

Course Syllabus

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CPMT1345: Computer Systems Maintenance Fall 2022

Course Description:

This course covers the fundamentals of computer hardware and software and advanced concepts such as security, networking, and an IT professional's responsibilities. Students who complete this course will be able to describe the internal components of a computer, assemble a computer system, install an operating system, and troubleshoot using system tools and diagnostic software. Students will also be able to connect to the Internet and share resources in a networked environment. New topics in this course include mobile devices such as tablets and smartphones and client-side virtualization. Expanded topics include Microsoft Windows 10, Linux operating systems, security, networking, and troubleshooting. Hands-on lab activities are an essential element of the course. **Prerequisites: None**

Student Learning Objectives:

- Define information technology (IT) and describe the components of a personal computer.
- Describe how to protect people, equipment, and environments from accidents, damage, and contamination.
- Perform step-by-step assembly of and routine maintenance of a desktop computer.
- Explain the purpose of preventive maintenance and identify the elements of the troubleshooting process.
- Install and navigate an operating system.
- Configure computers to connect to an existing network.
- Upgrade or replace components of a computer/laptop based on customer needs.
- Describe the features and characteristics of mobile devices.
- Install and share a printer.
- Implement basic physical and software security principles.
- Apply good communication skills and professional behavior while working with customers.
- Perform preventive maintenance and advanced troubleshooting.
- Assess customer needs, analyze possible configurations, and provide solutions or recommendations for hardware, operating systems, networking, and security.

Text and Supplies:

TestOut PC Pro - English 7.0.x, TestOut Corporation, ISBN-13: 978-1-935080-42-8

Computer with Internet access

USB Flash/Jump/Thumb drive (recommended size: 16-32GB)

Headphones/Earbuds (recommended)

Course Schedule:

A schedule of class meetings and coursework due dates is posted in CANVAS. This schedule is subject to change or alteration by the instructor as necessary to achieve the course outcomes.

Instructor Information:

Instructor information, including contact information and scheduled office hours, is posted in CANVAS.

Course Policies:

It is each student's responsibility to become familiar with Midland College policies as detailed in the Midland College Student Handbook. Any requests for clarification of Midland College policies and their relevance to the course should be addressed to the course instructor.

Course Census: Students MUST actively participate in the course by completing an academically related activity, assigned by the instructor by the official course census date. Students who do not complete the census activity by the course census date will be reported as never attended and dropped from the course.

Students with Disabilities: Midland College provides services for students with disabilities through Student Services. In order to receive accommodations, students must visit www.midland.edu/accommodation (Links to an external site.) and complete the Application for Accommodation Services located under the Apply for Accommodations tab. Services or accommodations are not automatic, each student must apply and be approved to receive them. All documentation submitted will be reviewed and a "Notice of Accommodations" letter will be sent to instructors outlining any reasonable accommodations.

Scholastic Dishonesty: The coursework submitted for this course must be original work prepared by the student enrolled in this course. Cheating, plagiarism, and any other form of academic dishonesty as defined in the Midland College handbook can result in appropriate disciplinary action.

Class Policies:

This course is fast-paced. Students must keep up with the schedule by studying outside of class and completing all assignments on time.

Participation: Active class participation in class discussions and activities is essential to successfully completing this course. Effective preparation for the class includes reading course materials and completing assigned coursework outside of scheduled class meetings. Students who would like additional help in preparing for class meetings should contact the instructor for assistance.

Communication: Effective communication is critical to the successful completion of this course. Questions about the course or requests for assistance with course materials should be addressed to the instructor in person, by telephone during scheduled office hours, or through CANVAS at any time. All digital correspondence between students and the instructor should be via student email or CANVAS.

Mobile/Cell Devices: Cell phones should be placed on either vibrate or silent mode and accessed in emergency cases only. Please note that the CANVAS App for mobile devices does not connect to this course in the same manner as the desktop browser link. In most cases, content and links to third-party providers (Cengage, Pearson, TestOut) may not be accessible or work properly when accessed via the mobile app. Therefore attempting to participate in this course via cell phone or mobile(tablet) platforms will not be effective and strongly discouraged.

Late Work: All graded coursework will include a due date when assigned. In the event coursework must be submitted later than the scheduled due date, the student should not expect to receive the maximum credit available for the assignment. Late submissions should be discussed with the instructor before the due date when possible and evaluated on a case-by-case basis.

CANVAS access: A critical component of student success is remaining connected to course activity outside of scheduled class meetings. This requires students to access the CANVAS course continually throughout the semester. Important information will be posted to the course via Announcements, assignment comments, and other feedback methods that are not accessible through the calendar and To-Do list. It is the responsibility of the student to access course items to receive this information regularly.

Student Contributions:

- Students are expected to attend class and be on time for scheduled class meetings.
- Students are expected to exhibit professional and courteous behavior during class meetings.
- Students are expected to access the CANVAS course frequently to be informed of announcements related to the class.
- Students are expected to utilize effective time management strategies to prepare for class.
- Students are expected to participate in discussions and activities related to topics covered in the course.
- Students are expected to complete and submit all assigned coursework by the due dates listed in CANVAS.
- Students are expected to utilize all resources provided to complete coursework related to the course.

Instructor Contributions:

As an instructor, I acknowledge the importance of clear, timely communication with students. To facilitate communication with students, I will:

- Provide my contact information and scheduled office hours in CANVAS.
- Respond to all messages within 24 hours if received Monday through Thursday and within 48 hours if received Friday through Sunday.
- Notify students of any extended times that I will be unavailable and provide them with alternative contact information for assistance during any time that I am unavailable.

As an instructor, I anticipate that my students will work to the best of their abilities to complete assigned coursework. To assist students in this area, I will:

- Provide clear information about assignment requirements in CANVAS and grading policies in the course syllabus.
- Communicate any changes to assignments or the course calendar to students as quickly as possible.

As an instructor, I understand that I need to provide regular, timely feedback to students about their performance in the course. To keep students informed about their progress, I will:

- Post grades and comments, when needed, for all graded coursework within one week of the due date.
- Maintain scheduled office hours and keep scheduled appointments to meet with students.

Grading/Evaluation:

The instructor throughout the semester will evaluate the coursework submitted by the student. It is the responsibility of the student to keep track of assignment submissions and grades. Students are encouraged to meet with the instructor regularly to discuss academic progress in the course.

Coursework will be assigned a maximum point value for each assignment and will be posted to CANVAS. Points earned for submitted assignments will be recorded in the CANVAS grade book.

All course activities will be weighted according to the following grading scheme:

Grading Scheme

Course Activity	Weight
Quizzes	20%
Homework	25%
Labs	25%
Section Exams	20%
Final Exam	10%
Total	100%

Upon conclusion of the course, the student's semester grade will be reported to the registrar's office per the following conversion chart:

Grade Conversion

Final Grade	Semester Grade
100% - 90%	A
89% - 80%	B
79% - 70%	C
69% - 60%	D
59% - 0%	F

Students should not stop completing class assignments and expect a grade of "I" or "W." It is the student's responsibility to contact the instructor should circumstances arise that impairs or prevents the student from completing the course. The instructor

will attempt to help the student complete the course. If the student is not able to complete the course, the student must contact the Office of Student Services at Midland College and officially drop the class. Otherwise, a grade of "F" will be reported for the semester grade.

Midland College does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The following individual has been designated to handle inquiries regarding the non-discrimination policies:

*Tana Baker
Title IX Coordinator/Compliance Officer
3600 N. Garfield, SSC 131
Midland, Texas 79705
(432) 685-4781
tbaker@midland.edu*

For further information on notice of non-discrimination, visit the ED.gov Office of Civil Rights website, or call 1 (800) 421-3481.