



Syllabus

Missouri Valley High School Dual Credit with Iowa Western Community College

**TITLE OF COURSE:
COURSE NUMBER:
SECTION NUMBER:**

**PC Support I
NET-790-MVHS**

**HOURS:
LOCATION:**

**Monday – Friday Period 2
Room 130**

CREDITS:

3 SEMESTER HOURS CREDIT

INSTRUCTOR:

Michael Brown

COURSE DESCRIPTION:

PC Support I is the first in a sequence of two courses focusing on computer hardware. The course introduces hardware issues necessary for an entry-level computer technician. Students learn to troubleshoot, repair, upgrade, and maintain PC hardware.

COURSE GOALS:

Upon successful completion of this course, the student will:

- Identify all parts of a PC
- Discuss the functions and interactions of all PC subsystems
- Identify and troubleshoot common PC hardware problems
- Select quality PCs and constituent components based on performance and cost
- Install, replace, and upgrade PC hardware components
- Install and troubleshoot PC peripherals such as printers and modems

METHODS OF INSTRUCTION:

- Lecture: Lecture, overhead transparencies, handouts, demonstrations, and discussions.
- Laboratory: Instructor guided practice, class exercises.
- Homework: Reading, review exercises, and laboratory assignments.

TEXTBOOK AND MATERIALS:

Understanding and Troubleshooting Your PC, Shelly, Cashman, Andrews, ISBN 0-619-20223-8

- Internet Resources
- Handout Materials
- Computer toolkit (recommended)

EXPECTATIONS:

- Professional and ethical in workgroups
- No swearing,
- Courteous, helpful and get along with others
- Participate in class
- Work in teams, but everyone hand in their own work
- No copy/pasting or use the same file
- Prepared for class
- Spend time outside of class-time (6 hours per week)
- Attend every class session
- Read chapter or Lab ahead of class-time
- Research for additional information or clarity
- Stay current with Industry
- Sign up for Newsletters (LangaList, Microsoft)
- Read Industry magazines or e-zines
- Complete assignments on time
- Upload Lab Report to SAIL
- Ask questions in class

ATTENDANCE:

Students are expected to attend all sessions of classes for which they are enrolled. Absences shall in no way lessen student responsibility for meeting the requirements of any class. Students are expected to know the attendance policy of each of their instructors. Failure to abide by an instructor's attendance policy may result in failure. School policy requires that attendance will be taken and recorded for every class meeting. Instructors are responsible for developing and implementing their own forms for recording class attendance, which may be checked and verified by sources from both on and off campus. These include, but are not limited to, Iowa Western Community College Student Services personnel, the Veteran's Administration, federal, state, county, and private human services agencies, and scholarship granting organizations. This policy is subject to the limitations of The Family Educational Rights and Privacy Act. See also the Iowa Western Community College Catalog, under General Information – Academic Information (page 17).

Bonus grading points may be assigned for attendance at Lab assignment hours.

ASSIGNMENTS:

Lab assignments are due as assigned. These assignments may be turned in early. Late assignments will not be accepted, unless prior arrangements have been made with the instructor, and only in an emergency situation. It is the responsibility of the student to find out any assignments or class activities when absent from class. All assignments will be posted on Sail. Assignment due dates will not be adjusted for any reason. Extra credit can only improve the grade you have earned. Failure to complete/pass all assignments and/or tests may constitute failure of the course.

ACADEMIC HONESTY, HONOR AND INTEGRITY:

Iowa Western Community College believes in the value of independent, honest work on the part of its students. Students are expected to conduct themselves with scholarly integrity. Cheating and plagiarism are serious acts of misconduct and shall be subject to disciplinary action, including possible expulsion from the college. Each confirmed incident of cheating or plagiarism will be reported by the instructor to the dean or director, who will report it to the Dean of Student Services. Sharing your work or copying another student's work, disk(s) and/or files will constitute cheating. Should any two (or more) students turn in identical work, said assignment will be given a grade of "0" for all students. The second time cheating occurs the student(s) involved will receive a failing grade for the entire course. Procedure and penalties for confirmed cheating and plagiarism are as stated in the College Catalog, under Student Services and Activities - Student Conduct, Discipline and Appeals Procedure (pages 27 – 31).

CLASSROOM ORDER/DECORUM:

- Due to the study nature of the classroom, students are asked to comply with the following:
- No food, drink, liquid containers, smoking or tobacco products are allowed in the classroom.
- Cellular phones are to be turned off during class time.
- Pagers are to be either turned off or in 'silent' mode.
- Stereo headphones are not to be used during class.
- Laptop computers & tape recorders are to be used only with permission from the instructor.

GRADES:

- Quizzes at the instructor's discretion
- Lab activities and hands-on performance tests
- In-class assignments, homework, and class participation
- A final exam
- The breakout for grades is as follows:
- Quizzes: (100pts each) 35%
- Homework, labs: (10 pts each) 35%
- Final (300 pts) 20%
- Participation and in-class assignments (150 pts) 10%

The following grading scale will be used – To calculate divide the points earned by the total possible points:

A	90 - 100%	indicates superior work and excellent progress
B	80 - 89%	indicates work and progress above the average standard
C	70 - 79%	indicates work and progress that meets the average standard
D	60 - 69%	indicates work and progress below the average standard
F	0 - 59%	indicates work and progress below the minimum standard

ASSISTANCE:

Students should feel free to ask for assistance outside of class if they need it. Please see me to make the necessary arrangements.

Instructor: Michael Brown
Office: Rm 130
Office Phone: 642-4149
E-Mail: mbrown@movalley.k12.ia.us
Office Hours: 8:00 to 8:05 and 3:30 to 4:00

AMERICAN WITH DISABILITIES ACT STATEMENT:

If you are an individual with a disability who requires an accommodation to fully participate in academic programs or campus activities, please contact the Coordinator of Disability Services and Disability Resource Advisor as soon as possible at 712-325-3390 (V/TTY) or the Success Center, Clark Hall (CH-214). This will allow us time to plan your accommodations before classes and activities begin.

Schedule: School year 2005-06

Session	Topics	Reading	Lecture & Class Discussion	Review Questions Homework	Activites	Quizzes Exams
August 20	Introducing Hardware	Chapter 1	Course intro, review of text, syllabus, & safety issues	Chapter 1	As assigned	Quiz Ch. 1 Test
August 29	How Hardware & Software Work Together	Chapter 2	POST, Boot Process, BIOS & CMOS Settings	Chapter 2	As assigned	Quiz Ch. 2 Test
September 10	Understanding the Motherboard, the CPU, and Troubleshooting	Chapter 3	Lab Evolution of boards & CPUs, bus architectures, board configuration & features time, basics of electricity, power supplies, UPS, power topics	Chapter 3	As assigned	Quiz Ch. 3 Test
September 19	Managing Memory	Chapter 4	Types & features of RAM	Chapter 4	As assigned	Quiz Ch. 4 Test
October 1	Understanding, Installing, and Troubleshooting Disk Drives	Chapter 5	Hard drive characteristics & installation, Floppy drive & disk features Understanding Hard Drives	Chapter 5	As assigned	Quiz Ch. 5 Test
October 10	Supporting Input, Output, and Multimedia Devices	Chapter 6	Audio, optical, & tape drives, serial, parallel, USB, 1394, keyboards/pointing devices	Chapter 6	As assigned	Quiz Ch. 6 Test
October 19	Ch. 1-6	Ch. 1-6				Mid-term
October 21	Supporting Printers	Chapter 7	Printer types, local and network printers, troubleshooting	Chapter 7	As assigned	Quiz Ch. 7 Test
November 5	Installing and Using Windows XP Professional	Chapter 8	Win XP install, networking, installing software and hardware	Chapter 8	As assigned	Quiz Ch. 8 Test
November 14	Managing and Supporting Win XP	Chapter 9	Security, registry, boot process, troubleshooting	Chapter 9	As assigned	Quiz Ch. 9 Test
November 29	Connecting PCs to Networks and the Internet	Chapter 10	Networking and Protocols	Chapter 10	As assigned	Quiz Ch. 10 Test
December 11	Purchasing or Building a Personal Computer	Chapter 11	Cost comparison and 12 process for building a computer	Chapter 11	As assigned	Quiz Ch. 11 Test
December 14	Maintenance and Troubleshooting Fundamentals	Chapter 12	Optimizing and Protecting Drives/Backup methods logic/ viruses, & troubleshooting, utility and diagnostic software	Chapter 12	As assigned	Quiz Ch. 12 Test
December 20	Ch. 1-12	Ch. 1-12				Final