

Reedley College

Fall 2018

August 13, 2018 – December 14, 2018

Course Information

- This course is Information Systems 62 Section #56993 Computer Troubleshooting and Maintenance.
- The class time is Tuesdays and Thursdays from 12 noon to 5:50pm from September 4th – October 11th.

Instructor Information

The Instructor is Daniel Morales, BS/MS.

Please use the Canvas Inbox tool to communicate with the Instructor.

In addition you can e-mail him at daniel.morales@reedleycollege.edu.

You can also call him at 559-638-0300 ext.3264 (if no answer, leave a detailed message).

In order to meet with the Instructor, use the Canvas Inbox or e-mail to communicate with him.

Textbook and Materials

- No textbook is required for this class.

Course Description

This course introduces and emphasizes the proper procedure for maintaining and troubleshooting issues on a personal computer system. Students will learn how to select, assemble, and configure the necessary components to maintain and troubleshoot a personal computer system. The course will include a discussion and hands-on activities of how to solve operating system and application software issues as well as to use appropriate diagnostic software to solve hardware or software problems.

Course Learning 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

Course Learning 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

Learning Methods

- Required reading from presentations and documents found on Canvas
- Videos
- Canvas Assignments
- Hands-on projects (lab work)
- Exams

Attendance

I will drop you if you haven't submitted the 1st weeks' work, even if you logged into Canvas during the first 2 weeks. I will also drop you if you haven't submitted work for 2 weeks in a row or if you haven't logged into Canvas for two weeks.

Readings, Assignments, Hands on Projects, and Exams

Students are required to complete assignments, hands-on projects, and exams on their own.

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. Make up examinations, assignments, and hands-on projects are only granted with advanced notification.

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.

The mottos for this class are: No late work accepted! Absolutely no excuses will be accepted! Don't procrastinate!

Due Dates

You will find all work that is due, organized into modules (folders) in Canvas.

The Instructor will let you know when the work will be due.

Outcomes Assessment (subject to change)

Assignments	Points
Multiple-Choice/Fill in the blank (2 at 10 points each)	20
Exams (1 at 10 points)	10
Hands-On-Projects (6 at 5 points each)	30
Final Exam	20
Participation	20

Table 1 Outcomes Assessment

The total points for this class is 100 points.

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

Drop Dates

- Friday, September 14th is the last day to drop the class.

It's 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

Campus code requires that shoes or sandals and appropriate attire be worn at all times on campus. Eating, drinking, and smoking are not allowed in the classroom or computer labs. Cell phones must be turned off or in the silence/vibrating mode while class is in session. If you need to use your cell phone (to make/receive a call or to send a text message) please go outside of the classroom. No visitors are allowed 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.
- Violates Reedley College cheating/plagiarism policy.

Accommodations

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 or Section 504 of the Rehabilitation Act, please contact the 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, in an attempt 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, or 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 a particular examination, assignment, or hands-on project in question to a failing grade in the course, at the discretion of the instructor and depending on the severity and frequency of the incidents.

Class Schedule (subject to change)

Week #	Week of	Topic	Assignments
1	9/3/18	Demonstration: Basic Electricity Workplace safety Basic hand tools Test equipment Electrical Measurements Repair tool kits	Multi-meter Ethernet Tester Body resistance, shorts and grounds
2	9/10/18	Troubleshooting Theory	Disk Management Tools System Restore Clean HD using CC Cleaner Winpatrol Revo Uninstaller
3	9/17/18	BIOS OS Start-up	Boot options and System unit and processing devices
4	9/24/18	Troubleshooting and Maintaining Storage devices	Storage devices
5	10/1/18	Network Connectivity and Internet	Ports and connectors Bus communication and Networking devices

Week #	Week of	Topic	Assignments
6	10/8/18	Review	Final Exam

Table 2Class Schedule