Reedley College

Spring 2017

03/14/17 –04/06/17

## Course: **IS 62 59898 Computer Troubleshooting and Maintenance**

## Class meets: TTH 2 – 10:35pm

Instructor: David L. Atencio, BA computer science/MBA

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Phone: 638-3641 ext 3410

Office Hours: To be announced in class

Final Drop Date:see www.reedleycollege.edu>currentstudents>classschedule

**Text Books and Study Material:** Current motherboard documentation (ASUS, BioStar, Intel, MSI) and system technical specifications

1. **Course Description and Information:**

This course provides an introduction to computer networking, including network hardware and software. Additionally, this course provides an introduction into installation of networks, network design, and communications links

1. **Course Learning Objectives and Outcomes:**

**Objectives:**

* locate and comprehend applicable users and installation manuals
  + Printed
  + Online
* establish troubleshooting theory of a personal computer’s and a laptop computer’s problems
  + Identifying the problem
  + Applying diagnostic procedures to find a solution
  + Testing the solution for the problem
* plan and implement solutions for personal computer’s and laptop computer’s problems
  + Creating a plan of action
  + communicating the plan of action with the user
  + Implementing the plan of action
  + Validating the outcomes with the user
  + Documenting the outcomes
* create and document preventative-maintenance procedures

**Outcomes:**

* identify, analyze, interpret, and solve common problems of a computer system
* design and implement appropriate preventative maintenance procedures for a computer system
* properly use installation manuals, printed or online, for troubleshooting and maintenance tasks
* document the tasks performed in troubleshooting computer problems

1. **Attendance:** Attendance is required and the instructor reserves the right to take roll at any time during the duration of the class period. To achieve successful completion of the course, it is critical for the students taking this course to attend all classes. I will drop you if you have more than three consecutive unexcused, absences.
2. **Policies:** Campus code requires that shoes or sandals and appropriate attire be worn at all times on Eating, drinking, and smoking is not allowed in the classroom or computer labs. Cell phone must be turned off or in the silence mode while class is in session. A student will be subject to discipline if she or he:

* Prevents other students from pursuing their authorized curricular or co-curricular interests.
* Interferes with or disputes faculty and administrators who are fulfilling their professional responsibilities.
* Prevents classified employees from fulfilling their prescribed duties.
* Deliberately endangers the safety of persons or the security of college property.
* Violates Reedley College computers and networks usage policy.

1. **Behavioral Standards:** Your classmates and I would greatly appreciate that students in the class take care of any personal needs (i.e., using the rest room, getting a drink, sharpening a pencil) before class begins. Please turn off you cell phones when entering the class. You may not use your phone as a calculator. I would appreciate that you not bring guests to class. I start class on time, please don’t be late. If you are late, it is your responsibility to ensure you are counted for attendance after class. You may not surf the internet during lectures.
2. **Academic Dishonesty:** Students at Reedley College are entitled to the best education that the college can make available to them, and they, their instructors, and their fellow students share the responsibility to ensure that this education is honestly obtained. Because cheating, plagiarism, and collusion in dishonest activities erode the integrity of the college, each student is expected to exert an entirely honest effort in all academic endeavors. Academic dishonesty in any form is a very serious offense and will incur serious consequences.

* **Plagiarism:** Plagiarism is the adoption or reproduction of the ideas or words or statements of another person without due acknowledgment. This can range from borrowing without [attribution](http://en.wikipedia.org/wiki/Attribution) a particularly apt phrase, to paraphrasing someone else's original idea without citation, to wholesale [contract cheating](http://en.wikipedia.org/wiki/Contract_cheating). When plagiarizing, students will often turn to the [Internet](http://en.wikipedia.org/wiki/Internet), due the ease of [copying and pasting](http://en.wikipedia.org/wiki/Copying_and_pasting) from websites. Other more old fashioned forms of plagiarism such as [paper mills](http://en.wikipedia.org/wiki/Essay_mill) and passing off obscure articles or chapters of books of others as original work also still occur. Plagiarized papers are often riddled with gross inconsistencies such as referencing non-existent sections of the essay, changes in spelling and grammar customs, or the argument changing in mid-paragraph.
* **Cheating:** Cheating is the act or attempted act of taking an examination or performing an assigned, evaluated task in a fraudulent or deceptive manner, such as having improper access to answers in an attempt to gain an unearned academic advantage. Cheating can take the form of [crib notes](http://en.wikipedia.org/wiki/Cheat_sheet), looking over someone's shoulder during an exam, or any forbidden sharing of information between students regarding an exam or exercise. Also, the storing of information in graphing calculators, pagers, cell phones, and other electronic devices has cropped up since the information revolution began. Incidents of cheating and plagiarism may result in a variety of sanctions and penalties, which may range from a failing grade on a particular examination, paper, project, or assignment in question to a failing grade in the course at the discretion of the instructor and depending upon the severity and frequency of the incidents.

1. **Accommodations for students with disabilities**: If you have a verified need for an academic accommodation or materials in alternate media (i.e., Braille, large print, electronic text, etc.) per the Americans with Disabilities Act (ADA) or Section 504 of the Rehabilitation Act please contact me as soon as possible.
2. **Learning Methods:**
   1. Lectures
   2. Required reading
   3. Class projects and Blackboard assignments (lab work)
   4. Textbook assignments (lab work)
3. **Reading and Lab Assignments:**  Assigned chapters MUST be read prior to attending class. Students are required to complete class/lab assignments in class. You may collaborate with fellow students on lab assignments. Late lab assignments will not be accepted.
4. **Outcomes assessment:**

Quizzes (2 @ 20 points each) 40 points

Labs (15 @ 10 points each) 150 points

Midterm 50 Points

Participation 100 points

Final Exam/demonstration 100 points

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Total 440 points

Grading scale:

90-100% = A 80-89% = B 70-79% = C 60-69% = D <60% = F

1. **Examinations and assignments:** All examinations must be completed individually. Students may make use of the help feature of any application provided in the classroom computers. Students may use their books and notes for all examinations.
2. **Schedule:**

| **Date** | **Video Assignments** | **Lectures and Reading Assignments** | **Homework/Lab Assignments** |
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| ***Week 1***  ***Mar 14*** | <http://www.cte.unt.edu/it/curriculum.html> | 1. Windows and Ubuntu Disk management tools  2. RAID  3. Busses | **Tuesday:**  **Lab 1:**   * Install Windows and Ubuntu and test. Basic configuration, including IIS and Hyper-V   **Thursday:**  **Lab 2:**   * Disk management tools * Dual monitors |
| ***Week 2***  ***Mar 21*** |  | <http://www.howtogeek.com/howto/windows-vista/force-windows-to-boot-into-safe-mode-without-using-the-f8-key/> | **Tuesday:**  **Lab 3:**   * RDP   **Lab 4:**   * Over clocking   **Lab 5 Troubleshooting Computers**   * Troubleshooting theory * Boot options and System unit and processing devices * Storage devices * Ports and connectors * Bus * communication and Networking devices |
| ***Week 3***  ***Mar 28*** |  |  | **Lab 5 continued (Start Computer Repair Service campus wide)**   * Operating system – Boot options and startup utilities * I/O devices * Device drivers * Utility programs * Networks, client side connectivity, SOHO * Security Threats, Malware, viruses, etc… |
| ***Week 4***  ***Apr 4*** |  |  | **Lab 6:**   * Nondestructive Sabotage   **Lab 7:**  Communication skills and customer support  **Lab 8:**   * Ethics * **Thursday:** Final Demonstration |