Instructor Information:

Instructor: Dr. Bill Hammerschlag
For general questions, information or to schedule a meeting:
  Phone: (972) 860 - 4882 (voice mail)
  E-Mail: whammer@dcccd.edu
(In general, E-Mail will get you a faster response)
Chat Hours: TBA

Important Contacts:

For problems logging in, accessing the web site or other technical issues:
  Technical Support - call 972-669-6402 or visit the ecampus web site and look for the Student Technical Assistance 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. Familiarity with computer hardware and basic concepts of programming is 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.

Course Materials:


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 or 7.
- At least 1 MB of free hard drive space (up to 50 MB if you wish to download optional PowerPoint chapter slides).
- Access to the Internet and an E-Mail account.
- Microsoft Internet Explorer 8.0 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.

Student Contributions:
Experiences in this course include:

- Reading assignments.
- Online attendance. Although this is not a traditional class with specific meetings at given times, your “attendance” and participation is measured by the frequency and quality of your interactions with your instructor.
- Written homework.
- Communicating via live chat, a group discussion board and E-Mail.

**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.

End-of-semester grades will not be mailed to you by the college. You may receive your grade through the Internet by using the following directions:

- Browse to the [DCCCD eConnect](https://example.com) web site.
- Click the **Current Student Menu** tab.
- Find the **My Personal Information** section.
- Click on **Check My Grades (GPA)**.
- The system will then ask you to login, do so.
- Select **Term** – choose the correct semester.
- Select **Grade Type** (CR – Credit Grades).
- Click the **SUBMIT** button and your grades will display.

**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. You may request a deadline extension to provide for observance of religious holidays, further information is provided below.

- **Homework Assignments**
  - must be done by yourself,
  - must be written in your own words (i.e. no copying or re-phrasing from anywhere.),
  - must be done on time,
  - 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**
  - provide you an opportunity to share your opinions about relevant issues related to Operating Systems,
  - must be done by yourself,
  - must be written in your own words,
  - must be done on time,
  - may not be submitted more than once for credit.
- **Quizzes**
  - are short multiple-choice exercises designed to test your general knowledge of items in this course,
  - 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,
  - must be done by yourself,
  - must be done on time.

Detailed instructions for how to do all of these items will be provided within the course.

All coursework must be completed by the Last Course Day as shown in your Course Schedule.

Technical difficulties are not an acceptable excuse for failure to complete assigned work, so never wait until the last minute to submit items.

**Withdrawal with a "W":**

If you are unable to complete this course, YOU must withdraw by the official drop date for this course, which is **February 27, 2016.** 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.

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.
• 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 at 972-860-4847 or visit the Disability Support Services web page 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 on the web.

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:

Incomplete 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.

Repeating the Course:

Each college of the DCCCD charges additional tuition to students registering the third or subsequent time for a course. All third and subsequent attempts of the majority of credit and continuing education/workforce training courses will result in additional tuition being charged. Developmental Studies and some other courses will not be charged a higher tuition rate. Third attempts included courses taken at any of the DCCCD colleges since the Fall 2002 semester.

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.

All students in this course are expected to abide by the rules and regulations as set forth in both the DCCCD Student Code of Conduct. Failure to comply may result in legal and/or disciplinary action.

Deadline Extensions for Religious Holidays:

A student shall be granted an extension of any due date or deadline which coincides with the observance of a religious holy day, including travel for that purpose. A “religious holy day” means a holy day observed by a religion whose places of worship are exempt from property taxation under Section 11.20, Tax Code. Students must notify the instructor in writing or via E-mail of their intent to claim any extension. This notification must take place within 7 days of the published starting date of the course and must include the date(s) for which an extension is needed. The instructor will respond with an adjusted due date or deadline.

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects students. Also known as the Buckley Amendment, this law gives students four rights:

1. The right to inspect and review education records.
2. The right to seek the amendment of education records.
3. The right to consent to the disclosure of education records.
4. The right to file a complaint with the FERPA Office in Washington, D.C.

More information about this is available at the DCCCD web site.

Instructor’s Right to Modify: Your Instructor has the right to add to, delete, change or revise segments of this course or syllabus anytime during the course.

Course Schedule and Completion Dates – Spring 2016:

Failure to follow this Schedule may result in grading penalties.

<table>
<thead>
<tr>
<th>Course Work</th>
<th>Assignment</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation</td>
<td>Assignment 0</td>
<td>Jan 25</td>
</tr>
</tbody>
</table>

Drop Date: Feb 27
Last Course Day: Mar 11
| Lesson 1 | Windows System Concepts | Quiz 1, Homework Assignment Lesson 1 | Jan 30 |
| Lesson 2 | Installing Windows | Quiz 2, Discussion Board Post - Lesson 2 Forum, Homework Assignment Lesson 2 | Feb 3 |
| Lesson 3 | Maintaining Windows | Quiz 3, Homework Assignment Lesson 3 | Feb 7 |
| Lesson 4 | Optimizing Windows | Quiz 4, Discussion Board Post - Lesson 4 Forum, Homework Assignment Lesson 4 | Feb 11 |
| Lesson 5 | General Windows Troubleshooting | Quiz 5, Homework Assignment Lesson 5 | Feb 15 |
| Lesson 6 | Windows Startup Troubleshooting | Quiz 6, Discussion Board Post - Lesson 6 Forum, Homework Assignment Lesson 6 | Feb 20 |
| Lesson 7 | Network Methods | Quiz 7, Homework Assignment Lesson 7 | Feb 25 |
| Lesson 8 | Networking Windows | Quiz 8, Discussion Board Post - Lesson 8 Forum, Homework Assignment Lesson 8 | Mar 1 |
| Lesson 9 | Security Strategies | Quiz 9, Homework Assignment Lesson 9 | Mar 6 |
| Lesson 10 | Mobile Devices | Quiz 10, Homework Assignment Lesson 10, Homework Assignment - Extra Credit | Mar 11 |