PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

A+ COMPUTER SOFTWARE
CSIT 1720

Class Hours: 3.0       Credit Hours: 4.0
Laboratory Hours: 3.0   Revised: June 5, 2014

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.

Pre-requisite(s): None

Textbooks and Other Supplies:

I. Week/Topic: (tentative schedule)

<table>
<thead>
<tr>
<th>Week</th>
<th>Topics(s)</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>
</tr>
<tr>
<td>3</td>
<td>Chapter 7, Windows Installation Strategies</td>
</tr>
<tr>
<td>4</td>
<td>Test 1, Lab work</td>
</tr>
<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>
<tr>
<td>8</td>
<td>Chapter 11, Optimizing Windows</td>
</tr>
<tr>
<td>9</td>
<td>Test 2, Lab work</td>
</tr>
<tr>
<td>10</td>
<td>Chapter 12, Troubleshooting Windows and Applications</td>
</tr>
<tr>
<td>11</td>
<td>Tools For Solving Windows Problems</td>
</tr>
<tr>
<td>12</td>
<td>Chapter 14, Troubleshooting Windows Startup Problems</td>
</tr>
<tr>
<td>13</td>
<td>Chapter 18, Security</td>
</tr>
<tr>
<td>14</td>
<td>Chapter 20, Mobile Devices</td>
</tr>
<tr>
<td>15</td>
<td>Final Exam</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 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. (B,C,D,E,G)
5. Identify the procedures for basic disk management. (A,B,D,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: 50% of grade
   A minimum of three tests is recommended. Tests will cover materials 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 must be completed and submitted before the assigned deadline.

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. For the complete policy, please refer to the Academic Information in the online college catalog at www.pstcc.edu/catalog.

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 Disability Services (DS) in order to receive accommodations in this course. Disability Services may be contacted by sending email to disabilityservices@pstcc.edu, or by visiting Alexander 130. More information is available at http://www.pstcc.edu/sswd/.