Oklahoma State University Institute of Technology
Online Common Syllabus
Summer 2018

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.

Course Purpose:
This course focuses on the requirements and knowledge required to successfully complete the CompTIA A+ hardware certification exams (currently 901 & 902).

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 Days and Times: Fully Online
Prerequisites: None

Instructor Name: Howard Licht **Instructor Phone:** (918) 293-4786
Office: IT/ET 15B **Instructor email:** licht@okstate.edu
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	Tuesday	Wednesday	Thursday	Friday
1:00 p.m. to 3:30 p.m.	9:30 a.m. to 11:30 a.m. 3:00 p.m. to 3:45 p.m.	1:00 p.m. to 3:30 p.m	9:30 a.m. to 11:30 a.m. 3:00 p.m. to 3:45 p.m.	By appointment Only

Additional hours by phone: Monday and Wednesday evenings, 6:30 to 8:30

School: Information Technologies **School's Main Phone:** 918-293-5440

Required Text, References, and Materials

Texts: Complete CompTIA A+ Guide to PCs: 7th Edition, Cheryl A. Schmidt, Pearson + uCertify.com access combo ISBN-13: 978-0-7897-5757-6
References: Assorted Subject Videos
Materials: Access to a computer with broadband Internet Access (2Mbps upload preferred)
Uniform/Tools: Basic Technician Tool Kit (suggested)
Estimated Cost for Materials: $ 140.00
Estimated Cost for Uniform/Tools: $ None

Optional Resources: N/A

Upon completion of the course, students should:

Course Objectives	Assessment of Competency	
Demonstrate knowledge of standard backup or disaster recovery processes	Chapter 16 Back-up Labs (16.18 & 16.19)	A.1
Apply knowledge, skills, tools, or techniques to activities needed to meet project or laboratory requirements	Course Project*	I.2
Identify, assess the potential for, and justify alternative or evolving IT system changes to improve process performance	Chapters 2, 11, & 13 Review Questions	K.2
Troubleshoot PC hardware issues based on possible scenarios to the resolution of the issue	OS configuration Lab(s)	M.1

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:

Classroom Interaction..... 10%
Professional Development..... 5%
Chapter Activities/labs 35%
Chapter Questions..... 25%
*Course Project 20%
Portfolio 5%
Total..... 100%

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Grading Scale

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

*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.

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. Extensive assignments, large lab projects, extensive quizzes, exams and similar type projects: Normal return time to students in one (1) to two (2) weeks.

RECOMMENDED STUDENT COMPENTENCIES/SKILLS

Recommended student skills needed for success are the following:

- Ability to access a website (uCertify) and use the site to run computer simulations
- Ability to read and follow step by step instructions within the course site
- Ability you complete all required assignments within the allotted time
- Ability to research related topics and use MLA formatted in-text citations
- Ability to build a MLA formatted Work Cited page for all research cited

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.

OTHER LAB AND CLASSROOM POLICIES

N/A

ONLINE COURSE INTERACTION

OSUIT requires all online courses to include interaction between students, peers and instructors. Our online courses use a variety of tools to build a community of learners and strengthen engagement between students and their peers, as well as between students and the instructor. Communication tools used in courses may include Discussion, News, and Email. Read the syllabus completely to determine which of these methods you, your classmates and your instructor will use for interaction. General guidelines for student conduct while interacting within an online course include: (1) Use proper language in all communications; (2) Harassment of any type will not be tolerated; (3) No jokes, insults or threats of an offensive nature.
For more information, go to: http://osuit.edu/center/netiquette

SYLLABUS ATTACHMENT

View the Syllabus Attachment, which contains other important information, by visiting http://osuit.edu/center/student_syllabus_information

COURSE OUTLINE AND TENTATIVE SCHEDULE

Schedule is subject to change at instructor discretion. Assignments are due on the dates in D2L.

Schedule	Topic	Assignment	Dates
Week 1	**Module One** Chapter One – Intro to the World of IT	**Assignments** Simulator Labs (7) **Assessments** Review Questions w/Support (15).	Week 5-3-18 thru 5-6-18
Week 2	**Module Two** Chapter Two – Connectivity & Chapter Three – On the Motherboard	**Learning Assignments** Simulator Labs (22) **Assessments** Review Questions w/Support (20).	Week 5-7-18 thru 5-13-18
Week 3	**Module Three** Chapter Four – Intro to Configuration	**Learning Assignments** Simulator Labs (13) **Assessments** Review Questions w/Support (20).	Week 5-14-18 thru 5-20-18
Week 4	**Module Four** Chapter Five – Disassembly and Power & Chapter Six – Memory	**Learning Assignments** Simulator Labs (13) **Assessments** Review Questions w/Support (20).	Week 5-21-18 thru 5-27-18
Week 5	**Module Five** Chapter Seven – Storage Devices	**Learning Assignments** Simulator Labs (12) **Assessments** Review Questions w/Support (20).	Week 5-28-18 thru 6-3-18
Week 6	**Module Six** Chapter Eight – Storage Devices & Chapter Nine – Video Technologies	**Learning Assignments** Simulator Labs (15) **Assessments** Review Questions w/Support (20).	Week 6-4-18 thru 6-10-18
Week 7	**Module Seven** Chapter Ten – Printers	**Learning Assignments** Simulator Labs (11) **Assessments** Review Questions w/Support (20).	Week 6-11-18 thru 6-17-18
Week 8	**Module Eight** Chapter Eleven – Mobile Devices	**Learning Assignments** Simulator Labs (15) **Assessments** Review Questions w/Support (20).	Week 6-18-18 thru 6-24-18

Summer Break - Week 6-25-18 thru 7-8-18			
Week 9	**Module Nine** Chapter Twelve – Computer Design and Troubleshooting Review & Chapter Thirteen – Internet Connectivity	**Learning Assignments** Simulator Labs (12) **Assessments** Review Questions w/Support (20).	Week 7-9-18 thru 7-15-18
Week 10	**Module Ten** Chapter Fourteen – Networking	**Learning Assignments** Simulator Labs (29) **Assessments** Review Questions w/Support (20).	Week 7-16-18 thru 7-22-18
Week 11	**Module Eleven** Chapter Fifteen – Basic Windows	**Learning Assignments** Simulator Labs (30) **Assessments** Review Questions w/Support (20).	Week 7-23-18 thru 7-29-18
Week 12	**Module Twelve** Chapter Sixteen – Windows Vista, 7, 8, and 10	**Learning Assignments** Simulator Labs (28) **Assessments** Review Questions w/Support (20).	Week 7-30-18 thru 8-5-18
Week 13	**Module Thirteen** Chapter Seventeen – OS X and Linux Operating Systems	**Learning Assignments** Simulator Labs (12) **Assessments** Review Questions w/Support (20).	Week 8-6-18 thru 8-12-18
Week 14	**Module Fourteen** Chapter Eighteen – Computer and Network Security & Chapter Nineteen – Operational Procedures	**Learning Assignments** Simulator Labs (26) **Assessments** Review Questions w/Support (20).	Week 8-13-18 thru 8-19-18
Week 15	**Module Fifteen** Final Project & Portfolio	**Course Project** **Portfolio**	Week 8-20-18 thru 8-23-18