

MARTIN COMMUNITY COLLEGE
COURSE SYLLABUS
Semester/Year: Spring 2011

COURSE NUMBER: CTS 120 (5H1)	INSTRUCTOR: Steve Baker
COURSE TITLE: Hardware/Software Support	OFFICE NO: Building 4, Room 34
CREDIT HOURS: 3	OFFICE/VIRTUAL HOURS: Tuesday 12-4 Wednesday 8-11 Thursday 1-2
CONTACT HRS/WK: 5 (2 class, 3 lab)	PHONE NO: (252)789-0283
PREREQUISITES: CIS 110 or CIS 111	FAX: (252)792-0826
COREQUISITES: None	E-MAIL: sbaker@martincc.edu

COURSE DESCRIPTION:

This course covers the basic hardware of a personal computer, including installation, operations and interactions with software. Topics include component identification, memory-system, peripheral installation and configuration, preventive maintenance, hardware diagnostics/repair, installation and optimization of system software, commercial programs, system configuration, and device-drivers. Upon completion, students should be able to select appropriate computer equipment and software, upgrade/maintain existing equipment and software, and troubleshoot/repair non-functioning personal computers.

PROGRAM LEARNING OUTCOMES:

1. Use application software to produce and edit word processing, spreadsheet, and database files.
2. Install and configure switches and routers in multiprotocol networks that use LAN and WAN interfaces.
3. Explain the fundamentals of basic PC security.

COURSE LEARNING OUTCOMES:

1. Identify the basic components of a computer and their functions in relation to the operation of a computer.
2. Build a functioning computer, complete with basic peripherals, appropriate device drivers, and an operating system using proper equipment-handling procedures.
3. Diagnose common computer malfunctions and alter hardware and/or software to repair the malfunctions

REQUIRED TEXTBOOKS:

IT essentials: PC hardware and software companion guide (4th ed.). (2010). Indianapolis, IN: Cisco Press.

IT essentials: PC hardware and software lab manual (4th ed.). (2010). Indianapolis, IN: Cisco Press.

SUPPLEMENTAL RESOURCES:

REQUIRED: Minimum 1gig flash drive

LEARNING/TEACHING METHODS:

The instructor will lecture on each module, encourage in-class and virtual discussion, assign outside reading assignments, assign at least one project during the semester, and assign hands-on activities for each module and on each examination.

ASSESSMENTS/METHODS OF EVALUATION:

The following table lists the graded assignments and the respective percentage of the student's grade each item composes.

Graded Item	Percentage of Overall Grade
Chapter Tests	50%
Lab Assignments / Homework	15%
Outside Reading Assignments	5%
Class Participation	10%
Final Exam	20%

GRADING POLICY

The student will receive a final grade for the class based solely on the weighted grade earned at the end of the semester. This grade will be based on the following 10-point grading scale:

Weighted Final Score	Final Grade
90.00% - 100.00%	Grade A
80.00% - 89.99%	Grade B
70.00% - 79.99%	Grade C
60.00% - 69.99%	Grade D
Below 59.99%	Grade F

COURSE OUTLINE:

Week	Chapter
Week 1	Introductions and Blackboard
Week 2 – Week 5	Chapters 1-3
Week 6 – Week 8	Chapters 4-7
Week 9 – Week 10	Chapters 8-10
Week 11 – Week 13	Chapters 11-13
Week 14 – Week 16	Chapters 14-16
Week 17 – Week 18	Course Review and Final Exam

STUDENT ATTENDANCE POLICY:

Martin Community College recognizes that academic success is tied to regular attendance and completion of assigned work and tasks in a timely manner. Students are expected to attend a minimum of 85 percent (68 hours) of the total hours for the course, which includes classes and labs.

This class is a hybrid class, which means that some hours must be completed in-class and that some hours must be completed through completion of assignments. In-class absences are computed exactly as traditional classroom absences are computed. For example, a student who misses one hour of classroom time incurs a one-hour absence penalty. However, failure to complete some assignments by their deadlines will also result in absence penalties. Each assignment is associated with an arbitrary absence penalty (depending on the complexity of the assignment), and this absence penalty is indicated with the assignment itself.

For instance, if a student were to miss one hour of classroom time, then the student would incur a one-hour absence penalty. Next, if the student failed to submit two outside assignments (one that had a one-hour absence penalty and another that had a two-hour absence penalty) by their deadlines, then the student would incur an additional three-hour absence penalty. Overall, this example student would have incurred four total hours of absence penalties (one hour of classroom time and three hours of missed assignments).

Students must be present in at least one face-to-face classroom session during the first ten percent (10%) of a course in order to be considered enrolled in the class. If a student has not attended at least one class by the ten-percent census date, the instructor will administratively withdraw the student.

Students who miss more than six contiguous contact hours or fail to attend the required percentage of total hours without a justifiable absence and verifiable contact with the instructor may be administratively withdrawn from the class by the instructor and given a grade of "WF." The "WF" will be equivalent to an "F" when calculated into the student's GPA. A justifiable absence includes the following reasons for absence: illness, death in the family, jury duty, and school-related functions. (However, the instructor must be notified in advance of absences caused by school-related functions or jury duty.) Verifiable contact includes contact by these means: meeting the instructor face-to-face, e-mailing the instructor using the school-provided e-mail address, and/or calling the instructor using the telephone number and extension (if applicable) provided in the syllabus. Students may remove a "WF" by submitting appropriate paperwork for an official withdrawal by the last day to officially withdraw without receiving an "F." The last day to officially withdraw without receiving an "F" is published in the academic calendar for each academic year.

Habitual tardiness and/or early departure in a course may, at the discretion of the instructor, be considered in computing class attendance. Tardiness, in this course, is defined as being late for class more than one (1) minute after the official start of class; early departure, in this course, is defined as leaving the class more than one (1) minute early before the official end of class.

Students will be counted absent from the date they enroll for each course.

Note: Under DVA regulations, the enrollment of veterans or dependents will be terminated or adjusted if they are administratively withdrawn or if they officially withdraw.

If an instructor fails to report for a class within 15 minutes of the scheduled beginning time and has not left instructions, those students present should sign a sheet before leaving and designate a student to submit it to the Dean of Academic Affairs and Student Services.

REQUEST FOR EXCUSED ABSENCES FOR RELIGIOUS OBSERVANCES*

***In compliance with G.S. 115D-5, MCC policy permits a student to be excused, with the opportunity to make-up any test or other missed work, a minimum of two excused absences per academic year for religious observances required by the student's faith. The policy limits the excused absences to a maximum of two days per academic year.**

Students who wish to be excused for a Religious Observance required by their faith must complete and submit a request form to the instructor(s) prior to the census date of each class.

The ***Request for Excused Absences for Religious Observances*** form can be picked up from Student Services. This does not supersede the college-wide attendance policy as outlined in the college catalog or syllabus, with the exception of a reasonable accommodation for the make-up of missed course work.

COURSE POLICIES:

Students must observe the following policies:

1. Students must not bring children or visitors into the classroom.
2. Students must not turn on computer equipment unless instructed to do so.
3. Students must not play games or surf the Internet in the classroom.
4. Students must not eat or drink any food or drinks in the classroom.
5. Students must turn off all cell phones, pagers, and/or beepers while in class.
6. Students must wear Martin Community College-issued IDs in class at all times.

CONTACT:

If you cannot reach your instructor, you may contact Dr. Phyllis Broughton, Dean of Academic Affairs and Student Services at (252)789-0246 or (252)789-0247 by phone; at pbroughton@martincc.edu by e-mail; or, in person at her office in Building 2, Room 33.

To access the Martin Community College Career Catalog for policies and curriculum requirements, please go online to www.martincc.edu.

If you have a need for a disability-related accommodation, please notify the Student Services counselor at (252) 789-0293.