



WACO, TEXAS

COURSE SYLLABUS

AND

INSTRUCTOR PLAN

PERSONAL COMPUTER HARDWARE

ITSC-1325-H001

JAN D. ROBERTSON

NOTE: This is a 16-week course.

NOTE: This is a HyFlex course.

Course Description:

Current personal computer hardware including assembly, upgrading, setup, configuration, and troubleshooting.

Prerequisites and/or Corequisites:

None

Course Notes and Instructor Recommendations:

Students should use MCC email to communicate with instructor. The student is responsible for checking MCC email and Brightspace every day.

Recommendations: The instructor recommends anyone contemplating taking this course have a working knowledge of using email, the Internet, and Windows. In addition, the student should be self-disciplined and self-motivated and be able to read and interpret directions easily from the textbook as well as on Brightspace.

Instructor Information:

Instructor Name: Jan D. Robertson

MCC E-mail: jrobertson@mclennan.edu

Office Phone Number: 254-299-8218

Office Location: Business & Technology building, Rm 107

Office/Teacher Conference Hours: Posted next to office door and under Staff Information on Brightspace

Other Instruction Information: B.S. and M.S. degrees

Required Text & Materials:

All required items are part of inclusive access where course materials are included in the course charges or tuition. Contact the campus bookstore for more information. These items include the following: ACAD A+ Exam Voucher (Author: CompTIA, Publisher: CompTIA) and CompTIA Integrated CertMaster Learn + Labs for A+ Core 1 (220-1101) Student Access Key. ISBN: 9781642744286 (Author: CompTIA, Publisher: CompTIA, Formats: BryteWave Format)

MCC Bookstore Website: <http://www.mclennan.edu/bookstore/>

Methods of Teaching and Learning:

The course uses reading, practice tests, performance-based questions, lab exercises, discussions, a final assessment, and a final exam (the A+ Core 1 certification exam itself) to instruct and analyze student mastery over the information and skills.

This course requires at least the same level of rigor as a traditional course and additionally requires that the student can work independently, solve problems, communicate, and participate in a professional manner.

Course Objectives and/or Competencies:

- A. Course Objectives: The goal of this course is to provide the student with hands-on experience assembling/setting up and upgrading personal computer systems; diagnosing and isolating faulty components; optimizing system performance; and installing/connecting peripherals.
- B. Course Competencies: Upon successful completion of ITSC 1325, the student will be able to do the following:
 - 1. Explain cable types and connectors.
 - 2. Install and configure motherboards.
 - 3. Explain legacy cable types.
 - 4. Install and configure power supplies and cooling.
 - 5. Select and install storage devices.
 - 6. Install and configure system memory.
 - 7. Install and configure CPUs.
 - 8. Apply troubleshooting methodology.
 - 9. Configure BIOS/UEFI.
 - 10. Troubleshoot power and disk issues.
 - 11. Troubleshoot system and display issues.
 - 12. Compare network types.

PC Hardware
ITSC 1325 H001

13. Compare networking hardware.
14. Explain network cable types.
15. Compare wireless networking types.
16. Compare Internet connection types.
17. Use basic TCP/IP concepts.
18. Compare protocols and ports.
19. Compare network configuration concepts.
20. Summarize services provided by networked hosts.
21. Compare Internet and embedded appliances.
22. Troubleshoot networks.
23. Summarize client-side virtualization.
24. Summarize cloud concepts.
25. Set up mobile devices and peripherals.
26. Configure mobile device apps.
27. Install and configure laptop hardware.
28. Troubleshoot mobile device issues.
29. Deploy printer and multifunction devices.
30. Replace print device consumables.
31. Troubleshoot print device issues.

Course Outline or Schedule:

PC Hardware Tentative Calendar for FA 2023--Any changes, if needed, will be posted on Brightspace in an Announcement, mentioned in class, and/or communicated via email.
Week 1 Mon, Aug 21: Orientation (Personal Information email assignment due by 6 a.m. Thurs, Aug 24) Wed, Aug 23: Optional lab time to complete assigned tasks for the week (Confirmation statement and weekly discussion due Mon, Aug 28 by 6 a.m.)
Week 2 Mon, Aug 28: Lesson 1 Wed, Aug 30: Optional lab time to complete assigned tasks for the week and next week (proof of exam registration and discussions due by 6 a.m. Mon, Sept 4)
Week 3 Mon, Sept 4: Labor day holiday (no class)

PC Hardware
ITSC 1325 H001

Wed, Sept 6: Optional lab time to complete assigned tasks for Lesson 1 (Practice quiz, PBQ, labs, and discussion due for Lesson 1 due by 6 a.m. Mon, Sept 11)
Week 4 Mon, Sept 11: Lesson 2 Wed, Sept 13: Optional lab time to complete assigned tasks for the week (Practice quiz, PBQ, labs, and two discussions due Mon, Sept 18 by 6 a.m.)
Week 5 Mon, Sept 18: Lesson 3 Wed, Sept 20: Optional lab time to complete assigned tasks for the week (Practice quiz, PBQ, lab, and two discussions due Mon, Sept 25 by 6 a.m.)
Week 6 Mon, Sept 25: Lesson 4 Wed, Sept 27: Optional lab time to complete assigned tasks for the week (Practice quiz, PBQ, labs, and two discussions due Mon, Oct 2 by 6 a.m.)
Week 7 Mon, Oct 2: Lesson 5 Wed, Oct 4: Optional lab time to complete assigned tasks for the week (Practice quiz, PBQ, lab, and two discussions due Mon, Oct 9 by 6 a.m.)
Week 8 Mon, Oct 9: Lesson 6 Wed, Oct 11: Optional lab time to complete assigned tasks for the week (Practice quiz, PBQ, labs, and two discussions due Mon, Oct 16 by 6 a.m.)
Week 9 Mon, Oct 16: Lesson 7 Wed, Oct 18: Optional lab time to complete assigned tasks for the week (Practice quiz, PBQ, and two discussions due Mon, Oct 23 by 6 a.m.)
Week 10 Mon, Oct 23: Lesson 8 Wed, Oct 25: Optional lab time to complete assigned tasks for the week (Practice quiz, PBQ, labs, and two discussions due Mon, Oct 30 by 6 a.m.)
Week 11 Mon, Oct 30: Lesson 9 Wed, Nov 1: Optional lab time to complete assigned tasks for the week (Practice quiz, PBQ, labs, and two discussions due Mon, Nov 6 by 6 a.m.)
Week 12 Mon, Nov 6: Students will have time to review and practice content from Lessons 1-5 (weekly discussion due by 6 a.m. Mon, Nov 13) Wed, Nov 8: Students will have time to continue to review and practice content from Lessons 1-5 (weekly discussion due by 6 a.m. Mon, Nov 13)

PC Hardware
ITSC 1325 H001

Week 13 Mon, Nov 13: Students will have time to review and practice content from Lessons 6-9 (weekly discussion due by 6 a.m. Mon, Nov 13) Wed, Nov 15: Students will have time to continue to review and practice content from Lessons 6-9 (weekly discussion due by 6 a.m. Mon, Nov 13)
Week 14 Mon, Nov 20: Students will have time to continue reviewing and practicing challenging content from all lessons in class. (Also, I suggest you work through the Final Assessment outside of class, which should be similar to what you will encounter on the A+ Core 1 exam. It is timed, like the A+ exam—90 min. The Final Assessment is for practice only; you will not upload your results.) Wed, Nov 22: MCC is closed for the Thanksgiving Holidays (I strongly urge you to keep practicing over the holidays, folks.)
Week 15 The Final Exam (A+ Core 1 220-1101 Certification Exam must be completed on Wed, Nov 29; Fri, Dec 1; or Mon, Dec 4. Proof of exam score must be received by 8 a.m. Wed, Dec 6.

Course Grading Information:

Lessons (includes Practice Tests, PBQs, Labs)	70%
Discussions	20%
Final Exam (A+ Core 1 Certification Exam)	10%

Note: Each lesson includes reading, a practice test, and/or PBQs and/or Labs that will be submitted in a zipped folder containing the word Lesson followed by its number or may be uploaded separately (dragging and dropping) to the respective lesson's link for uploading into Brightspace. Practice Tests make up 50% of the lesson grade; PBQs, 25%; and Labs, 25%. If there are no PBQ's but there are Labs, Practice Test score will serve as 75% of the lesson score, with Labs making up the other 25%. The same will be true if PBQs are assigned, but Labs are not. All lesson readings, practice tests, PBQs, virtual labs, as well as a final assessment (for practice) are located on the CompTIA site for this course. Other assignments that may be required will be located on Brightspace for each week.

Practice tests, PBQs (Problem-based questions), and labs may be reset to take them as many times as needed to score 100% before the student "captures" the best score for that particular practice test, etc., and uploads the report to Brightspace for credit by its deadline.

Final Exam (A+ Core 1 220-1101 Certification Exam): passing score is 675 (based on a scale of 100-900). In percentages this equates to 75%. Students scoring at least 675 will earn 100 on the final exam for the course.) Since 675 represents 75% of the 900 possible points accruable, lower scores will be based on 70% of 900 (630-674=85); 65% of 900 (585-629=80), etc.. The student can succeed in passing the course without passing the certification exam. However, the overall goal of this course is for students to pass the Core 1 exam given enough practice and review. Students must acquire their exam voucher code from the campus bookstore and use it to register for the certification exam through pearsonvue as soon as possible. Details for registration are listed in one of the announcements on Brightspace.

90 – 100 = A; 80 – 89 = B; 70 – 79 = C; 60 – 69 = D; below 60 = F

Course Attendance/Participation:

Since this course is Hyflex, you have three options for attendance:

In Person: Come to class, as you would for any other class.

Zoom: Log into Zoom using the link provided in a Brightspace announcement.

Online: On your own time.

This course is being taught in the HyFlex format, meaning that you have a choice of completing it live on campus, live online via Zoom, or asynchronously (on your own) via Brightspace. You are urged to decide which format is “right” for you and stick to it, unless an emergency arises that requires an alternative method of participation. Regardless of how you participate, all students enrolled in the class will be submitting work through Brightspace and will have opportunities throughout the semester to interact with me and with your classmates.

If you attend class on campus, keep in mind that you will be seen on video by students participating live online via Zoom. If you are participating live online, keep in mind that your image might be projected onto a screen in the classroom. If you are participating live online, please keep your audio muted during class demonstrations until the professor asks for questions. Remember that any background sounds/noises/chatter will be heard in the classroom unless your audio is muted.

Work must be submitted by the dates listed on the Assignments page. Work will be checked and grades posted within 24 hours of their deadline.

Students will be counted "present" based on submitting work on time according to the tentative schedule on Brightspace. If a student is not in attendance in accordance with the policies/guidelines of the class as outlined in the course syllabus as of the course census date, faculty are required to drop students from their class roster prior to certifying the respective class roster. A student's financial aid will be re-evaluated accordingly and the student will only receive funding for those courses attended as of the course census date.

To be counted as attending BEFORE the census date, a student must complete and submit at least ONE assignment. Discussion boards, syllabus quizzes, the first set of homework, etc. are considered as meeting the criteria for an assignment. An email to the instructor does NOT count. Logging into Brightspace and accessing content does NOT count. Any student who fails to complete and submit at least one assignment prior to the census date will be dropped from the course.

Past the census date, students who fail to submit two consecutive modules of work without notification of an excused absence as per MCC policy prior to the 60% point of the term will be withdrawn from the course. If a student completes any part of a work module, they have "attended" and will not be withdrawn. If a student fails to submit two consecutive modules of work without notification of an excused absence as per MCC policy and the class is past the 60% point of the term, the instructor will NOT withdraw the student. The student will be assigned the grade earned at the end of the term.

Absences are excused in accordance with MCC policy which includes (1) authorized participation in official College functions, (2) personal illness, (3) an illness or a death in the immediate family, (4) Pregnant or Parenting Protections under Title IX and/or Texas State Education Code Chapter 51, Subchapter Z, Section 51.982 or (5) any excused absences as outlined in Section IV of this policy. <https://www.mclennan.edu/employees/policy-manual/docs/B-II.pdf>

Students are required to file a written or electronic request with each instructor for an excused absence in a timely manner.

Late Work and Make Up Work Policies:

If a student misses a deadline for any of the "excused" reasons listed in the college catalog, the student will be allowed to make up the work for that deadline. However, if the student misses additional deadlines for any of the "excused" reasons listed in the college catalog or other

reasons, the student must provide written proof of emergency for missing those additional deadlines.

Student Behavioral Expectations or Conduct Policy:

Students are required to adhere to the General Conduct Policy in the Highlander Guide. Students are expected to maintain classroom and online decorum that includes respect for other students and the instructor, prompt and regular attendance, and an attitude that seeks to take full advantage of the education opportunity.

Changing Student Name and/or Gender Choice:

Students who would like to update their preferred name should contact Admissions. Students update the preferred name field in Colleague (as well as other data). Within 2 hours, email addresses and other information are updated. The student will receive an automated email informing that student about the change. When Brightspace is updated again, the name gets updated. It takes about 24 hours for the change to happen. This happens automatically after Admissions updates information.

Contact with Instructor:

Feel free to contact your instructor whenever you need assistance via phone (254-299-8218) or via email (jrobertson@mclennan.edu). For quickest response use your MCC email account to contact your instructor during office hours. If emails are sent during “regular” business hours Monday-Friday, they will be returned within 24 hours of receipt, except when received over the weekend or during holidays. Those will be returned the first business day the College is open.

[Click Here for the MCC Attendance/Absences Policy](https://www.mclennan.edu/highlander-guide/policies.html)

(<https://www.mclennan.edu/highlander-guide/policies.html>)

Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.

To be successful in this class it is crucial that you as the student carry through with your responsibilities of learning and applying the material such as by:

- A. Reading, understanding, and abiding by the Syllabus/Instructor Plan.
- B. Checking MCC student email and the discussion forums daily.
- C. Completing the reading assignments, practice quizzes, PBQs, assigned discussions, labs and final assessment on time.
- D. Studying appropriately for the final exam (A+ Core 1 220-1101 exam).

- E. Devoting the right amount of time to this class for you to be successful.
- F. Being conscientious, responsible and accountable.
- G. Contacting instructor with any issues.
- H. Being professional, courteous, and respectful to the instructor and to each other.

Miscellaneous

- Do not bring children with you to a lab or classroom or allow children to stay outside the classroom or lab in the hall.
- Do not bring food or open containers into classrooms or labs.
- Be on time for class.
- Meet class deadlines for the best chance of success.
- Show respect for each other and the instructor at all times.
- Do not use vulgar language in this class in person or online.
- An incomplete will not be assigned unless the student only lacks at most the final exam, the student has at least a “C” average in the course, the student missed the last task due to a provable emergency, and the instructor is made aware of the emergency before grades are due for the semester.

Updated 07/18/2023



ACADEMIC RESOURCES/POLICIES

Accommodations/ADA Statement:

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. For additional information, please visit www.mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu 2542998122 Room
319, Student Services Center

Title IX:

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the acting Title IX Coordinator at titleix@mclennan.edu or by calling, Dr. Claudette Jackson, (Accommodations/Title IX) at (254) 299-8465. MCC employees are mandatory reporters and must report incidents immediately to the Title IX Coordinator. Individuals may also contact the MCC Police Department at (254) 299-8911 or the MCC Student Counseling Center at (254) 299-8210. The MCC Student Counseling Center is a

confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting <http://www.lighthouse-services.com/mclennan/>. Go to McLennan's Title IX webpage at www.mclennan.edu/titleix/. It contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

Student Support/Resources:

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

Academic Support and Tutoring is here to help students with all their course-related needs. Specializing in one-on-one tutoring, developing study skills, and effectively writing essays. Academic Support and Tutoring can be found in the Library and main floor of the Learning Commons. This service is available to students in person or through Zoom. You can contact the Academic Support and Tutoring team via Zoom or email (ast@mclennan.edu) by going to our website (<https://www.mclennan.edu/academic-support-and-tutoring/>).

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact either MCC CREW – Campus Resources Education Web by calling (254) 299-8561 or by emailing crew@mclennan.edu or a Success Coach by calling (254) 299-8226 or emailing SuccessCoach@mclennan.edu. Both are located in the Completion Center located on the second floor of the Student Services Center (SSC) which is open Monday-Friday from 8 a.m.-5 p.m.

Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff. To schedule an appointment, go to https://mclennan.co1.qualtrics.com/jfe/form/SV_07byXd7eB8iTqJg. Both the Completion Center and Paulanne's Pantry are located on the second floor of the Student Services Center (SSC).

MCC Foundation Emergency Grant Fund:

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to

<https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html>

to find out more about the emergency grant. The application can be found at

https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf.

MCC Academic Integrity Statement:

Go to www.mclennan.edu/academic-integrity for information about academic integrity, dishonesty, and cheating. The unauthorized use of artificial intelligence (AI) for classwork can be a violation of the College's General Conduct Policy. Whether AI is authorized in a course and the parameters in which AI can be used in a course will be outlined by each instructor.

Minimum System Requirements to Utilize MCC's D2L|Brightspace:

Go to <https://www.mclennan.edu/center-for-teachingandlearning/FacultyandStaffCommons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

Email Policy:

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are

expected to read and, if needed, respond in a timely manner to college emails. For more information about your student email account, go to www.mclennan.edu/studentemail.

Instructional Uses of Email:

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:

The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

You can find help on the McLennan website about connecting your McLennan email account to your mobile device:

- [Email Setup for iPhones and iPads](#)
- [Email Setup for Androids](#)

Forwarding Emails:

You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

For more helpful information about technology at MCC, go to [MCC's Tech Support Cheat Sheet](#) or email helpdesk@mclennan.edu.

Disclaimer:

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.