

Reedley College

Fall 2022

August 8, 2022 – October 7, 2021

COURSE INFORMATION

IS-80-57089 – Information Technology Support Technician Training

IS-380-58991 – Information Technology Support Technician Training (Non-credit)

Meetings

This is a hybrid course. The majority of lecture will be conducted online in an asynchronous format. That means there are no regular online meetings, and that you will be responsible for completing all due assignments prior to attending class for lab. Assignment due dates will be posted in Canvas.

Labs will be held in person on the days and times noted below. Note that some exams will be given in person during our lab meeting times.

Lecture

Online

Lab

Tuesday and Thursday, 12:00 pm – 3:50 pm (HUM 62)

Class Cancellation

If class is cancelled unexpectedly, an announcement will be sent out via Canvas. Additional means, such as via email may also be employed.

Textbook

There is no required textbook for this course. All required materials are provided to students online as part of the course at no additional cost.

Technology

Computer

Students will need access to a computer (laptop or desktop) that meets the following requirements:

- One of the following operating systems:
 - Windows 10
 - macOS 10.14 or newer
 - Ubuntu 20.04 LTS (x86-64)
- 4 GB RAM or more (8 GB STRONGLY encouraged, and 16 GB or more preferred)
- 1.4 GB or more free space

Software

Microsoft Office

Some assignments will require Microsoft Office to complete. For the purposes of this class Office 365 web edition is sufficient, although the installed version is preferred.

Office 365, both web and installed versions, are available to SCCCD students for download at no cost.

Cisco Packet Tracer

Cisco Packet Tracer, current version 8.0.1 may be used for some assignments. It is available for Windows 10, macOS 10.14 and later, and Ubuntu 20.04 LTS and later. It is available as a free download.

INSTRUCTOR INFORMATION

Jason Boyer, BA/MBA

COURSE COMMUNICATION POLICY

Use the [Canvas Inbox Tool](#) to email questions about assignments and course content. As a backup, or for other questions, email me at jason.boyer@reedleycollege.edu.

Students may also text me at (559) 836-1181 between 8 am and 9 pm. As with all inquiries, please include your name and course.

For all communication inquiries, I will answer within 24 hours.

OFFICE HOURS

I am available for in-person contact in BUS 48 or HUM 62, during office hours as posted outside BUS 48. I will also meet with you at mutually agreed upon times. Please email me to set up an appointment.

COURSE DESCRIPTION

This course covers conceptual and practical areas from the national CompTIA A+ certification examination. The areas covered are hardware and software control and configuration, hardware and software repair, problem solving, maintenance, networking issues, operating systems and security protocol, policies, and practices. This course also aligns with Cisco IT Essentials curriculum.

PREREQUISITES, CO-REQUISITES, AND ADVISORIES

Advisories for MATH-3A (College Algebra for STEM) and ENGL-1A (Reading and Composition) or ENGL-1AH (Honors Reading and Composition).

COURSE LEARNING OBJECTIVES

1. Apply developed knowledge to ensure encountered situations are evaluated and handled accordingly and with safety in mind.
2. Apply related controls to evaluate performance of hardware and software systems.
3. Evaluate and examine manufacturer specifications for computer systems.
4. Identify, install, test, and evaluate functionality of memory. Assess memory and replace and or upgrade as necessary.
5. Evaluate needs, install hardware and software, and test for optimal performance.
6. Examine computer system hardware and software error reporting system. Using diagnostic tools, produce a likely conclusion for error. Proceed to solution testing report results.

7. Locate third party software requirements. Install and make all systems operational.
8. Appraise and assess the best use of available hard drive capacity and how they are dedicated.
9. Install Operating System into designated partition and ensure functionality.
10. Develop the maintenance rules and service timelines for hardware and software systems maintenance.
11. Modify, apply and/or implement security measures to meet individual and business requirements.
12. Outline and confirm security, malware, and virus protection protocols are current and active.
13. Troubleshoot computer networking devices and settings for proper connectivity.
14. Identify critical technical and interpersonal skills needed to enter the Information Technology career field.
15. Practice career planning.
16. Set professional and personal goals.
17. Role play dealing with difficult coworkers and customers.

STUDENT LEARNING OUTCOMES

1. Identify, analyze, interpret, and solve common problems of a computer system.
2. Design and implement appropriate preventative maintenance procedures for a computer system.
3. Properly use installation manuals, printed or online, for troubleshooting and maintenance tasks.
4. Document the tasks performed in troubleshooting computer problems.
5. Recognize situations that require problem solving and be able to apply their skills, both personal and technological, to that situation.
6. Provide good customer service within a variety of circumstances.
7. Set professional and personal goals.

LEARNING METHODS

- Lecture
- Lab
- Video
- Simulations
- Demonstrations
- Guided practice
- Other learning methods as determined necessary by the instructor.

ATTENDANCE AND DROP POLICY

You will be dropped from the course under the following circumstances:

1. If you do not attend the first day of class.
2. If you miss more than one total week in the first half of the semester.

Be on time! I will lock the door after attendance is taken.

READINGS, ASSIGNMENTS, HANDS ON PROJECTS, AND EXAMS

Academic Honesty

Assignments and Projects

Students are required to complete assignments and hands-on projects on their own. In other words, unless otherwise specified, you may and are encouraged to collaborate with fellow students except on individual exams and assignments as specified.

Examinations

All examinations must be completed individually. Collaborative work will not be allowed during examinations. The use of books, notes, cell phones, and other electronic devices will not be allowed during examinations, unless specifically stated by the instructor prior to the examination.

Late Work Policy

Late work will not be accepted. If a student fails to submit an assignment or project on the day that it is due, then the student will lose points for that project. No excuses will be accepted. To summarize:

- No late work accepted!
- Absolutely no excuses will be accepted!

Make-up examinations are only granted with advanced notification for extenuating circumstances.

DUE DATES

You will find all work that is due organized into modules (folders) in Canvas. *Required reading is expected to be completed prior to the next class lecture.*

OUTCOMES ASSESSMENT

Below is an outline of assessments and assigned percentage of the final grade. Use this for determining your final grades. Remember: Every 10% = 1 letter grade!

Assessment Category	Percentage of Grade
Assignments	25%
Labs	20%
Quizzes	20%
Midterm and Final (Written)	15%
Hands On Examinations	10%
Professionalism	10%

Table 1 - Outcomes Assessments

Grading Scale

The grading scale is: 90-100%=A, 80-89%=B, 70-79%=C, 60-69%=D, <60%=F
For those opting for a P/NP scale, 70%-100%=P, <70%=NP

DROP DATES

- Friday, August 12th for a refund
- Friday, August 19th to avoid a “W” (in person)
- Sunday, August 21st to avoid a “W” (via WebAdvisor)
- Friday, September 2nd to avoid a letter grade

It is each student’s responsibility to drop the class if they are no longer attending or no longer interested, otherwise they risk obtaining a grade of “F” in the class.

POLICIES

Expectations

I have three expectations of students in my class. These expectations can be applied anywhere in your educational journey as well as in your career and will serve you well.

1. **Be Where You Need to Be When You Need to Be There**

You may have heard it said the “early is on-time; on-time is late.” Punctuality and dependability are two of the most sought-after qualities in employees. Showing up is important, but also, be present. Stay focused, on-task, and pay attention to whatever you are doing. If you are not present, you are not participating, and you will lose participation points.

In the online class, this looks like:

- Participating in online discussions. Answer fully and carefully and respond substantially to your classmates. “Great post” is not so great and will earn you zero points.
- Staying on task, beginning work early, and turning assignments in well ahead of established due dates. **Plan ahead and pace yourself.**
- Remember – late assignments are not accepted.

2. **Dress for Success**

What you wear reflects who you are. It is not just being properly attired, but the attitude you display too. Be respectful and professional always. Failing to maintain a proper attitude can be a distraction and could lead to discipline if it becomes a distraction to others.

In the online class, this looks like:

- Posts and interactions that are respectful to your classmates and yourself.
- Use proper grammar and professional language within the course.
- Maintaining a positive and pleasant learning environment.

3. **Know and Do the Right Thing**

Knowing what is right only has meaning if you do what is right. In the classroom, respect between classmates, respect for the school and school property, as well as respect between instructor and students is the key to a positive learning environment. Failing to respect each other will result in disciplinary consequences, from loss of participation points up to and including suspension and expulsion per State Center Community College policy.

In class, this looks like:

- Being respectful in all interactions with others, tolerant of different points of view and backgrounds, and using language that is respectful to others.
- Maintaining academic integrity in all assignments and interactions.

Personal and Academic Conduct

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.
- Violates Reedley College cheating/plagiarism policy.

ACCOMMODATIONS

If you have a verified need for an academic accommodation or materials in alternate media (e.g.: Braille, large print, electronic text, etc.) per the Americans with Disabilities Act or Section 504 of the Rehabilitation Act, please contact your instructor as soon as possible.

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, attempting to gain an unearned academic advantage.

Cheating may include but is not limited to:

- Copying from another's work
- Supplying one's work to another
- Giving or receiving copies of examinations without an instructor's permission
- Using or displaying notes or devices inappropriate to the conditions of the examination
- Allowing someone other than the officially enrolled student to represent the student
- Failing to disclose research results completely.

Incidents of cheating may result in any of a variety of sanctions and penalties, which may range from a failing grade on an examination, assignment, or hands-on project in question to a failing grade in the course, at the discretion of the instructor and depending on severity and frequency.

CLASS SCHEDULE (SUBJECT TO CHANGE)

Week	Week of	Topic	Assessments
1	8/8/2021	<ul style="list-style-type: none"> • Course Introduction • Intro to PC Hardware 	<ul style="list-style-type: none"> • Syllabus Quiz
2	8/15/2021	<ul style="list-style-type: none"> • PC Assembly • Adv. Computer Hardware 	
3	8/22/2021	<ul style="list-style-type: none"> • Preventive Maintenance and Troubleshooting 	<ul style="list-style-type: none"> • Cert. Checkpoint Exam 1 (Chap 1-4)
4	8/29/2021	<ul style="list-style-type: none"> • Networking Concepts • Applied Networking 	
5	9/5/2021	<ul style="list-style-type: none"> • Laptops and Other Mobile Devices • Printers 	<ul style="list-style-type: none"> • Cert. Checkpoint Exam 2 (Chapters 5-6)
6	9/12/2021	<ul style="list-style-type: none"> • Virtualization • Midterm 	<ul style="list-style-type: none"> • Cert. Checkpoint Exam 3 (Chapters 7-8) • Practice Midterm • Midterm Skills Assessment (Hands-On) • A+ 220-1002 Certification Practice Exam
7	9/19/2021	<ul style="list-style-type: none"> • Windows Installation • Windows Configuration 	<ul style="list-style-type: none"> • Final Exam (Chapters 1-9)
8	9/26/2021	<ul style="list-style-type: none"> • Mobile OS', Linux, and OSX • Security 	<ul style="list-style-type: none"> • Cert. Checkpoint Exam 4 (Chapters 10-11)
9	10/3/2021	<ul style="list-style-type: none"> • The IT Professional • Finals 	<ul style="list-style-type: none"> • Cert. Checkpoint Exam 5 (Chapters 12-13) • Practice Final • A+ 220-1002 Certification Practice Exam • Final Exam (In class)