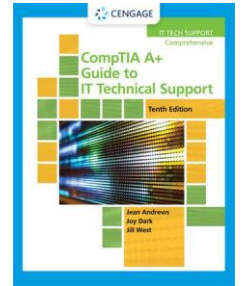


# TEXARKANA COLLEGE

**Syllabus:**                    **A+: Introduction to Computer Maintenance**  
**Course Number:**        **CPMT 1311**  
**Semester & Year:**



## Instructor Information

**Name:**                    **Ken Smith**  
**Office:**                  Business & Computer Technology Building, Room  
**Telephone:**        903-823-  
**E-mail:**  
**Office Hours:**

Monday	Tuesday	Wednesday	Thursday	Friday

## Textbook Information (This bundle is also used for ITSC 1321)

**CompTIA A+ Guide to IT Technical Support (Bundle)** ISBN: 978-0-357-01285-7

Consists of the following:

*CompTIA A+ Guide to IT Technical Support, Tenth Edition, loose-leaf version*  
by Andrews, Dark, West.

*MindTap, 2 terms printed access card*  
by Cengage.

## Student Learning Outcomes for the Course

1. Identify modules that make up a computer system and its operation
2. Identify each type of computer bus structure
3. Assemble/setup microcomputer systems and adapter/interface boards
4. Install/connect associated peripherals
5. Troubleshoot hardware problems

## Student Requirements for Completion of Course and Due Dates

For the student's convenience and ease of access, a table containing all test names and their due dates have been placed on page 7 of this syllabus.

Assignments will be given along with their due dates throughout the semester.

### Student Assessment

Your grade will be determined as follows:

Lab Activities	40%
Chapter Exams and Quizzes	40%
Final Exam	20%

### Grading Scale

Your letter grade is defined as follows:

Grade	
<b>A</b>	90-100
<b>B</b>	80-89.99
<b>C</b>	70-79.99
<b>D</b>	60-69.99
<b>F</b>	Below 60

## Class Schedule

This is a **tentative** schedule that is subject to change as necessary.

Week	Dates	Chapter	Topics	Deadlines
1			Syllabus, Intro	
2		Chapter 1	Taking a Computer Apart and Putting It Back Together	
3		Chapter 2	All About Motherboards	Chapter 1 Test
4		Chapter 3	Supporting Processors and Upgrading Memory	Chapter 2 Test
5		Chapter 4	Supporting the Power Supply and Troubleshooting Computers	Chapter 3 Test
6		Chapter 5	Supporting Hard Drives and Other Storage Devices	Chapter 4 Test
7			Labs	Chapter 5 Test
8		Chapter 6	Supporting I/O Devices	
9		Chapter 7	Setting Up a Local Network	Chapter 6 Test
10		Chapter 8	Network Infrastructure and Troubleshooting	Chapter 7 Test
11			Labs	Chapter 8 Test
12		Chapter 9	Supporting Mobile Devices	
13		Chapter 10	Virtualization, Cloud Computing, and Printers	Chapter 9 Test
<b><i>Last Day to Drop:</i></b>				
<b>Thanksgiving Break</b>				
14			Labs and Test Retakes	Chapter 10 Test
15			Skills Final	
16		Final	Skills Final	Final

## Attendance Policy

Texarkana College's absentee policy allows instructors to withdraw a student from a course due to excessive absences. If a student leaves and returns during class or leaves the class before the class is over, he/she **may** be considered absent. Three tardies constitute one absence. It is the student's responsibility to check the syllabus for each instructor's tardy policy.

In some workforce/vocational areas, such as nursing and cosmetology, certification requirements necessitate an absentee policy that is more stringent than the institutional policy. In these instances, the matter of certification takes precedence over local policies, since certification policies are established by the State of Texas.

Faculty members **are not** obligated to provide opportunities for students to make-up missed assignments and tests as a result of a student's absence from class. The institution is not required to take attendance with the exception of workforce/vocational areas, where certification requirements require taking attendance. However, experience demonstrates that regular attendance enhances academic success. As such, students are expected to attend each meeting of their registered courses.

A student should not stop attending a class without formally withdrawing from the course by the institutions published Last Day for Students to Drop (). If a student stops attending class after the published Last Day for Students to Drop, the student **may** receive a grade of "F" in the class. The instructor will submit the last date of attendance for students receiving a grade of "F" or "W".

Withdrawal from a course(s) **may** affect a student's current or future financial aid eligibility. Students should consult the Financial Aid Office to learn both short and long term consequences of a withdrawal.

### **EXCUSED ABSENCES**

A student's absence due to school trips and/or school business will not be counted against a student's allowable number of absences. Military duty and absences for Holy Days (FBD LEGAL) are covered in a separate section of the catalog and the student handbook. These are the only excused absences that are considered by Texarkana College. Responsibility for work missed for any absence is placed on the student. Instructors are required to allow students to make up work missed if the absence is due to military duty\* or religious holy days when students follow the correct notification procedures. Instructors are not required to allow students to make up work for absences due to other reasons. Make-up policies are listed in each individual instructor's syllabus.

*\*Students interested in Health Occupations should check with the division chair prior to entering the program.*

### **MAXIMUM ALLOWABLE ABSENCES**

After official registration, the following number of unexcused absences will be the maximum allowable before a student **may** be dropped from the class. Mandated program certification requirements detailed for certain programs regarding the maximum allowable unexcused absences takes precedence over the following information.

A COURSE THAT MEETS FOR THE FULL 16 WEEK SEMESTER	
<p>Class or Lab Meets:</p> <p>Once a week (Night classes or Friday classes)  <b>Twice a week (MW or TR classes)</b></p>	<p>An instructor <b>may</b> withdraw a student from a course if absences exceed:</p> <p style="text-align: center;">2 4</p> <p style="text-align: center;">Three tardies count as one absence</p>

### **Make-up Policy**

Lab Exams must be made up within 1 week of the scheduled time the class takes the exam; however, if you fail to take the Final Lab Exam by the end of the scheduled final exam period, it cannot be made up.

Chapter Exams in the Testing Center must be taken by the given deadlines or you will receive a Zero for that exam. There will be a grace period twice during the semester in which you may re-take two exams from that period.

Class assignments and Labs must be turned in on time. Given extreme circumstances, you may be allowed to turn in weekly assignments slightly late; this, however, cannot be the norm.

### **Academic Integrity Statement**

Scholastic dishonesty, involving but not limited to cheating on a test, plagiarism, collusion, or falsification of records will make the student liable for disciplinary action after being investigated by the Dean of Students. Proven violations of this nature will result in the student being dropped from the class with an "F".

This policy applies campus wide, including TC Testing Center, as well as off-campus classroom or lab sites, including dual credit campuses. This information can be found in the Student Handbook.

Cheating will not be tolerated. **The instructor will drop any student involved in cheating from the course with a grade of "F."** All assignments must represent the student's own work. A student may discuss assignments with other students to gain a better understanding of the problem. However, copying projects or assignments, in whole or in part, from ANY source, without explicit instructor direction, is considered plagiarism and will result in a failing grade for the course and possible college disciplinary action as outlined in the Student Handbook section: **ACADEMIC DISHONESTY.**



Students are required to originate, complete, and maintain their project assignment documents in the network folders assigned to them using Texarkana College computer equipment.

It is expected that students will conduct themselves with integrity. If you cheat or assist others in cheating, you violate a trust.

### **Disability Act Statement:**

Texarkana College complies with all provisions of the Americans with Disabilities Act and makes reasonable accommodations upon request. Please contact Tonja Blase at 903.823.3349, or go by the Department of Disabilities Services located in the Palmer Memorial Library for personal assistance.

If you have an accommodation letter from their office indicating that you have a disability, which requires academic accommodations, please present it to me so we can discuss the accommodations that you might need for this class. *It is best to request these changes at the beginning if not before the start of class* so there is ample time to make the accommodations.

### **Financial Aid:**

**Attention!** Dropping this class may affect your funding in a negative way! You could owe money to the college and/or federal government. Please check with the Financial Aid office before making a decision.

### **Miscellaneous Texarkana College Policies**

Students are not allowed to bring food or drinks into the classroom, lab, or the Testing Center. The cost of damage to computer equipment, carpet, and furniture can be significant due to a minor mishap. Students are not allowed to bring a cellular phone, pager, or other wireless communication device for use in a classroom or lab without prior written approval from the instructor.

The viewing of pornography is prohibited and will result in being dropped from class with the grade of "F", and the Dean of Students will take disciplinary action. The use of student e-mail for obscene or pornographic purposes is prohibited. Any form of harassment will result in dismissal from class with the grade of "F", and the Dean of Students will take disciplinary action. The Computer Lab is under camera surveillance.

### **Classroom Cell Phone Policy:**

Students should turn cell phones off or at least put them on silent. Do not conduct phone calls or text in class. It can wait. If you must take a call or text, quietly leave the room and return when finished. Emergency calls for you should go through campus security at 903-798-3330.

## Chapter Tests

Each chapter test is 25 true-false/multiple-choice questions randomly selected from a large database of questions. You will have 30 minutes to complete a test. You may elect to retake each test a second time if you took the first take of the test by its deadline. First takes must be completed by specific deadlines (on page 7) or you will earn a score of zero for that first take; re-takes must also be completed by a specific deadline (on page 7) or you will forfeit your second take. For second takes, you may receive different questions. The higher score of the first and second takes counts as the effective score for that test.

Chapter tests are administered by computer in the college's Testing Center (903-823-3278), located downstairs in the Academic Commons. As **testing is first come first serve**, waiting time to take a test will vary especially during deadlines. The student should arrange ample time to take each test before its deadline.

## TO TAKE A CHAPTER TEST

You must arrive in the Testing Center on time and present your **current semester STUDENT ID PICTURE CARD**. Students are not allowed to stay in the Testing Center after closing time; therefore, students must finish tests before closing time. If your student ID card is misplaced, **a replacement ID card can be purchased in the TC Business Office**.

You must also know:

1. Your SSN or Student ID
2. The test number, which in this course is the **chapter number**

## TESTING CENTER HOURS

Monday – Thursday	8:00 am - 8:00 pm	(no test started after 7:00 pm)
Friday	8:00 am - 4:00 pm	(no test started after 3:00 pm)
Sunday	2:00 pm - 6:00 pm	(no test started after 5:00 pm)

**The Testing Center is not open on college holidays or Saturdays.**

**Non-TC students or children are not allowed in the Testing Center unless taking a proctored test.** Hats and caps are not allowed. Electronic devices (cell phones, etc.) are not allowed. **The Testing Center is under camera and audio surveillance.**

## Lab Activities

Lab Activities will be assigned on a weekly basis. Labs must be turned in/submitted upon completion and no later than the due date given by the instructor at the time the assignment is made. Any lab activity that is turned in late will, at the discretion of the instructor, will receive a maximum of 80%.

## Basic Needs Security Statement

Any student who has difficulty affording groceries or accessing enough food to eat every day, or who lacks a safe and stable place to live and believes this may affect their performance in this course or ability to remain in school, is urged to contact Tonja Blasé, Director of Student Retention, at 903.823.3349 for support. Furthermore, please notify the professor if you are comfortable in doing so.

## Changes

This syllabus is subject to change as deemed necessary by the instructor. At time such changes are made, they will be announced in class and posted on the TC On-line (Moodle) page for this class.

## Test Deadlines

### Go to the Testing Center to take these tests

Chapter	Test Location	Grade	Deadline *
1	Testing Center		
2	Testing Center		
3	Testing Center		
4	Testing Center		
5	Testing Center		
6	Testing Center		
7	Testing Center		
8	Testing Center		
9	Testing Center		
10	Testing Center		
Final	Testing Center		TBA

\* Second takes must be taken within one week after the deadline for each test.



## **CompTIA A+ Certification**

CompTIA A+ certification validates the latest skills needed by computer support technicians. In order to get certified, you must pass two exams (90 question each):

- 220-1001 CompTIA A+ Core 1
- 220-1002 CompTIA A+ Core 2

Each of the 220 series exams consist of 90 questions and you will be allowed a maximum of 90 minutes to complete each. Each exam costs \$219.

**Passing Score:** 675 for the 1001 test, 700 for the 1002 test, on a scale of 900

It is highly recommended that you at least complete both CPMT 1311 and ITSC 1321 before attempting to take the above exams.

### **A+ CERTIFICATE PROGRAM**

Required courses:

CPMT 1311 A+ Introduction to Computer Maintenance  
ITNW 1308 Windows 7 OS  
ITSC 1321 A+ Intermediate PC Operating Systems  
CPMT 1191 Special Topics

With **two** of the following electives:

ITNW 1325 Fundamental of Network Technologies  
ITNW 1351 Fundamentals of Wireless LANs  
ITSC 2339 Personal Computer Help Desk Support  
ITSY 1342 Information Technology Security  
ITCC 1401 CISCO 1: Exploration-Network Fundamentals  
ITCC 1402 CISCO 1: Routing Protocols and Concepts

Total Hours for Certificate:            16 semester hours