



NORTH LAKE COLLEGE

5001 N. MacArthur Blvd.

Irving, Texas 75038-3899

DALLAS COUNTY COMMUNITY COLLEGE DISTRICT

COURSE SYLLABUS

A+ Introduction to PC Operating System

ITSC 1405-71250

Fall 2018

ARTS, BUSINESS, SPORTS SCIENCE, AND TECHNOLOGY DIVISION

Office Hours: 8:00 a.m. – 6:00 p.m. Monday-Thursday

8:00 a.m. - 4:30 p.m. Friday

Location: T135, Telephone: 972-273-3450

Instructor Information:

Name: James Forbess

Email: JHForbess@dcccd.edu

Phone: 972-273-3450 (Division number to leave messages)

Room: T216

College: North Lake College

Course Information:

Course title: A+ Practical Application

Course number: ITSC 1405 71250

Credit hours: 4

Class meeting time: Saturday 9:00am – 5:00pm

The last day to withdraw from this class is 10/6/18

The last day of class is 10/20/18

Please read “Stop before you Drop”, and “Drop Policy” under Institutional Policies.

Course description:

Introduction to personal computer operating systems including installation, configuration, file management, memory and storage management, control of peripheral devices, and use of utilities.

Course prerequisites:

Suggested Prerequisite: Introduction to Computers

Proficiency using a computer and the Windows interface to locate, create, and manipulate files, folders, and to configure the desktop environment. One should have a general knowledge of the Internet. This course will require you to have knowledge of finding, downloading and installing programs from the Internet.

Working knowledge of software and hardware in PCs or demonstrated competency approved by the instructor.

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promote the best education possible within prevailing conditions affecting this course.

Textbook and Course Access:

A+ Guide to Software, (w/ MindTap PC Repair Access Code) Ninth Edition

Author: Andrews

ISBN: 9781337192644

Copyright Year: 2017

Publisher: Cengage Learning

Course Objectives:

The purpose of this course is to provide knowledge for success in industry and preparation for the COMPTIA A+ exam number 220-902. The A+ Practical Application exam (220-902) covers details on installing and troubleshooting hardware and configuring devices for use by the operating system.

Specific Course Learning Outcomes:

2018SU-ITSC-1405-75426

LEARNING OUTCOMES	EVALUATION
Describe the principal features of the Windows 7, 8.1, and 10 operating system and the basics of networking using	Tests, Projects, Homework ‹SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18,C19, C20, F1, F5, F7, F8, F9, F10, F13, WORKPLACE SKILLS C2, C6, C8, C9, C12, C13,C24, C26, C27, C30, C31, C32, C33›
Identify the tools used to perform common administrative tasks	Tests, Projects, Homework ‹SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18, C19, C20, F1, F5, F7, F8, F9, 10, F13, WORKPLACE SKILLS C2, C6, C8, C9, C12, C13, C24, C26, C27, C30, C31, C32, C33›
Describe the types of user accounts and the principal security features of Windows 7, 8.1, and 10	Tests, Projects, Homework ‹SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18,C19, C20, F1, F5, F7, F8, F9, 10, F13, WORKPLACE SKILLS C2, C6, C8, C9, C12, C13,C24, C26, C27, C30, C31, C32, C33›
Describe the features of the common network protocols used in Windows 7, 8.1 and 10	Tests, Projects, Homework ‹SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18,C19, C20, F1, F5, F7, F8, F9, 10, F13, WORKPLACE SKILLS C2, C6, C8, C9, C12, C13,C24, C26, C27, C30, C31, C32, C33›
Describe the fundamentals of TCP/IP	Tests, Projects, Homework ‹SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18,C19, C20, F1, F5, F7, F8, F9, 10, F13, WORKPLACE SKILLS C2, C6, C8, C9, C12, C13,C24, C26, C27, C30, C31, C32, C33›
Describe the communication process in a Windows 7, 8.1 and 10 network	Tests, Projects, Homework ‹SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18,C19, C20, F1, F5, F7, F8, F9, 10, F13, WORKPLACE SKILLS C2, C6, C8, C9, C12, C13,C24, C26, C27, C30, C31, C32, C33›
Differentiate between the various types of network architectures	Tests, Projects, Homework ‹SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18,C19, C20, F1, F5, F7, F8, F9, 10, F13, WORKPLACE SKILLS C2, C6, C8, C9, C12, C13,C24, C26, C27, C30, C31, C32, C33›
Describe the common hardware components used in network communication	Tests, Projects, Homework ‹SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18,C19, C20, F1, F5, F7, F8, F9, 10, F13, WORKPLACE SKILLS C2, C6, C8, C9, C12, C13,C24, C26, C27, C30, C31, C32, C33›
Describe the requirements for Internet access and Web security	Tests, Projects, Homework ‹SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18,C19, C20, F1, F5, F7, F8, F9, 10, F13, WORKPLACE SKILLS C2, C6, C8, C9, C12, C13,C24, C26, C27, C30, C31, C32, C33›
Administer and set up security in a Windows 7, 8.1 and 10 network	Tests, Projects, Homework ‹SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18,C19, C20, F1, F5, F7, F8, F9, 10, F13, WORKPLACE SKILLS C2, C6, C8, C9, C12, C13,C24, C26, C27, C30, C31, C32, C33›
Examine the network	Tests, Projects, Homework ‹SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18,C19, C20, F1, F5, F7, F8, F9, 10, F13, WORKPLACE SKILLS C2, C6, C8, C9, C12, C13,C24, C26, C27, C30, C31, C32, C33›

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PERFORMANCE OBJECTIVES

SCANS Competencies

The Secretary's Commission of Achieving Necessary Skills (SCANS), established in 1990, defined a common core of skills that constitute job readiness.

Resources	C1. C2. C3.C4.	Allocates Time, Allocates Money, Allocates Materials and Facility Resources,
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Interpersonal	C5. C6. C7. C8. C9. C10.	Allocates Human Resources Participates as a Member of a Team, Teaches Others, Serves Clients/Customers, Exercises Leadership, Negotiates to Arrive at a Decision, Works with Cultural Diversity
Information	C11. C12.C13. C14.	Acquires and Evaluates Information, Organizes and Maintains Information, Interprets and Communicates Information, Uses Computers to Process Information
Systems	C15. C16. C17.	Understands Systems, Monitors and Corrects Performance, Improves and Designs Systems
Technology	C18. C19.C20.	Selects Technology, Applies Technology to Task, Maintains and Troubleshoots Technology

SCANS FOUNDATION SKILLS

Basic Skills	F1.F2.F3.F4.F5.F6.	Reading, Writing, Arithmetic, Mathematics, Listening, Speaking
Thinking Skills	F7.F8.F9.F10.F11.F12.	Creating, Thinking, Decision Making, Problem Solving, Seeing Things in the Mind's Eye, Knowing How to Learn, Reasoning
Personal Qualities	F13.F14.F15.F16.F17.	Responsibility, Self-Esteem, Social, Self-Management, Integrity/Honesty

WORKPLACE SKILLS

1. Work ethics.
2. Implement responsibilities of job position including exhibition of dependability, demonstrating high confidentiality, and meeting of organizationally defined expectations.
3. Operate within scope of authority adhering to company rules, regulations, and policies as established including interpretation of employer/employee handbook and procedures.
4. Understand and practice cost-effectiveness.
5. Practice time management and follow work schedule.
6. Assume responsibility for own decisions and actions.
7. Exhibit pride and positive attitude.
8. Display initiative and enthusiasm in undertaking new tasks.
9. Show assertiveness appropriate to the situation.
10. Seek work challenges.
11. Understand and apply ethical principles to decision-making.
12. Understand the importance of providing good customer service (internal and external).
13. Exhibit ability to handle stress.
14. Participate in meetings in a positive and constructive manner.
15. Maintain state-of-the-art skills through participation in in-service or other training.
16. Participate in continuing education.
17. Interpersonal relationships.
18. Respect individual diversity.
19. Respond to praise or criticism.
20. Provide constructive criticism or praise.
21. Channel and control emotional reactions.
22. Resolve conflicts.
23. Display a positive attitude.
24. Solving problems and critical thinking.
25. Employ appropriate skills for gathering and retaining information.
26. Interpret written, graphic, and oral instructions.
27. Identify problems.
28. Clarify individual and company purposes and goals.
30. Identify available solutions and their impact including evaluation of credibility of information, and location of information.
31. Evaluate options.
32. Set priorities.
33. Select/implement options/decisions including prediction of results of proposed action.
34. Organize personal workloads.
35. Participate in brainstorming sessions to generate new ideas and solve problems.

Source: *Administrative Support Occupations, Skill Standards* developed by V-TECS, Decatur, GA with Professional Secretaries International, Kansas City, March, 1996.

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Course Outline and Evaluation Procedures:



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Your evaluation will be determined by completing the following weekly assignments to include the quizzes and tests. Assignments are due on the week they are assigned.

Week	Reading Assignment (Due prior to class) & Classroom Lecture Topic	Classroom activity & Weekly Assignment
Week #1 - Sept 1	Chapter 1 - Survey of Windows Features and Support Tools Chapter 2 - Installing Windows	Chapter 1 & 2 Labs and Quizzes
Week #2 - Sept 8	Chapter 3 - Maintaining Windows Chapter 4 - Optimizing Windows	Chapter 3 & 4 Labs and Quizzes
Week #3 - Sept 15	Chapter 5 - Supporting Customers & Troubleshooting Windows Chapter 6 - Troubleshooting Windows Startup	Chapter 5 & 6 Labs and Quizzes
Week #4 - Sept 22	Mid-Term Review	Mid-Term Exam
Week #5 - Sept 29	Chapter 7- Connecting to and Setting Up a Network	Chapter 7 Labs & Quizzes
Week #6 - Oct 6	Chapter 8 - Supporting Mobile Operating Systems Chapter 9 - Windows Resources on a Network	Chapter 8 & 9 Labs and Quizzes
Week #7 - Oct 13	Chapter 10- Security Strategies Chapter 11- Virtualization, Linux, and Mac OS X	Chapter 10 & 11 Labs & Quizzes
Week #8 - Oct 20	Review Course Material	Review & Final Exam

Means of Assessment of Course Learning Outcomes:

- 1. You will be required to complete quizzes for each assigned Chapter. It is extremely important that you read each assigned Chapter prior to class.**
- 2. Class participation and Lab Assignments: A portion of your grade will be based on class participation and completion of the Lab Assignment for each class. You will be expected to leave the computer in the same condition as you found it. If the computer is not working when you leave the class and if you fail to notify the instructor, you will receive a 0 for the day.**
- 3. This course will also have a Midterm, and a Final Exam to ascertain your retention of course content.**

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Grading Scale

Your understanding of the course material and your grade will be determined as follows:

Assignments	Percent of Total Grade	Grading Scale	
Quizzes	25%	90 – 100	= A
Lab/Class Participation	25%	80 – 89	= B
Midterm Exam	20%	70 – 79	= C
Final Exam	30%	60 – 69	= D
Total	100%	< 60	= F

Discipline/ Course/ Department/Policies:

Attendance:

Your instructor will be present only during your scheduled class time. Class attendance is critical. Completion of all assignments is critical. Please be careful not to fall behind in your assignments. It will be very difficult to grasp all the material if this happens. You are required to complete all assignments, quizzes, midterm, and final exam to successfully complete this course.

The last day to withdraw from this class is 10/6/18

The last day of class is 10/20/18

Withdrawing from a course is a formal procedure which **YOU** must initiate. For information about withdrawal procedures, go to the Admissions Office, Room A419, or call 972-273-3101.

Please see your instructor prior to withdrawing from a course.

The above drop date pertains to Credit students. CE students will find their information regarding drop dates on page # 2 of the CE Schedule or may call 972-273-3360.

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8:00 a.m. - 4:30 p.m. Friday

Location: T135, Telephone: 972-273-3450

INSTITUTIONAL POLICIES

Institutional Policies relating to this course can be accessed from the following link

[North Lake College Syllabi Policies](#)

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TESTING CENTER (A 425)

Monday-Thursday: 8:30 a.m. – 8:00 p.m.

No tests will be issued after 7:00 p.m. Other cut-off times may be in effect for specific exams by the instructor's direction. All exams collected at 8:00 p.m.



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Friday-Saturday: 8:30 a.m.-3:30 p.m.

No tests will be issued after 2:30 p.m. Other cut-off times may be in effect for specific exams by the instructor's direction. All exams collected at 3:30 p.m.

Sunday – CLOSED

If your instructor requires you to complete an exam in the Testing Center, be sure to have the following information when you request you test:

1. Instructor's name
2. Subject, course number, and section number (ex: Speech 1311.7011)
3. Exam number (1st, 2nd, 3rd, etc.)
4. Exam deadline (Get this information from your instructor. The testing staff cannot look up this information on computers).

You should also bring the following supplies:

1. Pencil
2. Scantron answer sheet
3. A Test Request Form must be completed before entering the Testing Center.
4. Money for coin-return lockers (quarter). Please do not share lockers.
5. Government or school issued photo identification is required & enforced.

You may not bring personal items into the Testing Center. This includes bags, cell phones, and pagers. Please show courteous and cooperative behavior while using the services provided by the Testing Center.

DO NOT bring children to the Testing Center. You must make arrangements for the care of your children prior to your exam date. The police department will be notified of any unattended children.

DO NOT take any testing materials with you when you leave the Testing Center. This includes the test, answers, charts, scratch paper. These items will be attached to your test.

Questions? Please visit the Testing Center (A 425) or call 972-273-3160.

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Student Learning Activities, Outcomes, and Assessments

Learning Activity	Learning Outcomes	Evaluation / Assessment	Scans Competencies
Provide a brief description of the learning activity.	Briefly list the specific learning outcomes/ objectives for the activity.	How will the activity be assessed?	Foundation Skills
1. Exam and Lab will test students' skills on installing Windows Operating Systems.	All students enrolled in the ITSC 1405 courses will be able to plan a Windows Vista and Windows XP installation. Students will also be able to set up and perform scheduled preventive maintenance tasks to keep Windows healthy, prepare for disaster by keeping good backups of use data and Windows system files with a 70% achievement/ proficiency level from an online exam.	Lab ,Quiz and Exam	SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18, C19, C20, F1, F5, F7, F8, F9, 10, F13 WORKPLACE SKILLS C2, C6, C8, C9, C12, C13, C24, C26, C27, C30, C31, C32, C33)
2. Exam and Lab will test students troubleshooting skills.	All students enrolled in the ITSC 1405 courses will learn how to troubleshoot and solve problems with Windows hardware, applications, and startup issues using Windows XP and Vista tools with a 70% achievement/proficiency level from an exam.	Lab ,Quiz and Exam	SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18, C19, C20, F1, F5, F7, F8, F9, 10, F13 WORKPLACE SKILLS C2, C6, C8, C9, C12, C13, C24, C26, C27, C30, C31, C32, C33)
3. Exams quizzes and Labs will be graded to evaluate the students retention of material covered in the course.	All students enrolled in the ITSC 1405 courses will learn how to connect a computer or small network to the Internet using a broadband, satellite, or dialup connection. How to configure a SOHO router and set up a wireless network. How to troubleshoot connectivity problems with networks and client applications. Students will also learn about tools and utilities used to troubleshoot problems with network and Internet connections, and learn about the protocols and standards Windows uses for networking with a 70% achievement/proficiency level from an exam.	Lab ,Quiz and Exam	SCANS C1, C3, C7, C11, C12, C13, C14, C15, C16, C17, C18, C19, C20, F1, F5, F7, F8, F9, 10, F13 WORKPLACE SKILLS C2, C6, C8, C9, C12, C13, C24, C26, C27, C30, C31, C32, C33)

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