

**Computer Upgrade and Repair – CET1172C**  
**Syllabus Format**  
**Florida Keys Community College**

## **I. Course Information**

Course Prefix/Number/Course: CET 1172C

Credit Hours/Contact Hours: 3.0 credit hours/45.0 contact hours

Prerequisites for the course: CGS1000C with grade C or better

## **II. Course Method**

This course blends traditional face-to-face and online learning. Students are expected to attend classroom sessions on Mon and Wed 7PM to 9PM as well as participate in online activities as assigned. Please see online course method description below.

**Synchronous Office Hours** - Check the Announcement section of the course for synchronous office hour times. To access office hours click on "Chat" under Course Tools.

**Announcements** - Weekly Announcements from your instructor will be posted on the announcements page. To access click on "Announcements" under Course Tools.

**Classroom Email** - All classroom email between students and faculty members should occur within the internal D2L email system. To access click on "Mail" under Course Tools.

## **III. Instructor Information**

**Instructor:** Jeff Lynn

**Email:** Jeffrey.Lynn@fkcc.edu

**Office Hours:** 30 Minutes before and after each class

**Phone:** 813-541-7271

## **IV. Description**

The purpose of this course is to prepare students to configure and maintain computer systems. Topics include components of a personal computer system, storage devices, power supplies, adaptors, display devices, laptops, portable devices, printer configuration, operating system features, operating system installation, operating system configuration, troubleshooting and preventive maintenance. Upon completion of this course the student will be prepared to take the A+ Essentials certification exam.

## **V. College-level Competencies**

Florida Keys Community College graduates who complete the core curriculum possess the knowledge, skills and values associated with college-educated individuals. Our graduates demonstrate mastery of competencies integrated within the academic disciplines, such as the ability to effectively communicate, seek creative solutions to problems, exhibit cultural awareness, and command basic technological skills.

1. **Communication:** Comprehend and articulate effectively – written and oral communication

2. **Critical thinking:** Demonstrate mastery of problem-solving skills in the discipline
3. **Diversity:** Interpret and evaluate societal and ethical issues, problems and values
4. **Technology:** Utilize technology effectively

## VI. Course Calendar

The Course Calendar lists the learning activities and assessment measures that comprise this course on a modular basis. These activities and assessments are directly related to learning outcomes that support the overall course objectives. There are a total of 1200 points that can be achieved during this 15-week course. Students are able to gauge their performance according to this grading scale throughout the duration of the course. The “Student Assessment” column lists all of the assignments required by this course and their due dates. I strongly recommend you print this out and refer to it often.

Students are responsible for following the course calendar. Consult your calendar before you start a new chapter or section. (Note: Some sections may not be covered in the same order as in the text). If you ever have a question that begins with “When is \_\_\_”, the answer is probably already published in this Course Calendar. Looking here first will probably get you a quick answer to your question.

	Module 1 (Personal Computer System Components)  Week 1 & 2		Reading: Chapter 1 (pages 1 – 86)	Quiz Due Date:	100
	Module 2 (Storage Devices, Power Supplies and Adaptors)  Week 3		Reading: Chapter 2 (pages 87 – 132)	Quiz Due Date:	100
	Module 3 (Understanding Display Devices)  Week 4		Reading: Chapter 3 (pages 133 –	Lab: Working with Display	100

			170)	Devices Due Date:	
	Module 4 (Understanding Laptops and Portable Devices)  Week 5		Reading: Chapter 4 (pages 172 – 204)	Quiz Due Date:	100
	Module 5 (Installing and Configuring Printers)  Week 6  Week 7		Reading: Chapter 5 (pages 205 – 255)  Midterm Review	Lab: Working with printers and print drivers Due Date  Midterm Exam Due Date:	100  150
	Module 6 (Operating System Features and Interfaces)  Week 8 & 9		Reading Chapter 6 (pages 257 - 328)	Lab: Working with Windows Operating Systems	100
	Module 7 (Installing and Configuring Operating Systems)  Week 10 & 11		Reading Chapter 7 (pages 329-390)	Lab: Installing Windows Operating Systems	100
	Module 8 (Troubleshooting Theory and Preventive Maintenance)  Week 11 & 12		Reading Chapter 8 (pages 391 – 440)	Quiz	100

	Module 9 (Troubleshooting Operating Systems, Hardware, Printers and Laptops)				
	Week 13 & 14		Reading Chapter 9 (pages 441 – 478)	Lab: Preventive Maintenance & Troubleshooting	100
	Week 15		Final Exam		150

## VII. Materials

Required Textbook: CompTIA A+ Complete Study Guide  
Doctor, Dulaney, Skandier  
Publisher: Sybex  
ISBN: 978-0-470-48649-8

## VIII. Grading Scale (This is Standard Through Out the College)

The following grade scale will apply to this class:

A:	90 % or above	1200 – 1080 points
B:	80 - 90 %	960 – 1079 points
C:	70 - 80 %	840 - 959 points
D:	60 - 70 %	720 - 839 points
F:	below 60 %	below 720

## IX. Class Policies

**D2L EMAIL:** The email utility within D2L should not be used for personal items that are not appropriate to share with the entire class.

### What you can expect from me:

I normally log into D2L and check for messages at least once per day, including weekends and holidays. If you have an urgent message for me, do not post the same message both on a Discussion Forum and in an email. Doing both will waste your time and will not result in my getting the message any faster. If I expect to be out of contact for more than a couple of days, I will inform the class via the Discussion Forum.

Important Note: If I have not responded to your email or voicemail message by the end of the day after you left the message, you should assume that I did not receive it and leave another message.

## Logging Off From D2L

In order to better serve our faculty and students, all D2L users should use the logoff button when completing online course work. By logging off instead of just closing your internet browser window, D2L server space is freed and system performance is optimized. In addition, logging off will more accurately record each student's time logged into the online course.

### Late Work

Any assignment not submitted by the date and time specified in the Course Calendar is considered late, unless you have contacted me and I have approved an extension in advance.

Assignments will be accepted up to 5 days late unless you have contacted me and we have mutually agreed on an alternate submission date before the day that the assignment is due. Late will be assessed a late penalty equal to 25% of the total point value of the assignment. The penalty will be based on the date that the assignment is actually submitted.

The above policy does not apply to exams or any other assignment that may due during the Final Exam period. No assignments due during the last week of classes will be accepted late to allow me to submit the course grades to the college on time. **There will be no make-up exams or quizzes.**

### Class Participation

Class participation is defined as actively participating in classroom activities and discussions. In order to receive credit for class participation, students must be present in class. In other words, class absences will have a direct impact on your class participation grade.

### Withdrawal Policy

Students may withdraw without academic penalty from any course by the established deadline published in the College's calendar. This will result in a grade of 'W' for the course and will not count against the student's GPA.

Students will be permitted a maximum of two withdrawals per course. Upon the third attempt, the student WILL NOT be permitted to withdraw in accordance with State of Florida regulations and will receive an earned grade for that course.

It is the responsibility of the student wishing to withdraw from the course to do so by the date published in the College Academic Calendar. Students who abandon the course or do not withdraw themselves by the published deadline are subject to receiving a grade of F. An instructor may withdraw a student from courses for excessive absences and/or non-attendance up to the 70% point in the semester.

### Exams and Quizzes

I recommend the following general process for studying each chapter:

- Read each chapter once to get an idea of its contents.
- Read the chapter carefully, ensuring you understand each concept.
- Use the chapter notes available in the online classroom to supplement the textbook.

- Use the study guide. You should be able to provide a detailed explanation for each item in the study guide.

If you can provide a detailed explanation for every item in the study guide and you understand the reasons behind the all of the correct answers in the review games, you will be well prepared for the tests in this class.

## **Extra Credit Work**

In general, I do not permit students to complete extra credit assignments to improve their grade. To earn the grade you desire, work hard all semester.

## **How Much Study Time You Should Expect To Devote To This Course**

Most educators recommend that students spend 1-2 hours outside of class studying and completing assignments for every hour spent in class. For a typical 3 credit hour class, this translates into a total of 6-9 hours every week per course. This same guideline applies to online courses. You should expect to spend a total of 6-9 hours each week studying and completing assignments for each course you take.

This is a guideline. Some classes will require more time and effort than this guideline and some will require less, and the time any individual student will need to spend will vary. You should expect the study time you will need in any class will be toward the high side of the guideline until at least after the first exam or quiz. Then you can compare the effort you expended with the results you earned and make any adjustments necessary.

## **Academic Honesty & Plagiarism**

Students are expected to respect and uphold the standards of honesty in submitting written work to instructors. Though occurring in many forms, plagiarism in essence involves the presentation of another person's work as if it were the work of the presenter. Any cheating or plagiarism will result in disciplinary action to be determined by the instructor based on the severity and nature of the offense. It is the student's responsibility to review the College's policy on Academic Honesty.

Collaboration and discussion is encouraged in all course aspects other than actually completing the assigned work (quizzes, exams, homework, projects, etc.). Indeed, collaboration often leads to increased understanding of the material being covered. If you have questions about an assignment, I encourage you to speak up and ask questions about it.

Plagiarism is a form of fraud and will not be tolerated. You are expected to do your own work. Copying text or images from any source and claiming it as your own is considered plagiarism. Submitting copied text as most or all of your answer on a homework or project is also a form of dishonesty, even if you cite the source. I want to read YOUR words, not someone else's words. Using quoted text to support your answer will not usually be necessary in this class.

**If I catch you in any form of academic dishonesty, you will receive a grade of zero for that assignment. If I catch you a second time, you will earn a failing grade for this class and be reported to the College.**

## **Attendance Policy**

I will monitor student attendance and participation in class.

There will be at least one assignment in this course that is due every week of the semester, unless the College is officially closed for the entire week. These may include class participation, exams and quizzes, homework, projects, or a combination of these. I will take attendance each class, so it is important that you attend each scheduled class session.

An instructor may withdraw a student from courses for excessive absences and/or non-attendance up to the 70% point in the semester.

## **Delays in Getting the Textbook**

Having regular access to the textbook is a requirement for this class. Whenever possible students should have the text in hand before the first day of class each semester, but there will be times that students are unable to get the text until after the class begins. If you are in this situation, follow the guidelines below. These guidelines are intended to be general enough to apply to all classes you take, and they may not all apply to this class. Not having the text is not an acceptable excuse for doing no work at all in this class.

The FKCC library has reserve copies of the textbook available for student use. These textbook copies cannot be removed from the library.

Look at the publisher's web site for the text. Most publisher text sites have student resources that can help you, and many of these are available even if you do not have the text. As a minimum, the web sites usually have a Table of Contents, which can also help you get an idea what topics we will cover.

Please let me know if you don't have the text by the end of the first week of class. I will not be sympathetic if you wait until after the first week of the semester to tell me you don't have the text.

The above guidelines will probably not be enough to replace the text entirely, but they will allow you to learn enough to participate in the discussion forums each week. This participation is critical to your grade and also for attendance purposes.

## **Sources of Technical Assistance**

If you are having any technical difficulties (e.g., logging in, accessing the discussion board, etc.) please contact the Office of Distance Learning helpline at 305-809-3177 Monday—Friday 8:00AM to 4:00PM or email your question to [FKCC.helpdesk@online.fkcc.edu](mailto:FKCC.helpdesk@online.fkcc.edu).

## **Special Needs**

If you have any special needs or requirements pertaining to this course, please discuss them with the instructor early in the term. If you have special needs as addressed by the Americans with Disabilities Act (ADA) and need assistance, please notify the Office for Students with Disabilities at 305-809-3292 via email at: [karla.malsheimer@fkcc.edu](mailto:karla.malsheimer@fkcc.edu) or the course instructor immediately. Reasonable efforts will be made to accommodate your special needs.

## **Community Decorum**

A positive learning experience depends upon respect among all members of this classroom community. Disregard or disrespect for the process, the group or toward any individual will result in removal from the class and may result in you being dropped from the course.

Respectful discourse in discussion and email areas is expected and anonymous posting will not be tolerated.

## **Sexual Predators**

Federal and State law requires a person designated as a “sexual predator or offender” to register with the Florida Department of Law Enforcement (FDLE). The FDLE then is required to notify the local law enforcement agency where the registrant resides, attends or is employed by an institution of higher learning. Information regarding sexual predators or offenders attending or employed by an institution of higher learning may be obtained from the local law enforcement agency with jurisdiction for the particular campus, by calling the FDLE hotline (1-888-FL-PREDATOR) or (1-888-357-7332), or by visiting the FDLE website at [www.fdle.state.fl.us/sexual\\_predators](http://www.fdle.state.fl.us/sexual_predators). If there are questions or concerns regarding personal safety, please contact the Campus Security Officer on your campus.

## **Copyright Notice**

The materials and content provided in this course is intended only for registered Florida Keys Community College students who have paid their tuition and fees to attend this course. Materials that are affected include, but are not limited to, text, still images, audio recordings, video recordings, simulations, animations, diagrams, charts, and graphs. Every effort has been made to insure these materials are not disseminated to anyone beyond those who have legally registered for this course. Download, revision, or distribution of course material with anyone other than registered classmates and the instructor is strictly prohibited.

## Class Contract

The Class Contract assignment is my method of ensuring you know what you should expect from me, and what I expect from you. By returning the Class Contract to me, you are acknowledging that you:

- a. Understand the policies detailed in this Syllabus.
- b. Understand the expectations and due dates listed in the Course Calendar and Assessment Measures.
- c. Understand that you will be held accountable to the standards published in this document.
- d. The Class Contract must be submitted via the drop box by the date published in the Course Calendar and Assessment Measures.

By signing my name I acknowledge the above.

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_