Dallas County Community College District
ITSC 1405 - Intro to PC Operating Systems
Course Syllabus

Instructor Information:
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Office: Brookhaven College, Room K105
Chat Hours: TBA

Important Contacts:
For problems logging in, accessing the web site or other technical issues:
Technical Support - call 972-669-6402 or http://ecampus.dcccd.edu and look for the Technical Support Area
General questions about on-line Computer Information Technology courses offered through Brookhaven:
Ms. Tarrilynn Wall - call 972-860-4746 or E-Mail twall@dcccd.edu or
Toby Lackey - call 972-860-4567 or E-Mail tlackey@dcccd.edu

Course Description:
ITSC 1405 is an on-line introductory level course covering topics related to the function, operation, control, support and configuration of a commonly used personal computer Operating System. This course is useful for students who:

- simply need ITSC 1405 specifically or any Operating Systems course as part of a degree/certificate plan OR
- want an elective that covers the basics of Operating Systems AND/OR
- are interested in industry standard A+ Certification exam preparation

A+ Certification:
A+ Certification is controlled and administered by a private organization called the Computing Technology Industry Association (CompTIA), which is not affiliated with the Dallas County Community College District. Two examinations are required to become A+ Certified: A+ Essentials and A+ Practical Applications. This course will help those interested in preparing for portions of both exams. Please note that:

- The actual A+ exams are not part of this course,
- If you are interested in taking the A+ exams you must do that, and pay for it, on your own,
- Coverage of all material related to the A+ exam takes 2 DCCCD courses - this one, and ITSC 1425 - PC Hardware. Both courses should be completed before attempting to take the A+ exams,
- Earning course credit and a particular grade in this course is in no way related to your taking or not taking the A+ exam and
- Successful completion of this course does not mean you are either completely or partially A+ Certified.
If you are interested in learning more about CompTIA and A+ Certification in detail, please visit the CompTIA website. Some good material about the A+ Exam (actually, there are several Exam choices available) is also in the front section of your course textbook.

Students not interested in A+ certification at all should be aware that the material covered in this course would be the same even if it were not A+ oriented to insure that the topics in the DCCCD Catalog Course Description are addressed. In other words, there is plenty that you should learn and know about Operating Systems even if you don't care about becoming certified.

Course Prerequisites:

This course does not have a pre-requisite. In general, you should have the following computer skills, at a minimum:

- The ability to start up your computer and get to a Windows desktop,
- Knowledge of basic mouse operations such as clicking and double clicking,
- The ability to start a program by double-clicking on its’ desktop icon,
- The ability to browse to and within web pages,
- The ability to compose and send an E-Mail

Familiarity with computer hardware and basic concepts of programming is also a plus but isn't required. References to on-line background material about these topics is available within this course for students wishing to learn a bit about them.

Student Learning Outcomes:

Upon successful completion of this course, you will be able to:

1. Describe the key features of recent versions of Microsoft Windows.
2. Explain how to do the following with Microsoft Windows:
   a. Install
   b. Maintain
   c. Optimize
   d. Troubleshoot
   e. Network
   f. Secure
3. Describe the features of various mobile OS platforms.

Textbook:


You may use a new book, used book or shared book. New books come with a printed access card which will allow use of some on-line A+ Test Preparation Questions. This card is NOT used in this course and is not required. This book is also used for the ITNW 1425 – PC Hardware course.

The chapter needed in Lesson 1 is posted directly within the course to help you get started, after that you do need access to the book.

You will be provided with a free set of PowerPoint chapter slide files for use during this course. These slides are COPYRIGHT ©2014 by Course Technology/Cengage Learning and are for students' personal use only.
**Computer Requirements:**

You will need convenient access to a personal computer with:

- A version of Microsoft Windows such as 8, 7, Vista or XP.
- At least 1 MB of free hard drive space (up to 50 MB if you wish to download optional PowerPoint chapter slides).
- A printer.
- Access to the Internet and an E-Mail account.
- Microsoft Internet Explorer 8 or higher. Other browsers such as Chrome, Safari or Firefox may not always work with all parts of the course website but you are welcome to try them.
- A recent version of Microsoft Word or a basic Windows word processor such as Notepad or Wordpad. This will be used for your assignments.

**Grading System:**

You will accumulate course points for work done as follows:

<table>
<thead>
<tr>
<th>Course Component</th>
<th>Maximum Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 Homework Assignments @ 20 points each</td>
<td>200</td>
</tr>
<tr>
<td>4 Discussion Board Posts @ 10 points each</td>
<td>40</td>
</tr>
<tr>
<td>10 Quizzes @ 10 points each</td>
<td>100</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>340</strong></td>
</tr>
</tbody>
</table>

Your final course grade will be determined as shown:

<table>
<thead>
<tr>
<th>Points Earned</th>
<th>Final Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>300-340</td>
<td>A</td>
</tr>
<tr>
<td>210-299</td>
<td>B</td>
</tr>
<tr>
<td>110-209</td>
<td>C</td>
</tr>
<tr>
<td>60-109</td>
<td>D</td>
</tr>
<tr>
<td>000-59</td>
<td>F</td>
</tr>
</tbody>
</table>

An opportunity for Extra Credit work will be made available near the end of the course.

Point deductions, some severe, will be made as needed if you violate the rules and procedures of this course. Details are noted below.

**Required Course Work and Late Penalty Information:**

This course is divided up into segments called Lessons. Each Lesson contains several activities for you to do and a Completion Date. These Dates are clearly noted in the Course Schedule. Items for the Orientation and for Lesson 1 will be accepted up to 1 week late to help you get started in the course. Work for Lesson 2 and beyond will not be accepted late except cases of extreme emergency, which must be proved with official documentation. Technical difficulties, being "busy" at home or work, minor illness or similar problems are not acceptable excuses at any time in this course. Also, please be sure you are always aware that this is NOT a self-paced course.
• Homework Assignments
  o must be done by yourself,
  o must be written in your own words (i.e. no copying or re-phrasing from anywhere.),
  o must be done on time,
  o may not be submitted more than once for credit (That is, correcting your mistakes and re-submitting for a higher grade isn’t permitted).

• Discussion Board Posts
  o provide you an opportunity to share your opinions about relevant issues related to Operating Systems,
  o must be done by yourself,
  o must be written in your own words,
  o must be done on time,
  o may not be submitted more than once for credit.

• Quizzes
  o are short multiple-choice exercises designed to test your general knowledge of items in this course,
  o may taken up to 2 times though the questions will vary with each attempt. Your final score will be the one from your LATEST attempt, which may not be your highest score,
  o must be done by yourself,
  o must be done on time.

Withdrawal with a "W":

If you are unable to complete this course, YOU must withdraw by the official drop date, as noted in the Course Schedule. If you stop “attending” class and do not withdraw you will receive a performance grade, usually an “F”.

STOP BEFORE YOU DROP!

For students who enrolled in college level courses for the first time in the fall of 2007, Texas Education Code 51.907 limits the number of courses a student may drop. You may drop no more than 6 courses during your entire undergraduate career unless the drop qualifies as an exception. Your campus counseling/advising center will give you more information on the allowable exceptions. Remember that once you have accumulated 6 non-exempt drops, you cannot drop any other courses with a “W”. Therefore, please exercise caution when dropping courses in any Texas public institution of higher learning, including all seven of the Dallas County Community Colleges. For more information, you may access: https://www1.dcccd.edu/coursedrops

Students often drop courses when help is available which would allow them to continue. Please feel free to discuss your plans with your instructor if you are considering a drop.

If you still wish to drop, after having reviewed all of the above, you should:

• Browse to the DCCCD eConnect web site (http://eConnect.dcccd.edu).
• Click the Current Credit Student Menu link.
• Click the Log In link.
• After logging in, find and click the Drop Classes link (look under the Register for Classes area).

Americans with Disabilities Policy Statement:

If you feel the need for an academic adjustment due to any type of physical disability or learning difference, please contact Special Services (phone 972-860-4847,
http://www.brookhavencollege.edu/studentsvcs/special-services) for advisement and counseling. They will be happy to work with you.

The BlackBoard Content Management system is ADA compliant. Students using screen readers are advised to consult the screen reader tutorial available in BlackBoard Help. Also, you are welcome to look at BlackBoard’s Commitment to Accessibility at http://www.blackboard.com/Platforms/Learn/Resources/Accessibility.aspx

Please note for those visually impaired students using screen readers – a second set of PowerPoint slides accompanying each Lesson in this course have been included in a simple text format so your reader can use them.

**Notice for Students on Financial Aid:**

If you are receiving Financial Aid grants or loans, be aware that:

- Your participation in this course must begin on or before the official certification date.
- If you are failing the course, you must participate after the drop date.
- You must check with the Financial Aid Office prior to Dropping/Withdrawing this course.

_Violation of any of these rules may affect your eligibility to receive further aid and could cause you to be in a position of repayment for the current semester._

**Incomplete ("I") Grading:**

Incompletes are only considered in those circumstances where a student has had a documentable crisis or emergency occurring sometime in the last several days of the course, preventing the student from completing the final few items of required work (a last Homework or Quiz, for example). The "I" is designed only to provide a little extra time to finish up, and is not granted to students who are substantially behind in their work as the end of the course approaches. It is not to be considered as a grade to request should you simply not have the time to get your work done during the semester.

If you feel you meet the qualifications for an "I" and would like to request one, contact your Instructor as soon as possible. Students who do not qualify for an "I" may not complete any coursework for credit after the Last Class Day as shown in the Course Schedule.

**Academic Dishonesty:**

All work in this course is undertaken with the understanding that academic honesty is the only acceptable behavior for students. Further, it is understood that the Instructor sets the standards of academic honesty in this course, determines when those standards have been violated and determines the consequences of that behavior by the student.

_Students are expected to do all their coursework by themselves and anyone caught cheating will be penalized._

Cheating is defined as collusion, collaboration, access and use of material intended for Instructors only, viewing of another students’ work before or after submission for grading, file sharing, password sharing, fabrication or plagiarism. None of these will be tolerated. Excuses such as "It was an accident" or "I didn't know we couldn't work together" will not relieve the student of penalties. There are no acceptable explanations for any of these behaviors.
For the first offense, a grade of 0 will be issued for the coursework in question. Students then failing to complete all further coursework on their own will receive a score of 0 for the entire related Course Component involved in the second offense.

**DCCCD Rules:**

All students in this course are expected to abide by the rules and regulations as set forth in the DCCCD Code of Student Conduct. Failure to comply may result in legal and/or disciplinary action. For more information, browse to [http://www.dcccd.edu](http://www.dcccd.edu) and enter Code of Student Conduct in the search box.

**Course Schedule and Completion Dates - Spring 2014:**

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<thead>
<tr>
<th>Course Work</th>
<th>Assignment</th>
<th>Completion Date</th>
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</thead>
<tbody>
<tr>
<td>Orientation</td>
<td>Assignment 0</td>
<td>Jan 26</td>
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<tr>
<td>Lesson 1</td>
<td>Quiz 1, Homework Assignment Lesson 1</td>
<td>Feb 2</td>
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<tr>
<td>Windows System Concepts</td>
<td></td>
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<tr>
<td>Lesson 2</td>
<td>Quiz 2, Discussion Board Post - Lesson 2 Forum, Homework Assignment Lesson 2</td>
<td>Feb 9</td>
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<tr>
<td>Installing Windows</td>
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<tr>
<td>Lesson 3</td>
<td>Quiz 3, Homework Assignment Lesson 3</td>
<td>Feb 16</td>
</tr>
<tr>
<td>Maintaining Windows</td>
<td></td>
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<tr>
<td>Lesson 4</td>
<td>Quiz 4, Discussion Board Post - Lesson 4 Forum, Homework Assignment Lesson 4</td>
<td>Feb 23</td>
</tr>
<tr>
<td>Optimizing Windows</td>
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<tr>
<td>Lesson 5</td>
<td>Quiz 5, Homework Assignment Lesson 5</td>
<td>Mar 9</td>
</tr>
<tr>
<td>General Windows Troubleshooting</td>
<td></td>
<td></td>
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<tr>
<td>Lesson 6</td>
<td>Quiz 6, Discussion Board Post - Lesson 6 Forum, Homework Assignment Lesson 6</td>
<td>Mar 23</td>
</tr>
<tr>
<td>Windows Startup Troubleshooting</td>
<td></td>
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<tr>
<td>Lesson 7</td>
<td>Quiz 7, Homework Assignment Lesson 7</td>
<td>Apr 6</td>
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<tr>
<td>Network Methods</td>
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<tr>
<td>Lesson 8</td>
<td>Quiz 8, Discussion Board Post - Lesson 8 Forum, Homework Assignment Lesson 8</td>
<td>Apr 16</td>
</tr>
<tr>
<td>Networking Windows</td>
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<tr>
<td>Lesson 9</td>
<td>Quiz 9, Homework Assignment Lesson 9</td>
<td>Apr 28</td>
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<tr>
<td>Security Strategies</td>
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<tr>
<td>Lesson 10</td>
<td>Quiz 10, Homework Assignment Lesson 10, Homework Assignment - Extra Credit</td>
<td>May 14</td>
</tr>
<tr>
<td>Mobile Devices</td>
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*Drop Date: April 17*

*Last Course Day: May 14*