



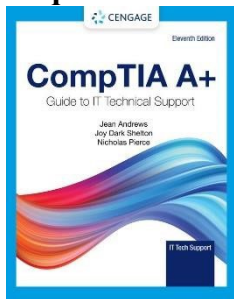
**ITSC-1305-128HY-SP2024**  
**Intro to PC Operating Systems**  
**Spring 2024**  
**Wed 1:30PM-3:20PM – STEAM 138**

**Instructor Information:** Joshua Mays, [jmays4@com.edu](mailto:jmays4@com.edu), 409-933-8958

**Student Hours and Location:** Monday: 10:30 AM - 12:00 PM  
Tuesday: 10:00 AM - 11:30 AM  
Wednesday: 11:30 AM - 1:00 PM  
Thursday: 10:00 AM - 11:30 AM  
Friday: 9:30 AM - 11:00 AM

**\*Please check Brightspace announcements for required updates**

**Required Textbook:**



CompTIA A+ Guide to Information Technology Technical Support  
by Jean Andrews, Joy Dark Shelton, Nicholas Pierce  
11th Edition | Copyright 2023

ISBN: 9780357674604

**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:** Students will need to utilize the most currently supported version of the Microsoft Office suite to include Office 2010 or later. Students will need 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	5	40	200
Chapter Assignments	11	30	330
Chapter Test	11	30	330
Final Exam	1	140	140
Total			1000

### **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, and Extra-Credit Policy:** Late work will be accepted for one week after the due date with a points deduction of -20%. Assignments are then removed from Brightspace 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 before the start of the session. Students who miss more than 35% of the total session times will be considered for student referral and possibly dropped from the course. Students will need to log into the Brightspace 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. (Faculty may add additional statement requiring monitoring and communication expectations via D2L or other LMS)

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 disciplinary 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 – The Complex World of IT Professionals	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 15 - Troubleshooting Windows Startup	Ch 14 Assignment Ch 15 Assignment	Ch 14 Exam Ch 15 Exam
5	16 – Security Strategies 17 – Securing and Sharing Windows Resources	Ch 16 Assignment Ch 17 Assignment	Ch 16 Exam Ch 17 Exam
6	18 – Mobile Device Security 19 – Network Security and Troubleshooting	Ch 18 Assignment Ch 19 Assignment	Ch 18 Exam Ch 19 Exam
7	20 – Supporting macOS 21 – Linux and Scripting	Ch 20 Assignment Ch 21 Assignment	Ch 20 Exam Ch 21 Exam
8			Final Exam

## 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://www.com.edu/student-services/docs/Student\\_Handbook\\_2023-2024\\_v2.pdf](https://www.com.edu/student-services/docs/Student_Handbook_2023-2024_v2.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.*

**Academic Success & Support Services:** The College of the Mainland is committed to providing students with the necessary support and tools for success in their college careers. Support is offered through our Tutoring Services, Library, Counseling, and 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 Kimberly Lachney at 409-933-8919 or [klachney@com.edu](mailto:klachney@com.edu). The Office of Services for Students with Disabilities is located in the Student Success Center.

**Textbook Purchasing Statement:** A student attending the 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 before 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 February 28. The last date to withdraw from the 16-week session is April 22. The last date to withdraw for the 2<sup>nd</sup> 8-week session is May 1. The last date to withdraw for the spring mini-session is May 29.

**FN Grading:** The FN grade is issued in cases of *failure due to a lack of attendance*, as determined by the instructor. The FN 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 FN grade is at the discretion of the instructor. The last date of attendance should be documented for submission of an FN 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 for you to meet your academic goals.

### Resources to Help with Stress:

If you are experiencing stress or anxiety about your daily living needs including food, housing or just feel you could benefit from free resources to help you through a difficult time, please click here <https://www.com.edu/community-resource-center/>. College of the Mainland has partnered with free community resources to help you stay on track with your schoolwork, by addressing life issues that get in the way of doing your best in school. All services are private and confidential. You may also contact the Dean of Students office at [deanofstudents@com.edu](mailto:deanofstudents@com.edu) or [communityresources@com.edu](mailto:communityresources@com.edu).