

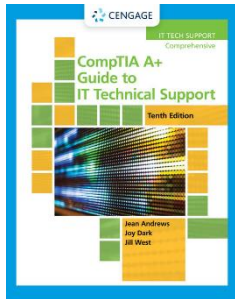


**ITSC-1305-128HY-SP2022**  
**Intro to PC Operating Systems**  
**Spring 2022**  
**Mon/Wed 1:30PM-3:20PM – STEAM 138**

**Instructor Information:** Paul Chance, [pchance1@com.edu](mailto:pchance1@com.edu), 409-933-8367

**Student hours and location:** Monday: 11:00AM-1:30PM  
 Wednesday: 1:00PM-1:30PM  
 Thursday: 11:00AM-12:30PM, 1:30PM-4:30PM  
 \* Please check Blackboard announcements for updates

**Required Textbook:**



A+ Guide to IT Technical Support 10th Edition

ISBN: 978-0357108291

**Course Description:** Introduction to personal computer operating systems including installation, configuration, file management, memory and storage management, control of peripheral devices and use of utilities.

**Course requirements:** Student will need to utilize the most currently supported version of the Microsoft Office suite to include Office 2010 or later. Student will need to have access to the Internet with a minimum bandwidth speed of 1MB/768KB (standard DSL or faster).

**Determination of Course Grade/Detailed Grading Formula:**

	#	Points	Total
Discussion Topics	4	40	160
Chapter Assignments	8	40	320
Chapter Test	8	40	320
Final Exam	1	200	200
<b>Total</b>			<b>1000</b>

## Grading Scale:

A: Final Average of 895-1000

B: Final Average of 795-894

C: Final Average of 695-794

D: Final Average of 595-694

F: Final Average of 0-594

**Late Work / Make-Up Policy:** Late work will be accepted for one week after the due date with a points deduction of -20%. Assignments are then removed from Blackboard and a grade of 0 is assigned.

**Attendance Policy:** Students are expected to attend all lectures (online or on-ground) and labs (online or on-ground). Students not able to attend a session are required to notify the instructor no later than 2 hours prior to the start of the session. Students that miss more than 35% of the total session times will be considered for student referral and possibly being dropped from the course. Students will need to log into the Blackboard system at least 1 time per week.

**Communicating with your instructor:** ALL electronic communication with the instructor must be through your COM email. Due to FERPA restrictions, faculty cannot share any information about performance in the class through other electronic means.

Student Learner Outcome	Maps to Core Objective	Assessed via this Assignment
Install, configure, and maintain the operating system	Critical Thinking Skills	Chapters 12 / 13 Exam
Perform basic file management operations	Critical Thinking Skills	Chapter 13 Assignment / Exam
Organize and allocate primary and secondary storage	Critical Thinking Skills	Chapter 12 Assignment / Exam
Access and control peripheral devices	Critical Thinking Skills	Chapter 17 Assignment / Exam
Run utilities	Critical Thinking Skills	Chapter 14 Assignment / Exam

**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 discipline action.

**Student Concerns:** If you have any questions or concerns about any aspect of this course, please contact me using the contact information previously provided. If, after discussing your concern with me, you continue to have questions, please contact the Math Department Chair, Leslie Richardson, at [lrichardson@com.edu](mailto:lrichardson@com.edu) or 409-933-8244.

## Course Outline:

Week	Chapter – Topic	Assignment	Exam
1	11 – Windows Versions and Customer Service	Ch 11 Assignment	Ch 11 Exam
2	12 – Installing Windows	Ch 12 Assignment	Ch 12 Exam
3	13 – Maintaining Windows	Ch 13 Assignment	Ch 13 Exam
4	14 – Troubleshooting Windows after Startup	Ch 14 Assignment	Ch 14 Exam
5	15 - Troubleshooting Windows Startup	Ch 15 Assignment	Ch 15 Exam
6	16 – Securing and Sharing Windows Resources	Ch 16 Assignment	Ch 16 Exam
7	17 – Security Strategies and Documentation 18 – MacOS, Linux, and Scripting	Ch 17 Assignment Ch 18 Assignment	Ch 17 Exam Ch 18 Exam
8			Final Exam

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## Institutional Policies and Guidelines

**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. <[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). *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 careers. 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.

**Counseling Statement:** Any student needing counseling services is requested to please contact Holly Bankston in the student success center at 409-933-8520 or [hbankston@com.edu](mailto:hbankston@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 set up their appointment. Appointments are strongly encouraged; however, some concerns may be addressed on a walk-in basis.

**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.

**Withdrawal Policy:** Students may withdraw from this course for any reason prior to the last eligible day for a “W” grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are permitted to withdraw only six times during their college career by state law. The last date to withdraw from the 1<sup>st</sup> 8-week session is March 2. The last date to withdraw from the 16-week session is April 25. The last date to withdraw for the 2<sup>nd</sup> 8-week session is May 4.

**F<sub>N</sub> Grading:** The F<sub>N</sub> grade is issued in cases of *failure due to a lack of attendance*, as determined by the instructor. The F<sub>N</sub> grade may be issued for cases in which the student ceases or fails to attend class, submit assignments, or participate in required capacities, and for which the student has failed to withdraw. The issuing of the F<sub>N</sub> grade is at the discretion of the instructor. The last date of attendance should be documented for submission of an F<sub>N</sub> grade.

**Early Alert Program:** The Student Success Center at College of the Mainland has implemented an Early Alert Program because student success and retention are 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 Alert 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.

**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 May 18 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.