Course Meetings
This is a hybrid course (N3) which means that you will attend the class in person two days a week and you will have online assignments.

Late Penalty
- All assignments due by midnight, EST on the assigned due date, normally Thursday!
- A late penalty of 20% be assessed for quizzes submitted late.

Due Dates are designed to keep students on track and to help spread out the work load during the course.

Office: Humanities Building, faculty office 120 (HUMN120)
E-Mail: lankaelson@skipjack.chesapeake.edu
*Include course number and a brief description in the subject line

Instructor Phone:
410-822-5400 Ext. 2342

Office Location: HUMN120, Wye Mills Campus

Instructor Office Hours, Open Lab Time, Advising:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Location</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Monday</td>
<td>10:45 AM to 11:30 AM, HUMN116 or stop by HUMN120 (Elson’s Office)</td>
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<td></td>
<td>1:45 PM to 2:30 PM, HUMN116 or stop by HUMN120 (Elson’s Office)</td>
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<tr>
<td>Tuesday</td>
<td>1:45 PM to 2:30 PM, HUMN116 or stop by HUMN120 (Elson’s Office)</td>
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<td>6:00 PM to 6:30 PM, HUMN116 or stop by HUMN120 (Elson’s Office)</td>
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<td>Wednesday</td>
<td>10:45 AM to 11:30 AM, HUMN116 or stop by HUMN120 (Elson’s Office)</td>
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<td>1:45 PM to 2:30 PM, HUMN116 or stop by HUMN120 (Elson’s Office)</td>
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<td>Thursday</td>
<td>1:45 PM to 2:30 PM, HUMN116 or stop by HUMN120 (Elson’s Office)</td>
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- Requests appointments with Dr. Elson via email. Include reason for the appointment, possible meeting times and a contact phone number.
- Actual office hours for Dr. Elson and open lab times may vary on occasion due to college/community events or college meetings.
**Course Description:**
An examination of the operation, installation and configuration of PC system software and hardware. Students will have considerable hands-on experience using, installing, supporting, and maintaining various system software and pc hardware. Areas of study will include DOS and Windows XX operating systems. Two hours lecture, two hours laboratory per week. [F/S] 3 credits. Pre or co-requisite: CIS 109.

**Course Goals:**
The goals for the course are:
1. To provide an understanding of computer operating system software.
2. To provide an understanding of computer hardware.
3. To provide the opportunity to acquire skills in installing and maintaining operating system software.
4. To provide the opportunity to acquire skills in installing and maintaining computer hardware.
5. To provide competencies needed for basic professional certification.

**Student Learning Outcomes:**
At successful completion of this course the student will be able to…
1. Install system - Install operating systems on a PC.
2. Install hardware - Install hardware and software applications using several different operating systems.
3. Manage resources - Use an operating system to manage the resources of a PC.
4. Secure access - Use an operating system to secure access to a PC.
5. Build and configure - Demonstrate the steps necessary to build and configure a PC.
6. Professional certification - Obtain Comp-TIA A+ professional certification.
7. Synthesize information - Store, retrieve, evaluate, and synthesize information using technology tools.

**Tips for Success:**
- Email your instructor if you have questions or need some extra help.
- Read the material before class time or completing online discussions.
- Come to class prepared or be prepared before joining in on online activities.
- Set aside 10-12 hours each for homework in this class.
- Ask questions!
- Post assignments on time.
- Keep up with the assignments, each one builds on the previous one.
- Email your instructor if you need to miss class.
- Use TRIO resources if you are a TRIO student.
- Visit the LRC tutoring center for extra help (Wye Mills Campus).
- Have fun!
Textbook & Instructional Materials: Required to purchase for the course.

Title: A+ Guide to IT Technical Support, 9th Edition
Publisher: Cengage
Author: Jean Andrews

- Purchase at bookstore if using financial aid or self-pay.
- Purchase or rent your textbooks before the course starts. Purchasing a used book or renting the book is allowed if available.

TestOUT PC Pro, Access Code

TestOut PC Pro English 5.1.0
Additional Requirements:

You do not need to have a home computer with Internet access in order to complete the course assignments. However, you will be at a disadvantage compared with other students who are able to work from home at a convenient time. If you do not have a home computer with the required software and Internet access, you must be very diligent in using the College’s open labs in Wye Mills and Cambridge or using other computers available to you to complete your lab work. Check out your local library for computer access if needed. The LRC on campus in Wye Mills is a great place to study and use the computers.

☐ **Course workload.** Students are expected to complete a minimum of two hours of work outside of class for every hour spent in class. The following table provides an example of how the total course time commitment may be allocated in the completion of this course. Actual times will vary by student.

<table>
<thead>
<tr>
<th>Task</th>
<th>Approximate Time Commitment (Hrs.)</th>
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<tbody>
<tr>
<td>Reading, TestOUT, labs, activities</td>
<td>61.5</td>
</tr>
<tr>
<td>Windows/Linux Dual Boot PC Planning</td>
<td></td>
</tr>
<tr>
<td>Document</td>
<td>4</td>
</tr>
<tr>
<td>TOTAL Estimated Hrs. Outside of Class</td>
<td>65.5</td>
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☐ Some of the assignments require Microsoft Office 2016 (Word, Excel, PowerPoint).
☐ All assignment files are to be submitted electronically and must be saved in the requested file format for each assignment.
☐ If you do not have Office 2016 on your personal computer, the college provides a link to download MS Office software for free. Look on the home page of My Campus for information on obtaining MS Office 2016 for free as a Chesapeake College student.

**STORING YOUR FILES:**

☐ Each student is required to use 32GB flash drive provided by the college for this class. A 32GB metal case flash drive will be checked out to each student. If the flash drive is lost or damaged the student is responsible for paying to replace the flash drive. The flash drive will be used to setup a virtual machine environment for loading various operating systems.

☐ It is strongly suggested that you store your assignments in more than one location.

☐ Technical difficulties (“…but my Internet access is down” or “…but I can’t find my file”) do not count as valid excuses for missing due dates unless there are extenuating circumstances (e.g., loss of power to your entire neighborhood) and the instructor has been notified in a timely manner.

☐ Students are responsible for completing work on time and backing up files on a regular basis.

☐ Unless otherwise specified, all work submitted for a grade must be in digital format that can be uploaded to a drop box in Canvas.
Teaching Techniques:
- Demonstrations, activities, mini-lecture
- Student self-exploration and research
- Demonstration videos, online discussions, & presentations.
- Homework assignments & projects.
- Research and/or writing assignments that test your critical thinking, writing, and information literacy skills.
- Hands-on lab exercises.
- Use of resources on the Internet and on Canvas.

Course materials may be found in the Canvas CIS152 course shell. Check this site regularly. This includes keeping an eye out for announcements posted by the instructor.

Evaluation & Assessment:
If you have a disability that requires that you take more time on tests or be given other accommodations, contact the campus’ ADA Coordinator, Judy Gordon, as soon as possible. Without written instructions from Ms. Gordon’s office, a student cannot legally be given any special accommodations.

Grades Weighted By Category

- Quizzes (Canvas Quiz) 10%
- TestOUT Assignments 25%
- Final TestOUT Exam 15%
- Activities 15%
- Labs (Textbook or In-class) 20%
- Professionalism/Participation (in-class) 10%
- Discussions 5%
TestOUT Certification Exam

- TestOUT Pro Certification Exam will be given in class as the final exam. During the course students will have the opportunity to take the Certification Practice exam.
- A missed test will receive a grade of 0 unless there are documented extenuating circumstances and the student has notified the instructor's in advance (in person; via email; or via phone), giving the reason for missing the test and a phone number where the student may be contacted.
- Tests are timed.
- Except for extenuating circumstances that are beyond the student's control, makeup exams will not be given. A makeup exam may differ from the original exam. Factors used in determining whether a student should be given a makeup:
  - The promptness with which the instructor is contacted.
  - The student must make suitable arrangements with the instructor prior to missing the exam if possible. Documentation may be required.

Final Grades:

- 90 - 100% = A
- 80 - 89% = B
- 70 - 79% = C
- 60 - 69% = D
- Below 60 = F

Academic Dishonesty:

A student who plagiarizes or acts dishonestly in another manner on any work for which a grade is given will earn a 0 grade for that work. All work submitted by the student must be created by the student and include proper APA format citations. It is important to include the URL for any Internet sites referenced and to include the citations for printed sources (title, author, date and page number).

Read the Chesapeake College Honor Code located in Canvas.
This step-by-step, highly visual text provides a comprehensive introduction to managing and maintaining computer hardware and software. Written by best-selling author and educator Jean Andrews, A+ Guide to IT Technical Support, 9th Edition closely integrates the CompTIA+ Exam objectives to prepare you for the 220-901 and 220-902 certification exams. The new Ninth Edition also features extensive updates to reflect current technology, techniques, and industry standards in the dynamic, fast-paced field of PC repair and information technology. Each chapter covers both core concepts and advanced topics. Ms. Andrews has also managed a computer repair help desk and handled troubleshooting for wide area networks. In addition to her bestselling A+ GUIDE TO IT TECHNICAL SUPPORT, she has written the A+ GUIDE TO HARDWARE: MANAGING, MAINTAINING AND TROUBLESHOOTING. She lives in north Georgia. From the Publisher. Get Ahead with Andrewsâ€™ A+ Guide to IT Technical Support (Hardware and Software). View larger. View larger. Florida Virtual School. A+ Guide To It Technical Support. Mr Beers. Chapter 1 And 3. Susan N. â€¢ 70. cards. The PCIe connectors on an ATX Version 2.2 power supply come in what two different configurations, depending on the version of PCI express involved? A support technician should know how to replace one. If you have a PCI Express Version 2 video card, how many pins will the power connector have if the card requires extra power? 4 2 5 8. How many pins are in the power supply connector that is typically used on most motherboards today? 20-pin 8-pin 24-pin 15-pin. 24-pin.