ITD 1213 Hardware Systems Support
Focuses on the management and maintenance of hardware and operating system environments. Topics include: user administration, security, backup/recovery, and advanced systems performance evaluation and troubleshooting.

Type of course: Theory/Lab
Credit Hours: 3; Total hours of theory per semester: 30;
Total hours of lab for the semester: 45; Total hours of clinical per semester: 0.
Class length - Full Semester
Class format – Campus
Required synchronous meetings: Two each week
Prerequisites: None

Instructor Name: Dr. Fil Guinn
Office: EET/IT, Room 15C
Contact: My preferred method of contact is email. Please allow 24-48 hours to return your correspondence during the normal work week.

Instructor’s Office Hours: Monday and Wednesday 6:30 – 8:30 PM (Online, Phone and Email), Tuesday & Thursday 9:30 – 11:30 AM (On Campus), Central Time

School: Information Technologies
School’s Main Phone: 918-293-5440

Required Text, References, and Materials
References: Assorted Subject Videos
Materials: Required 10” Android Tablet Kit Available at the Bookstore. Access to a computer with broadband Internet Access (2Mbps upload preferred)
Uniform/Tools: Basic Technician Tool Kit (suggested)
Estimated Cost for Materials: $ 265.00
Estimated Cost for Uniform/Tools: $ None
Upon completion of the course, students should:

<table>
<thead>
<tr>
<th>Course Objectives</th>
<th>Assessment of Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrate knowledge of standard backup or disaster recovery processes</td>
<td>Operating System Back-up Lab(s)</td>
</tr>
<tr>
<td>Install and/or configure the hardware and/or OS to meet identified needs</td>
<td>Course Project</td>
</tr>
<tr>
<td>Identify, assess the potential for, and justify alternative or evolving IT system changes to improve process performance</td>
<td>Chapters 2, 11, &amp; 13 Review Questions</td>
</tr>
<tr>
<td>Troubleshoot PC hardware issues based on possible scenarios to the resolution of the issue</td>
<td>Hardware Lab(s)</td>
</tr>
</tbody>
</table>

Aspects of the course objective assessments may be used in the university’s assessment of student learning. If applicable, an asterisk (*) above indicates this assignment is used in the university assessment program.

**Course Activities**

In this course students will:
- Describe computer systems, component types, and programs.
- Demonstrate knowledge of basic computer operation principles.
- Access information using electronic sources.
- Interpret and implement written as well as verbal instructions.
- Illustrate proficiency with operating systems.
- Apply a basic knowledge of networking principles.
- Describe procedures for installing and uninstalling components and equipment.
- Define a procedure for backing up work within a computer system.
- Apply troubleshooting skills to computer systems and networking equipment.
- Evaluate knowledge of computer system security basics.
Evaluation - Grades will be based on the quality and completion of these tasks:

<table>
<thead>
<tr>
<th>Task</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter Activities</td>
<td>40%</td>
</tr>
<tr>
<td>Chapter Questions</td>
<td>20%</td>
</tr>
<tr>
<td>Classroom Interaction</td>
<td>10%</td>
</tr>
<tr>
<td>Professional Development</td>
<td>5%</td>
</tr>
<tr>
<td>*Course Project</td>
<td>20%</td>
</tr>
<tr>
<td>Portfolio</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

*The student’s grade for this assignment will be used in the university’s assessment of student learning. A 70% competency or higher receives a Pass rating. This Pass/Fail rating is independent of the student’s course grade.

Campus Course Interaction
This campus course uses a variety of tools to build a community of learners and strengthen communication between students and their peers, as well as between students and the instructor. Through the use of these tools, you will be able to interact with others in the classroom. Communication tools used in this course include Interactive quizzes and Discussions, News, Partner Interaction, and Email.

Interaction with Your Peers
You will select a partner to work with throughout the semester.
- You will interact with students during the discussion sessions each day in class.
  - You will take the Post Lecture quiz each class period
  - You will discuss the recap of the quiz for the benefit of all
  - Your interaction will be a graded assessment worth 10%
  - Not interacting in the classroom will affect your overall grade

Interaction with Your Instructor
In addition to office hours (as indicated on the first page of this syllabus), you can also expect me to provide:
- communication about student course performance during the scheduled and unscheduled sessions
- additional information and updates about the course as needed through e-mails and the News feature in the Online Classroom (D2L)
- detailed analysis, feedback and explanation of grades according to the following schedule
  - Daily and/or weekly quizzes, small weekly assignments and similar type projects: Normal return time to student by next class meeting or no later than one (1) week.
o Extensive assignments, large lab projects, extensive quizzes, exams and similar type projects: Normal return time to students in one (1) to two (2) weeks.

You may contact me by email at any time with questions or concerns about your course; however, please allow 24-48 hours to receive a reply to your correspondence on weekdays. I may not be available to respond to your correspondence on the weekend, so please do not leave your coursework until the last possible moment in case you need assistance.

Attendance Policy for Face to Face Courses
A primary component of OSUIT’s Mission is “to prepare and sustain a diverse student body as competitive members of a world-class workforce.” Regular and consistent attendance not only aids in academic success, dependable attendance is a requirement in today’s real-world employment; therefore, regular and consistent attendance is a requirement in all OSUIT courses.

Definitions:
Absent: Failing to attend all or a significant portion of a class or lab session.
A. Students may not be marked as absent if missing class for situations such as, but not limited to
1. participating in a required university activity such as a field trip;
2. fulfilling a military obligation;
3. a mandatory court appearance;
4. death in the immediate family;
5. extreme illness or accident to oneself or immediate family.
   Instructors, at their discretion, may require proof of such events.
B. It is the responsibility of the student to contact and inform the instructor and/or department in advance of such excused absences whenever possible.

Tardy: Arriving late to class as defined by the individual class instructor. Faculty, at their discretion, may equate three tardies to equal one absence.

Procedures:
Early Intervention
A. Any student who misses 10% of an individual course (or earlier at faculty discretion) during a regular fifteen-week semester, or the equivalent portion of time in a shorter session, will have their name submitted by that course instructor to the OSUIT Early Alert System for retention intervention.
B. At the point the Early Alert is issued, the student must meet with their assigned faculty advisor or designated faculty/staff member within seven (7) academic calendar days for counseling on how to improve their attendance and academic success.

Excessive Absences
A. The University reserves the right to administratively withdraw any student from an individual course who misses 20% of that course, whether excused
or unexcused, and, in the opinion of the instructor, the student does not have a reasonable opportunity to be successful in the course.

B. Students should be aware any of the following may impact their financial aid:
   1. being administratively withdrawn from a course
   2. dropping a course
   3. their last date of attendance in a course

Please see OSUIT Policy 2-021 for full details and procedures.

**Authorized Tools**

Students may use any/all course materials, including books and notes, while participating in online classroom activities. All quizzes, labs, and written assignments are to be completed independently and any instance of collaboration will be considered academic dishonesty. Collaboration with classmates while studying concepts and network configurations is permitted and encouraged.

**Late Work**

Turning in your properly-executed work early is always acceptable. All exams, assignments, papers and projects must be completed and submitted by the specified due date; late work will not be accepted after the due date unless prior authorization is given.

If the faculty member grades an assignment you have submitted before the due date, you do not have the ability to modify the assignment to increase your grade. Any additional submissions will not be opened, so make sure you are ready to submit your assignments and accept the grade you are given.

**Testing**

Quizzes may be timed or proctored during this course.

**University & Course Expectations**

It is the responsibility of each OSUIT student to read, abide by and maintain a copy of the syllabus for this course. Syllabi are available on the OSUIT website.

Students understand that excerpts or portions of their work may be utilized for institutional assessment purposes. The purpose of institutional assessment is for verification of student learning and program improvement. Every effort will be made to keep this information confidential.

**Americans with Disabilities Act (ADA)**

According to the Americans with Disabilities Act, each student with a disability is responsible for notifying the University of his/her disability and requesting accommodations. If you think you have a qualified disability and need special accommodations, you should notify the instructor and request verification of eligibility for accommodations from the Office of Academic Accommodations/LASSO Center. Please advise the instructor of your disability as soon as possible, and contact The LASSO...
Center, located in the Noble Center for Advancing Technology – NCAT, top floor, and 918-293-4855 to ensure timely implementation of appropriate accommodations. Faculty have an obligation to respond when they receive official notice of a disability but are under no obligation to provide retroactive accommodations. To receive services, you must submit appropriate documentation and complete an intake process during which the existence of a qualified disability is verified and reasonable accommodations are identified. (Fall 2013).

**Academic Dishonesty**

Academic dishonesty or misconduct is neither condoned nor tolerated at OSUIT. Any student found guilty of academic dishonesty or misconduct shall be subject to disciplinary action. Academic dishonesty and/or misconduct includes, but is not limited to, the following actions:

1. Plagiarism: the representation of previously written, published, or creative work as one’s own
2. Unauthorized collaboration on projects
3. Cheating on examinations
4. Unauthorized advance access to exams
5. Fraudulent alteration of academic materials
6. Knowing cooperation with another person in an academically dishonest undertaking.

Students are required to actively protect their work against misuse by others. For details, refer to The OSUIT Student Handbook (Student Rights and Responsibilities Governing Student Behavior) available online at http://www.osuit.edu/academics/forms/student_rights_responsibility.pdf.
<table>
<thead>
<tr>
<th>Schedule</th>
<th>Topic</th>
<th>Assignment</th>
<th>Due Date</th>
</tr>
</thead>
</table>
| Week 1   | Module One  
  Chapter One – Intro to the World of IT | Assignments  
  Simulator Labs (7)  
  Assessments  
| Week 2   | Module Two  
  Chapter Two – Connectivity & Chapter Three – On the Motherboard | Learning Assignments  
  Simulator Labs (22)  
  Assessments  
  Review Questions w/Support (40). | 9/18/2016 |
| Week 3   | Module Three  
  Chapter Four – Intro to Configuration | Learning Assignments  
  Simulator Labs (13)  
  Assessments  
| Week 4   | Module Four  
  Chapter Five – Disassembly and Power & Chapter Six – Memory | Learning Assignments  
  Simulator Labs (13)  
  Assessments  
  Review Questions w/Support (45). | 10/2/2016 |
| Week 5   | Module Five  
  Chapter Seven – Storage Devices | Learning Assignments  
  Simulator Labs (12)  
  Assessments  
| Week 6   | Module Six  
  Chapter Eight – Storage Devices & Chapter Nine – Video Technologies | Learning Assignments  
  Simulator Labs (15)  
  Assessments  
  Review Questions w/Support (40). | 10/16/2016 |
| Week 7   | Module Seven  
  Chapter Ten – Printers | Learning Assignments  
  Simulator Labs (11)  
  Assessments  
| Week 8   | Module Eight  
  Chapter Eleven – Mobile Devices | Learning Assignments  
  Simulator Labs (15)  
  Assessments  
  Review Questions w/Support (20). | 10/30/2016 |
| Week 9   | Module Nine  
  Chapter Twelve – Computer Design and Troubleshooting Review & Chapter Thirteen – Internet Connectivity | Learning Assignments  
  Simulator Labs (12)  
  Assessments  
| Week 10  | Module Ten  
  Chapter Fourteen – Networking | Learning Assignments  
  Simulator Labs (29)  
  Assessments  
| Week 11  | Module Eleven  
  Chapter Fifteen – Basic Windows | Learning Assignments  
  Simulator Labs (30)  
  Assessments  
| Week 12 | Module Twelve  
Chapter Sixteen – Windows Vista, 7, 8, and 10 | Learning Assignments  
Simulator Labs (28) 
Assessments  
|---|---|---|---|
| Week 13 | Module Thirteen  
Chapter Seventeen – OS X and Linux Operating Systems | Learning Assignments  
Simulator Labs (12) 
Assessments  
| Week 14 | Module Fourteen  
Chapter Eighteen – Computer and Network Security & Chapter Nineteen – Operational Procedures | Learning Assignments  
Simulator Labs (26) 
Assessments  
| Week 15 | Module Fifteen  
Final Project & Portfolio | Course Project  
Portfolio | 12/13/2016  
12/14/2016 |

Schedule is subject to change at instructor discretion.