

CPMT 1345 – Syllabus

Computer Systems Maintenance

SCH (3-1)

Course Description:

This course covers the fundamentals of computer hardware and software and advanced concepts such as security, networking, and the responsibilities of an IT professional. Students who complete this course will be able to describe the internal components of a computer, assemble a computer system, install an operating system, and troubleshoot using system tools and diagnostic software. Students will also be able to connect to the Internet and share resources in a networked environment. New topics in this course include mobile devices such as tablets and smartphones and client-side virtualization. Expanded topics include Microsoft Windows 7, Windows 10 and Linux operating systems, security, networking, and troubleshooting. Hands-on lab activities are an essential element of the course. Prerequisites: None

Student Learning Objectives:

- Define information technology (IT) and describe the components of a personal computer.
- Describe how to protect people, equipment, and environments from accidents, damage, and contamination.
- Perform step-by-step assembly of and routine maintenance of a desktop computer.
- Explain the purpose of preventive maintenance and identify the elements of the troubleshooting process.
- Install and navigate an operating system.
- Configure computers to connect to an existing network.
- Upgrade or replace components of a computer/laptop based on customer needs.
- Describe the features and characteristics of mobile devices.
- Install and share a printer.
- Implement basic physical and software security principles.
- Apply good communication skills and professional behavior while working with customers.
- Perform preventive maintenance and advanced troubleshooting.
- Assess customer needs, analyze possible configurations, and provide solutions or recommendations for hardware, operating systems, networking, and security.

Text and Supplies:

TestOut PC Pro - English 6.0.x,

TestOut Corporation

ISBN-13: 978-1-935080-42-8

USB Flash/Jump/Thumb drive (recommended size: 16-32GB)

Headphones/Earbuds (recommended)

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Internet connection

Course Schedule:

A schedule of class meetings and coursework due dates is posted in CANVAS. This schedule is subject to change or alteration by the instructor as necessary to achieve the outcomes of the course.

Contact Information:

Instructor information, including contact information and scheduled office hours, is posted in CANVAS.

Additional Applied Technology Division contact information is listed below

Division Dean	Curt Pervier	TC 143	432-685-4677
Department Chair	Heather Sanders	TC 109	432-686-4821
Division Secretary	Lisa Hays	TC 143	432-685-4676

Course Policies:

It is each student's responsibility to become familiar with Midland College policies as detailed in the Midland College Student Handbook. Any requests for clarification of Midland College policies and their relevance to the course should be addressed to the course instructor.

Course Census: Students **MUST** actively participate in the course by completing an academically-related activity, assigned by the instructor, by the official course census date. Students who do not complete the census activity by the course census date will be reported as never attended and dropped from the course.

Scholastic Dishonesty: The coursework submitted for this course must be original work prepared by the student enrolled in this course. Cheating, plagiarism, and any other form of academic dishonesty as defined in the Midland College handbook can result in appropriate disciplinary action.

Class Policies:

This course is fast-paced. Students must keep up with the schedule by studying outside of class and completing all assignments on time.

Participation: Active class participation in class discussions and activities is essential to the successful completion of this course. Effective preparation for the class includes reading course materials and completing assigned coursework outside of scheduled class meetings. Students who would like additional help in preparing for class meetings should contact the instructor for assistance.

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Communication: Effective communication is critical to the successful completion of this course. Questions about the course or requests for assistance with course materials should be addressed to the instructor in person, by telephone during scheduled office hours, or through CANVAS at any time. All digital correspondence between students and the instructor should be via student email or CANVAS. Personal email, text messaging, and other forms of digital communication are discouraged.

Cell phones: Cell phones should be placed on either vibrate or silent mode and should be accessed in emergency cases only. Accessing and submitting coursework via cell phone or mobile (tablet) platforms is strongly discouraged.

Late Work: All graded coursework will include a due date when assigned. In the event coursework must be submitted later than the scheduled due date, the student should not expect to receive the maximum credit available for the assignment. Late submissions should be discussed with the instructor before the due date when possible and will be evaluated on a case by case basis.

Student Contributions:

- Students are expected to attend class and be on time for scheduled class meetings.
- Students are expected to exhibit professional and courteous behavior during class meetings.
- Students are expected to access the course in CANVAS frequently to be informed of announcements related to the class.
- Students are expected to utilize effective time management strategies to prepare for class.
- Students are expected to participate in discussions and activities related to topics covered in the course.
- Students are expected to complete and submit all assigned coursework by due dates listed in CANVAS.
- Students are expected to utilize all resources provided to complete coursework related to the course.

Instructor Contributions:

As an instructor, I acknowledge the importance of clear, timely communication with students. To facilitate communication with students, I will:

- Provide my contact information and scheduled office hours in CANVAS.
- Respond to all messages within 24 hours if received Monday through Thursday, and within 48 hours if received Friday through Sunday.
- Notify students of any extended times that I will be unavailable and provide them with alternative contact information for assistance during any time that I am unavailable.

As an instructor, I anticipate that my students will work to the best of their abilities to complete assigned coursework. To assist students in this area, I will:

- Provide clear information about assignment requirements in CANVAS and grading policies in the course syllabus.
- Communicate any changes to assignments or the course calendar to students as quickly as possible.

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As an instructor, I understand that I need to provide regular, timely feedback to students about their performance in the course. To keep students informed about their progress, I will:

- Post grades and comments, when needed, for all graded coursework within one week of the due date.
- Maintain scheduled office hours and keep scheduled appointments to meet with students.

Grading/Evaluation:

The instructor throughout the semester will evaluate the coursework submitted by the student. It is the responsibility of the student to keep track of assignment submissions and grades. Students are encouraged to meet with the instructor regularly to discuss academic progress in the course.

Coursework will be assigned a maximum point value for each assignment and will be posted to CANVAS. Points earned for submitted assignments will be recorded in the CANVAS grade book.

All assignments will be weighted according to the grading scheme noted below to determine a final grade. Upon the conclusion of the course, the student's final grade will be converted to the appropriate semester grade and will be reported to the registrar's office.

Course Activity	Weight	Final Grade	Semester Grade
Quizzes	20%	100% - 90%	A
Homework	25%	89% - 80%	B
Online Labs	25%	79% - 70%	C
Section Exams	20%	69% - 60%	D
Final Exam	10%	59% - 0%	F
Total	100%		

Students should not stop completing class assignments and expect a grade of "I" or "W." It is the student's responsibility to contact the instructor should circumstances arise that impairs or prevents the student from completing the course. The instructor will attempt to help the student complete the course. If the student is not able to complete the course, the student must contact the Office of Student Services at Midland College and officially drop the class. Otherwise, a grade of "F" will be reported for the semester grade.

Midland College provides services for students with disabilities through Student Services. In order to receive accommodations, students must place documentation on file with the Counselor/Disability Specialist. Students with disabilities should notify Midland College prior to the beginning of each semester. Student Services will provide each student with a letter outlining any reasonable accommodations. The student must present the letter to the instructor at the beginning of the semester.

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