Class Hours: 3.0        Credit Hours: 4.0
Laboratory Hours: 3.0    Revised: Fall 2013

NOTE: This course is not intended for transfer credit.

Catalog Course Description:
This course is designed for computer personnel who need advanced technical knowledge about the PC, its operating system and key utilities, and PC-based local area networks. The course follows the current Computing Technology Industry Association (CompTIA) A+ certification criteria guidelines for the Operating Systems examination.

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/Corequisites:
None

Textbook(s) and Other Course Materials:

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Path to PC Generation</td>
</tr>
<tr>
<td>2</td>
<td>Chapter 3, Windows Operating Systems</td>
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<tr>
<td>3</td>
<td>Chapter 7, Windows Installation Strategies</td>
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<tr>
<td>4</td>
<td>Test1, Lab work</td>
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<tr>
<td>5</td>
<td>Chapter 9, Working With People in Technical World</td>
</tr>
<tr>
<td>6</td>
<td>Satisfying Customer needs, A+ Certificates</td>
</tr>
<tr>
<td>7</td>
<td>Chapter 10, Maintaining Windows</td>
</tr>
</tbody>
</table>
II. Course Goals*:

The course will enhance and/or develop the student’s knowledge of:

A. Terminology, hardware devices, and system software associated with the Personal Computer. (II,III,IV,VI)
B. Advanced features of Microsoft Windows concepts.(II,III,VI)
C. All Microsoft client operating systems.(II,III,VI)
D. Diagnosing and troubleshooting PCs. (II,III,VI)
E. Installing, configuring, and upgrading PC software. (II,III,VI)
F. Social skills and work ethic of professional PC support technician.(I,II,III)
G. Research and presentation.(I,II,III,VI)

* Roman numerals after course objectives reference goals of the CSIT program.

III. Expected Student Learning Outcomes*:

The student will be able to:

1. Demonstrate the use of Windows 2000/XP, Windows 7 and 9X/Me DOS operating systems commands and utilities to perform practical tasks for personal computing. (A,B,C)
2. Identify and solve PC problems by diagnosing and troubleshooting. (A,B,C,D)
3. Participate in problem-solving teams. (A,B,C,D,E,F)
4. Identify operating system functions, structure, and major system files and steps to perform an operating system upgrade. (A,B,E)
5. Identify the procedures for basic disk management. (A,B,E)
6. Use internal and external DOS commands. (A,B,E)
7. Identify the procedures for installing and launching typical Windows and non-Windows
applications. (A,B,C,D,E)

8. Practice elements of the work ethic such as punctuality, professionalism, dependability, cooperation, and contribution. (A,B,F)

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

IV. Evaluation:

A. Testing Procedures: At least 50% of grade

A minimum of three major tests is recommended. Tests will cover material presented in class. Tests are not to be missed without a valid excuse.

B. Laboratory Expectations: 40% of grade

Lab attendance is required. Lab assignments will be worth 25 to 40% of the course grade/ Assignments must be completed and submitted before the assigned deadline. This is a coordinated laboratory class, and assignments must be completed as scheduled.

C. Field Work:

N/A

D. Other Evaluation Methods:

Student Presentation: 10% of grade. Students will work as a team on their last project. There will be team effort presentations. Presentations will normally cover materials that are discussed throughout the semester.

E. Grading Scale:

(based on the maximum number of points possible in a semester)

93 – 100  A
88 – 92   B+
83 – 87   B
78 – 82   C+
73 – 77   C
65 – 72   D
Below 65   F

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.

Please see the Pellissippi State Policies and Procedures Manual, Policy 04:02:00 Academic/Classroom Conduct and Disciplinary Sanctions for the complete policy.

C. Accommodations for disabilities:

Students that 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 sending email to disabilityservices@pstcc.edu, or visiting Goins 127, 132, 134, 135, 131. More information is available at 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.

Students are expected to promptly attend all lecture and lab classes as assigned. If a class is missed, student must make up all work and get notes and/or handouts.