

Pellissippi State Community College  
Master Syllabus

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**A+ COMPUTER SOFTWARE  
CSIT 1720**

Class Hours: 3.0  
Laboratory Hours: 3.0  
Credit Hours: 4.0  
Revised: 11/14/2011

Instructor:  
Office:  
Phone:  
Email:

NOTE: This course is not intended for transfer credit.

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**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 (2009) Computing Technology Industry Association (CompTIA) A+ (Essentials: 220-701 and Practical Applications : 220-702) Certification criteria guidelines for the PC Software and Operating Systems subjects.

**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.

**Pre-requisite(s):** None

**Co-requisite(s):** None

**Textbooks and Other Supplies:**

Primary Text: A+ Guide to Managing and Maintaining Your PC, Jean Andrews (latest edition).  
ISBN: 978-1-4354-9778-8

**I. WEEK/TOPIC** (tentative schedule)

| <b>Week(s)</b> | <b>Topic(s)</b>  |
|----------------|--|
| 1              | Chapter 1: (selected topics)                           |
| 2              | Chapter 2: Operating System                            |
| 3              | Chapter 3: Working with people in technical world      |
| 4              | Test #1, Chapter 11: PC maintenance & Trouble shooting |
| 5              | Trouble shooting Strategies                            |
| 6              | Chapter 12: Installing Windows                         |
| 7              | Chapter 13: Maintaining Windows                        |
| 7              | Test #2, Backups, Maintaining files and folders        |
| 8              | Chapter 14: Optimizing Windows                         |
| 9              | Chapter 15: Tools for Solving Windows Problems         |
| 10             | Chapter 16: Fixing Windows Problems                    |
| 11             | Chapter 17: Networking Essentials                      |
| 12             | Chapter 18: Networking Practice                        |
| 13             | Chapter 19: Security Essential                         |
| 14             | Chapter 20: Security Practice, Student presentations   |
| 15             | Final Exam   |

## II. Course Goals\*:

The course will:

- A. Develop a working and understanding of the terminology, hardware devices, and system software associated with the Personal Computer. (II,III,IV,VI)
- B. Exhibit knowledge of advanced features of Microsoft Windows concepts.(II,III,VI)
- C. Develop knowledge of all Microsoft client operating systems.( II,III,VI )
- D. Exhibit knowledge of diagnosing and troubleshooting PCs. (II,III,VI )
- E. Exhibit knowledge of installing, configuring, and upgrading PC software. (II,III,VI)
- F. Develop a knowledge of social skills and work ethic of professional PC support technician.(I,II,III)
- G. Enhance student ability in research and presentation.(I,II,III,VI)

\* Roman numerals after course objectives reference goals of the CSIT program (Career Program Goals and General Education Goals are listed [http://www.pstcc.edu/departments/curriculum\\_and\\_instruction/syllabi/](http://www.pstcc.edu/departments/curriculum_and_instruction/syllabi/))

## III. Expected Student Learning Outcome\*:

Students 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 70% 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: 30% 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 Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. (*Pellissippi State Online Catalog*)

Maintaining continuous attendance in your classes is very important. If you are considering dropping or withdrawing from a course, please check with the Financial Aid Office before doing so. Dropping or withdrawing from a class can adversely affect your financial aid and/or lottery eligibility.

**B. Academic Dishonesty:**

Plagiarism, cheating and other forms of academic dishonesty are prohibited. A student guilty of academic misconduct, either directly or indirectly through participation or assistance, is immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions that may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course. (*Pellissippi State Online Catalog*)

**C. 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. (*Pellissippi State Online Catalog*)

**D. Accommodation 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 Goins127, 132, 134, 135, 131 or by phone: 539-7153(Voice/TTY 694-6429). More information is available at [www.pstcc.edu/departments/swd/](http://www.pstcc.edu/departments/swd/)

**E. Other Policies:**

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.