



**Course Number and Section (PTAC-2346-211CL)**  
**Name of Course (Process Troubleshooting)**  
**Course Semester (Fall 2021)**  
**Room TVB – 1555**

**Tuesday and Thursday from 6:00 – 8:50 PM**

**Instructor: Dennis Link**  
[dlink@com.edu](mailto:dlink@com.edu)

**Mobile: 409-948-9538**

**Communicating with your instructor:** All electronic communication with the instructor must be through your COM email. Due to Family Educational Rights and Privacy Act (FERPA) restrictions, faculty cannot share any information about performance in the class through other electronic means.

**Student Hours and Location:** Available from 5:00 – 6:00 PM on Tuesday and Thursday throughout semester. Also available by email, text or phone call as requested throughout semester.

**Required Textbook:**  
Troubleshooting for Process Technicians  
Author: Kukuk  
ISBN: 2818560049296

**Textbook Purchasing Statement:** A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

**Course Description:**  
This course provides instruction in the different types of troubleshooting techniques, procedures, and methods used to solve process problems. Topics include application of data collection and analysis, cause-effect relationships, and reasoning. Students will explain steps in troubleshooting models; demonstrate use of troubleshooting tools; and apply troubleshooting techniques to process problems. Course syllabus, slide packs, homework assignments, quizzes and tests are available through content section of blackboard. Prerequisite: PTAC 2420

**COVID-19 Statement:** All students, faculty, and staff are expected to familiarize themselves with materials and information contained on the College of the Mainland's Coronavirus Information site at [www.com.edu/coronavirus](http://www.com.edu/coronavirus). In compliance with [Governor Abbott's Executive Order](#), face coverings/masks will no longer be required on COM campus. Protocols and college signage are being updated. We will no longer enforce any COM protocol that requires face coverings. We continue to encourage all members of the COM community to distance when possible, use hygiene measures, and get vaccinated to protect against COVID-19. Please visit [com.edu/coronavirus](http://com.edu/coronavirus) for future updates.

**Student Learner Outcomes:**

On successful completion of this course students will be able to:

1. Collect data and identify techniques for troubleshooting.
2. Utilize applicable troubleshooting methods to solve process problems.
3. Diagnose malfunction or abnormality associated with process problems.
4. Remedy equipment/process malfunction associated with plant problems.

**General Education Core Objectives:** Students successfully completing this course will demonstrate competency in the following Core Objectives:

1. Reading: Ability to analyze & interpret a variety of language based & media materials
2. Writing: Competency is the ability to produce clear, correct, & coherent prose adapted to purpose, occasion & audience
3. Speaking: Competency is the ability to communicate orally in clear, coherent & persuasive language adapted to purpose
4. Listening: At the college level is the ability to analyze & interpret various forms of auditory expression
5. Critical Thinking: Embraces methods for applying qualitative skills analytically to subject matter in order to evaluate arguments & to construct alternate strategies  
Creativity: Means novel product, activity or interaction demonstrating originality &/or flexibility
6. Computer Literacy: is the ability to use & apply technology in communicating, problem solving, acquiring & processing information
7. Mathematical Literacy: Ability to apply mathematical tools including technology to develop, solve, & interpret mathematical models
8. Cultural Competence: Ability to develop & demonstrate awareness, knowledge, attitudes, & skills necessary to interact in a diverse & globally interdependent world

<b>Student Learner Outcome</b>	<b>Maps to Core Competencies</b>	<b>Assessed via this Assignment</b>
Collect data and identify techniques for troubleshooting	Communication	Reading comprehension assessed via testing
Utilize applicable troubleshooting methods to solve process problems	Critical Thinking	Word Problems during class, on homework and on tests
Work in self-directed teams	Teamwork	Interacting with classmates during online meetings to troubleshoot and solve process problems

**Attendance Policy:**

It is difficult to learn all the concepts simply by reading the course textbook. Class participation during weekly online class discussions is not required, but strongly encouraged to help ensure your overall success with this course. Makeup work is the responsibility of the student and making contact with fellow classmates is highly encouraged to get details on missed assignments and class discussions.

**Withdrawal Policy:**

Students may withdraw from this course for any reason prior to the last day for a “W” grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are only permitted to withdraw six times during their college career by State law. The last day to withdraw for this class is November 19, 2021.

**Early Alert Program:** The Student Success Center at College of the Mainland has implemented an Early Warning Program because student success and retention is very important to us. I have been asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Warning Program you will be contacted by someone in the Student Success Center who will schedule a meeting with you to see what assistance they can offer in order for you to meet your academic goals.

**Academic Dishonesty:** Any incident of academic policy will be dealt with in accordance with college policy and the Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a **grade of zero** on that exam and the student will be referred to the Office of Student Conduct for the appropriate disciplinary action.

**Student Concerns:** If you have any questions or concerns about any aspect of this course or if extenuating circumstances arise causing you to miss class, please contact instructor using the contact information previously provided. If, after discussing your concern with instructor, you continue to have questions, please contact Process Technology Department Chair, Derrick Lewis, at [dlewis22@com.edu](mailto:dlewis22@com.edu) or 409-933-8607.

**Course Conduct Policy:** College of the Mainland requires that students enrolled at COM be familiar with the Standards of Student Conduct, which can be found in the online Student Handbook <http://www.com.edu/student-services/student-handbook.php>. Students should act in a professional manner at all times. Disruptive students will be held accountable according to college policy. Any violations of the Code of Conduct will result in a referral to the Office for student Conduct and may result in dismissal from this class.

**Grade Appeal Process:** Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook. An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor's professional judgment of the quality of the student's work and performance is also not an admissible basis for a grade appeal.  
[https://build.com.edu/uploads/sitecontent/files/student-services/Student Handbook 2019-2020v5.pdf](https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf).

**Academic Success & Support Services:** College of the Mainland is committed to providing students the necessary support and tools for success in their college career. Support is offered through our Tutoring Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

**ADA Statement:** Any student with a documented disability needing academic accommodations is requested to contact Holly Bankston at 409-933-8520 or [hbankston@com.edu](mailto:hbankston@com.edu). The Office of Services for Students with Disabilities is located in the Student Success Center. For Spring 2021, disability services may be offered virtually. <http://www.com.edu/student-services/counseling.php>

**Counseling Statement:** Any student that is needing counseling services is requested to please contact Kelly Waters in the student success center at 409-933-8618 or [kwaters@com.edu](mailto:kwaters@com.edu). Counseling services are available on campus in the student center for free and students can also email [counseling@com.edu](mailto:counseling@com.edu) to setup their appointment. Appointments are strongly encouraged; however, some concerns may be addressed on a virtual basis.

**Occupational License Eligibility; IMPORTANT:** Eligibility for an occupational license may be impacted by one's criminal history. Students with a criminal history should confer with faculty or the department chairperson. Students have a right to request a criminal history evaluation letter from the applicable licensing agency.

**Course requirements (including description of any special projects or assignments):**

1. Each student will be assigned to lead one Safety-related discussion at beginning of the class.
2. A short quiz will be available in Blackboard at the beginning of each chapter covering first one or two sections of the chapter.
3. All quizzes will be completed online through Blackboard
4. Tests will be completed in Blackboard and in classroom

**Make-Up Policy:** No make-up quizzes or exams are allowed. A **grade of zero** will be given for any quiz or test not completed by the deadline unless special arrangements are made with instructor **BEFORE** scheduled due date of quiz or test.

**Determination of Course Grade/Detailed Grading Formula (methods of evaluation to be employed to include a variety of means to evaluate student performance):**

**Grading Scale:**

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

**Grading Components:**

Six Quizzes:	15% or 150 points
Five Tests:	75% or 750 points
Homework:	10% or 100 points
<b>Total:</b>	<b>100% or 1000 points</b>

**Bonus Points Added to Homework Grade:**

Completing all 15 Homework Assignments by due date and attending all class meetings throughout semester: **40 Bonus Points added at end of semester**

**Homework Grade:** Homework is the key part of student's success in this course with each student starting the semester with 100 points. Students will lose 10 points of their homework grade each time they do not turn in a completed homework assignment by due date. Preferred methods to send in homework assignments is through my com email at [dlink@com.edu](mailto:dlink@com.edu).

**Success Tips for Students:**

1. Active, regular participation in online classes not required, but strongly encouraged
2. Completion of all homework assignments, quizzes and tests prior to due date
3. Thorough review of applicable objectives, notes, slides, lessons and exercises prior to quizzes and tests

**Course outline 16 Week Calendar August 24 – December 9, 2021\***

<b>Week #</b>	<b>Dates</b>	<b>Topic</b>	<b>Assignments</b>	<b>Due Dates</b>
1	Week of August 23	Review course objectives, expectations and syllabus; Chapter 1 Basic Process Troubleshooting Fundamentals	Review Syllabus Read Chapter 1 Review Chapter 1 Slide Pack Chapter 1 Quiz	8/26
2	Week of August 30	Complete Chapter 1	Lesson 1.2 Homework #1	9/2
3	Week of September 6	Chapter 2 Decanter System	Read Chapter 2 Review Chapter 2 Slide Pack Lesson 2.2 Homework #2 Chapter 2 Quiz	9/9
4	Week of September 13	Complete Chapter 2	Exercise 2.2 & 2.3 Homework #3 and #4 Chapter 1&2 Exam	9/16
5	Week of September 20	Chapter 3 Reactor System	Read Chapter 3 Review Chapter 3 Slide Pack Lesson 3.2 Homework #5 Chapter 3 Quiz	9/23
6	Week of September 27	Complete Chapter 3	Exercise 3.2 Homework #6 Chapter 3 Exam	9/30
7	Week of October 4	Chapter 4 Steam Generation System	Read Chapter 4 Review Chapter 4 Slide Pack Lesson 4.2 Homework #7 Chapter 4 Quiz	10/7
8	Week of October 11	Complete Chapter 4	Exercise 4.2 Homework #8 Chapter 4 Exam	10/14
9	Week of October 18	Chapter 5 Distillation	Read Chapter 5 Review Chapter 5 Slide Pack Lesson 5.2 Homework #9 Distillation Worksheet HW #10 Chapter 5 Quiz	10/21
10	Week of October 25	Continue Chapter 5	Exercise 5.1 Homework #11	10/28
11	Week of November 1	Complete Chapter 5	Exercise 5.2 Homework #12	11/4
12	Week of November 8	Chapter 6 Absorption and Stripping System	Read Chapter 6 Review Chapter 6 Slide Pack Lesson 6.2 Homework #13 Chapter 6 Quiz	11/11
13	Week of November 15	Continue Chapter 6	Exercise 6.2 Homework #14	11/18
14	Week of November 22	Continue Chapter 6	Exercise 6.3 Homework #15	11/23
15	Week of November 29	Complete Chapter 6	Chapter 6 Exam	12/2
16	Week of December 6	Grade discussions and wrap up	Complete Course Evaluation	12/9

\*Schedule is subject to change at discretion of instructor.