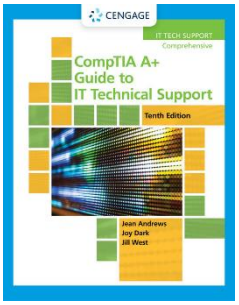
ITSC-1325-018IN-SP2021
Personal Computer Hardware
Spring 2021
Internet Course – Online Only

Instructor Information: Paul Chance, pchance1@com.edu, 409-933-8367

Student hours and location:
Monday: 1:00PM-3:30PM
Tuesday: 11:00AM-12:00PM
Wednesday: 11:00AM-12:00PM
Thursday: 1:00PM-4:00PM
Friday: By Appointment
via Microsoft Teams

Required Textbook:



MindTap for CompTIA A+ Guide to IT Technical Support
6 Months Access
ISBN-10: 0357108310
ISBN-13: 9780357108314

Course Description: Introduction to personal computer hardware, with a focus on current personal computer hardware including assembly, upgrading, setup, configuration, and troubleshooting. This course leads to the CompTIA A+ Part 1 certification.

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	5	40	200
Chapter Assignments	10	30	300
Chapter Test	10	30	300
Final Exam	1	200	200
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 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. (Faculty may add additional statement requiring monitoring and communication expectations via Blackboard or other LMS)

Student Learner Outcome	Maps to Core Objective	Assessed via this Assignment
Assemble/setup and upgrade personal computer systems	Critical Thinking Skills	Chapter 1 Exam
Diagnose and isolate faulty components	Critical Thinking Skills	Lecture / Chapter 4 Exam
Optimize system performance	Communication Skills	Lecture / Chapter 8 Exam
Install/connect peripherals	Critical Thinking Skills	Chapter 6 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 BCT Department Chair, Selina Rahman, at srahman@com.edu or 409-933-8311.

Course Outline:

Week	Chapter – Topic	Assignment	Exam
1	1–Taking a Computer Apart and Putting It Back Together	Ch 1 Assignment	Ch 1 Exam
2	2–All About Motherboards 3–Supporting Processors & Upgrading Memory	Ch 2 Assignment Ch 3 Assignment	Ch 2 Exam Ch 3 Exam
3	4–Supporting the Power System & Troubleshooting	Ch 4 Assignment	Ch 4 Exam
4	5–Supporting Hard Drives & Other Storage Devices 6–Supporting I/O Devices	Ch 5 Assignment Ch 6 Assignment	Ch 5 Exam Ch 6 Exam
5	7–Setting Up a Local Network	Ch 7 Assignment	Ch 7 Exam
6	8–Network Infrastructure and Troubleshooting	Ch 8 Assignment	Ch 8 Exam
7	9–Supporting Mobile Devices 10–Virtualization, Cloud Computing, and Printers	Ch 9 Assignment Ch 10 Assignment	Ch 9 Exam Ch 10 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://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

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. 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. Counseling services are available on campus in the student center for free and students can also email

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 is March 3rd for the 1st 8-week session, April 26 for the 16-week session, and May 5th for the 2nd 8-week session.

F_N Grading: The F_N grade is issued in cases of *failure due to a lack of attendance*, as determined by the instructor. The F_N 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_N grade is at the discretion of the instructor. The last date of attendance should be documented for submission of an F_N 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. Students are required to watch a training video, complete the self-screening, and acknowledge the safety guidance at: www.com.edu/selfscreen. In addition, students, faculty, and staff must perform a self-screening prior to each campus visit. Finally, students, faculty, or staff who have had symptoms of COVID-19, received a positive test for COVID-19, or have had close contact with an individual infected with COVID-19 must complete the self-report tool.