II, III, IV, V, VIII, IX, X

E. Develop/enhance the student’s knowledge of and skill in installing, configuring, and upgrading Windows components and software. II, III, IV, V, VIII, IX, X

F. Develop/enhance/expand the student’s proficiency in written and oral communications about computers. I, XII

*Roman numerals after course objectives reference goals of the Computer Science and Information Technology program.

III. Expected Student Learning Outcomes*:

The student will be able to:

1. Use terminology associated with computer science and networking fields. A, B, C, D, E

2. Identify ways to navigate the operating system and how to get to needed technical information. A, B, C
4. Understand the design goals of Windows professional. B,C
5. List the system requirements for Windows Professional operating systems. B,C,E,F
6. Understand the new features included in Professional. B,C
7. Explain why Windows Professional is an important tool for network administrators. C
8. Install Windows Professional. E
9. Troubleshoot Windows Professional installation problems. D
10. Log on and properly shut down Windows Professional. C
11. Use and customize the taskbar. C
12. Customize the Start Button options. C
13. Set up a mapped drive from network neighborhood. C
14. Synchronize files with My Briefcase. C
15. Explain the contents of the Control Panel. C
16. Use the Display Icon to set up a screen saver or to adjust video settings. C
17. Use the Network Icon to set up TCP/IP network connectivity. B,C
18. Install a network service. B,C
19. Set up to use remote access and dial-up services. B,C
20. Connect to a database using the ODBC Icon. B,C
22. Install a tape drive. E
23. Discuss ways in which to use Windows Professional as a server. B,C
24. Create a user profile or a logon script. B,C
26. Set up an uninterruptable power supply. B,C,E
27. Install application software. E
28. Use a registry editor and make changes to the registry. B,C
29. Use the Task manager and the Performance Monitor to diagnose performance problems. B,C
30. Troubleshoot printer problems. D,C,D
31. Troubleshoot boot problems. B,C,D
32. Set up network communications in Windows. B,C,E
33. Choose a tape backup system. B,C
34. Install server components. B,C,E
35. Select a client operating system. B,C
36. Install an NIC driver. B,E
37. Resolve a resource conflict on a client. B,D
38. Set up a computer name for a client. B,C
39. Verify network parameters on a client. B,C
40. Plan for the NT client installation. A,B,C,E
41. Explain the differences in file systems used by Microsoft operating systems. A,B, C
42. Determine when to set up a network for workgroups or domains. B,C
43. Create accounts and groups by using the administration wizards. B,C,E
44. View, pause, cancel, and resume print jobs. B,C,E
45. Address workstation problems. A,B,C,D
46. Identify NIC problems. A,B,C,D

* Capital letters after Expected Student Learning Outcomes reference the course goals listed above.

**IV. Evaluation:**

**A. Testing Procedures: 40% OF GRADE**

A minimum of three examinations will be given. An alternative evaluation plan is to administer examinations after each chapter is completed. Examinations not satisfactorily completed (missed) can NOT be made-up without documentation for the reason for the absence!

**B. Laboratory Expectations: 60% OF GRADE**

Lab attendance is required. Assignments must be completed and submitted by the assigned deadline. This is a coordinated laboratory class, and assignments must be completed as scheduled. Labs may be visually assessed or require hardcopy upon completion for credit.

**C. Field Work:**

N/A

**D. Other Evaluation Methods:**

N/A
E. Grading Scale:

Points will be accumulated and a percentage of all possible points will be computed as shown on the grading scale below. To determine your final grade, calculate your total scores and subsequently the total possible points, and then compute your percentage of the total.

You will be required to produce a current grade calculation periodically during the semester in order to assure you maintain current knowledge of your grades.

<table>
<thead>
<tr>
<th>Percentage of Total Points</th>
<th>Grade Awarded</th>
</tr>
</thead>
<tbody>
<tr>
<td>93 – 100</td>
<td>A</td>
</tr>
<tr>
<td>88 – 92</td>
<td>B+</td>
</tr>
<tr>
<td>83 – 87</td>
<td>B</td>
</tr>
<tr>
<td>78 – 82</td>
<td>C+</td>
</tr>
<tr>
<td>73 – 77</td>
<td>C</td>
</tr>
<tr>
<td>65 – 72</td>
<td>D</td>
</tr>
<tr>
<td>Below 65</td>
<td>F</td>
</tr>
</tbody>
</table>

V. Policies:

A. Attendance Policy:

Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning courses) must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Individual departments/programs/disciplines, with the approval of the vice president of Academic Affairs, may have requirements that are more stringent. In very specific circumstances, an appeal of the policy may be addressed to the head of the department in which the course was taken. If further action is warranted, the appeal may be addressed to the vice president of Academic Affairs.

B. Academic Dishonesty:

Academic misconduct committed either directly or indirectly by an individual or group is subject to disciplinary action. Prohibited activities include but are not limited to the following practices:
• Cheating, including but not limited to unauthorized assistance from material, people, or devices when taking a test, quiz, or examination; writing papers or reports; solving problems; or completing academic assignments.
• Plagiarism, including but not limited to paraphrasing, summarizing, or directly quoting published or unpublished work of another person, including online or computerized services, without proper documentation of the original source.
• Purchasing or otherwise obtaining prewritten essays, research papers, or materials prepared by another person or agency that sells term papers or other academic materials to be presented as one’s own work.
• Taking an exam for another student.
• Providing others with information and/or answers regarding exams, quizzes, homework or other classroom assignments unless explicitly authorized by the instructor.
• Any of the above occurring within the Web or distance learning environment.

C. Accommodations for disabilities:

Students who need accommodations because of a disability, have emergency medical information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his office. Students must present a current accommodation plan from a staff member in Services for Students with
Disabilities (SSWD) in order to receive accommodations in this course. Services for Students with Disabilities may be contacted by going to Goins 127, 132, 134, 135, 131 or by phone: 539-7153 or TTY 694-6429. More information is available at [http://www.pstcc.edu/sswd/](http://www.pstcc.edu/sswd/).

D. Other Policies:

**Computer Usage Guidelines:**
College-owned or -operated computing resources are provided for use by students of Pellissippi State. All students are responsible for the usage of Pellissippi State's computing resources in an effective, efficient, ethical and lawful manner.

Behavior is expected to conform to Pellissippi State Catalog and to the normal classroom behavioral expectations to include:

- Do not use the keyboard or become involved in distracting conversations during presentations, discussions, and other teacher lead instructive processes.
- Do not eat, drink, or use tobacco products in the computer lab (Pellissippi State policy).
- Refrain from making noise that will distract other students especially during exams.
- Support other classmates and faculty.
- Arrive on time and prepared to contribute to classroom discussions. Late arrivals will be recorded as an absence without rationale or after four (4) instances of arriving late.
- Using cell phones for voice, text messaging, and data services, i.e. browsing, etc., is **NOT** allowed during class lectures, discussions, labs, and especially examinations. The instructor has the prerogative to ask a student to vacate the classroom/laboratory if this policy is violated during scheduled class/lab periods.