



SYLLABUS

Your Course Learning Plan

Course: **CNT 110 (CRN 11081)**
A+ COMPUTER TECH CERTIFICATION

Instructor: **Mark Luffman**

Time Frame: **Spring Semester 2010**

A. Instructor Contact and Communications

Office Location: Building L – Room 214

Office Hours: 5:30 pm to 8:15 pm Wednesday

Phone: (928) 634-7501

E-mail Address: mluffman@instructor.yc.edu

Classroom Location: Lectures - Building L Room 216 - 5:30 to 8:15 pm Tuesday
Lab - Building L room 214 - 5:30 to 8:15 pm Thursday

Web site address: YC Portal <http://my.yc.edu>
Blackboard <http://blackboard.yc.edu>
Cisco Network Academy <http://cisco.netacad.net>

B. General Course Information

Credit hours: 4.0

Course description: This PC Hardware and Software course is designed to prepare students for entry-level positions in the IT field within several different working environments, such as corporate, help-desk and field environments. Students learn about the components of desktop and laptop computers by learning the proper procedures for hardware and software installations, updates and troubleshooting.



Today we live in a global economy where skills need to be transferable across borders to meet market demands, no matter the location of the employee or the employer. The Cisco Networking Academy Program provides access to these skills. This learning experience is supported by high-quality curricula, assessments, instructor training, hands-on labs and classroom interaction that is delivered worldwide to ensure consistency in qualifications and skills.

The updated PC Hardware and Software 4.0 course is divided into two parts. The fundamentals part of the course prepares students for the Computing Technology Industry Association (CompTIA) A+ Essentials exam and offers a greater emphasis on information security skills, safety and job-environmental issues and soft skills. The advanced part of the course prepares students for CompTIA's three job environment certification exams: IT Technician (220-602), Remote Support Technician (220-603), and Depot Technician (220-604). This is a hands-on, lab-oriented course that stresses laboratory safety and working effectively in a group environment.

Prerequisite/Co-requisite: None required at this time. Students without Windows competency will have difficulty in passing this rigorous course.

Course purpose:

1. To prepare the student to pass the CompTia certification exam
2. To provide technical competency to all students in the repair and

problem solving of computer systems.

3. To allow the student with the opportunity to and demonstrate competency in the repair of computer and peripheral systems.

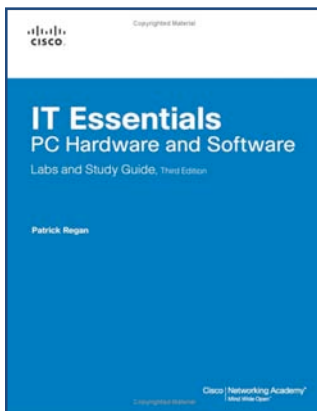
4. To impress the student with the value of customer relations and people skills as they apply in the world of the computer technician.

**Textbooks, software,
supplies, equipment and
tools:**

Textual content of course is online. No textbook is required for this course. Lab manuals are provided by Yavapai College.

C. Course Content and Outcomes

- Learning outcomes:**
1. Define information technology (IT) and describe the components of a personal computer
 2. Protect the student against accidents and injury, protect equipment from damage, protect data from loss, and protect the environment from contamination
 3. Perform a step by step assembly of a desktop computer tower
 4. Explain the purpose of preventive maintenance and identify the elements of the troubleshooting process
 5. Explain, install, and navigate an operating system; upgrade components based on customer needs and perform preventive maintenance and troubleshooting
 6. Describe, remove, and replace select components of a laptop; upgrade components based on customer needs and perform preventive maintenance and troubleshooting
 7. Describe, remove, and replace select components of a printer/scanner; perform preventive maintenance and troubleshooting
 8. Describe and install a network; upgrade components based on customer needs and perform preventive maintenance and troubleshooting
 9. Perform advanced installation of a desktop computer tower; select components based on customer needs and perform preventive maintenance and troubleshooting
 10. Upgrade security components based on customer needs and perform preventive maintenance and troubleshooting
 11. Apply good communication skills and professional behavior while working with customers



- Course content:**
1. Introduction to the Personal Computer
 2. Safe Lab Procedures and Tool Use
 3. Computer Assembly – Step by Step
 4. Basics of Preventive Maintenance and Troubleshooting
 5. Fundamental Operating Systems



6. Fundamental Laptops and Portable Devices
7. Fundamental Printers and Scanners
8. Fundamental Networks
9. Fundamental Security
10. Communication Skills
11. Advanced Personal Computers
12. Advanced Operating Systems
13. Advanced Laptops and Portable Devices
14. Advanced Printers and Scanners
15. Advanced Networks
16. Advanced Security

Assessments: 1. Online Skills Review Exam



2. Online Chapter Exams 1-10
3. Online Final Exam for Chapters 1-10
4. Online Chapter Exams 11-16
5. Online Final Exam for Chapters 11-16
6. Hands On Skills Exams
7. Lab Assignments
8. Worksheet Assignments

Grading (credit) criteria: 30% Online Chapter Exams

30% Online Final Exams

20% Hands On Skill Exams

20% Labs and Worksheets



A = 90% +

B = 80 to 89%

C = 70 to 79%

D = 60 to 69%

F = Less than 60%

Attendance Policies and Missed Exams:

All students are expected to attend and participate in all class meetings.

the day of the class that will be missed. If a student is absent from class unexpectedly, the instructor must be informed of the situation prior to the next class meeting. Any absences that do not meet the above criteria will be considered unexcused absences. After 2 unexcused absences, the student may be dropped a letter grade for the course. After 4 unexcused absences, the student may be withdrawn from the course by the instructor.

Missed Exams:

No makeup exams will be permitted for unexcused absences - the student will receive a grade of zero for any missed exam due to unexcused absence. Missed exams due to excused absence must be made up on the next attended class day or at a time designated by the instructor.

Student Withdrawal:

Students who decide to stop coming to class after the first week of classes are responsible for withdrawing from the class by filling out a Change of Class Enrollment form and submitting it to the Registration Office. If a student does not withdraw, a failing grade will be assigned if the student is still on the class roster when the course ends.

Student Support Services (as applicable)

Library services: Library services are available at the Prescott Campus and the Verde Valley Campus libraries. Both libraries are members of a countywide library network, which provides access to a wide-range of information and resources at libraries throughout Yavapai County. Possession of a College library card entitles students to access materials housed at member libraries. Instructors may place required course materials on reserve in the library or make assignments that require the use of library resources.

Learning resource center: A Learning Resource Center is available at the Prescott and Verde Valley Campuses. These centers provide a variety of learning support for students including tutoring, adaptive computer and equipment for students with disabilities, computer-assisted instruction, adult basic education, and English as a Second Language classes.

Tutoring: by appointment

Open laboratory hours: To be posted in classroom and on lab door

Online resources and services: cisco.netacad.net

Yavapai College Institutional Policies Procedures

Attendance: Students are expected to attend and participate in all class meetings, laboratories, and field trips. A student who expects to be absent due to another school-sponsored activity or compelling personal reason must make prior arrangements with the instructor. All course work must be made up as directed by the instructor. A student who does not adhere to instructor and College attendance requirements may be dropped from the course as defined in the Yavapai College General Catalog.

Course Withdrawal: To officially withdraw from a course, the student must complete a Yavapai College Change of Class Enrollment Form and submit it to the Registration Office. Withdrawing from a course after the published deadline for withdrawal requires instructor approval and signature. When a student withdraws from a course, a "W" will appear on the student's permanent college record. If a student does not follow official procedures for withdrawing from a course, failing grades may be posted on the student's permanent record.

Course mentoring: Contact the course instructor during office hours, through e-mail or phone, or at the beginning/ending of a class session to arrange for additional course assistance. Many student support services are also available to assist students in successful course completion.

Academic Integrity: Honesty in academic work is a central element of the learning environment. The presentation of another individual's work as one's own or the act of seeking unfair academic advantage through cheating, plagiarism or other dishonest means are violations of the College's "Student Code of Conduct." Definitions of plagiarism, cheating, and violation of copyright and penalties for violation are available in the Yavapai College General Catalog.

Student Code of Conduct: Respect for the rights of others and for the College and its property are fundamental expectations for every student. The "Student Code of Conduct" outlines behavioral expectations, and explains the process for responding to allegations of student misconduct.

Disability Support Services: Yavapai College is committed to providing educational support services to students with documented disabilities. Academic support services or accommodations for mobility impaired students must be arranged through the ADA Coordinator (Prescott Campus: 928.776.2079 or Verde Valley Campus: 928.634.6563).

Cell Phone and Pager Policy: Yavapai College is committed to providing a quality learning environment. All cell phones and pagers must be placed in a non-audible mode while in classrooms, computer labs, the library, the learning center, and testing areas. Cell phones and pagers must be used outside these facilities.

