

**MAYLAND COMMUNITY COLLEGE
Welcomes You Fall Semester 2007 To:**

**CTS120/10
Hardware/Software Support
Contact hrs = 5 Credit hrs = 3**

Course Description

This course covers the basic hardware of a personal computer, including installation, operations, and interactions with software. Topics include component identification, memory system, peripheral installation and configuration, preventive maintenance, hardware diagnostics/repair, installation and optimization of system software, commercial programs, system configuration, and device drivers. Upon completion, students should be able to select appropriate computer equipment and software, upgrade/maintain existing equipment and software, and troubleshoot/repair non-functioning personal computers.

Prerequisites: CIS110 or CIS111

Corequisites: None

Instructor Information

Instructor: Ed Young
Office Location: P216
Telephone Number: 765 7351 ext. 332
E-mail Address: reyoung@cc.mayland.edu
Office Hours: Monday 10:00 to 11:30 am, 2:00 – 3:00 pm, 5:00 – 6:00 pm
Tuesday 8:30 – 9:00 am, 11:00 to 11:30 am
Monday 10:00 to 11:30 am, 2:00 – 3:00 pm, 5:00 – 6:00 pm
Tuesday 8:30 – 9:00 am, 11:00 to 11:30 am
Friday 9:00 – 11am

Course Information

Meeting Times: 12:30 PM to 2:50 PM on TTh in room P219

Required Text(s): *Managing and Maintaining Your PC, 6th Edition*, Andrews, Course Technology

Required supplies: One jump drive or 3.5" floppy disk is recommended to save your work

Course Objectives/Competencies:

1. Know the basics of troubleshooting and safely handling PC parts
2. Be able to control settings in the CMOS setup
3. Understand what CPUs are used in various PCs
4. Be able to ID the parts of a motherboard
5. Be able to install RAM
6. Be able to install a hard drive SATA or PATA
7. Be able to take components out of a PC and then re-assemble it
8. Be able to troubleshoot with Windows Device Manager
9. Be able to install various add-in boards such as modems and NICs
10. Be able to check IRQ settings on hardware as necessary
11. Know the basics of power supplies and how to test voltage output

12. Know how to update and roll back device drivers

Attendance Policy/Tardiness/Make-Up Work:

You are expected to attend class. If you do not attend class on a regular basis you may be administratively dropped. If a student has not been in contact with the instructor and has not attended class for a consecutive two-week period, an administrative withdrawal will be submitted by the instructor. If you need to withdraw, be sure you do so officially by filling out a drop form. If you just stop coming to class without withdrawing, your final grade will be an F

Grading Criteria/Tests/Projects:

Your grade average will be determined by exercises, three quizzes, and a final exam. If you miss a scheduled quiz, be ready to take a makeup upon your first return to class. Unless prior arrangements are made, makeup quizzes are short answer instead of multiple choice. Exercises will be given out periodically and graded. If these are not returned by the due date, you will not receive full credit. Any exercises turned in more than 3 meetings past the due date will be graded as 0. *All exercises must be completed and turned in by the last day of class for the course. No exercises will be accepted after this.*

At the end of the semester, the three quiz scores, the final and the exercise grade will be averaged. Each counts equally toward your grade. The grading scale below will determine your final grade. If your final average at the end of the semester is between grades, such as 84.3, then your attendance will determine whether you get the higher grade. If you have three absences or less, you get the higher grade. If you have over three absences for any reason, your grade remains the same.

Grading Scale:

A = 93-100	Quiz #1	20%
B = 85-92	Quiz #2	20%
C = 77-84	Quiz #3	20%
D = 70-76	Exercises	20%
F = below 70	Final exam	20%

Inclement Weather Procedures:

On snow delay days this class will start at 1:20 PM and end at 3:05 PM

Academic Standards/Student Expectations/Ethics:

You are expected to do your own work. Turning in some else's work as your own or cheating on a quiz can result in your being dropped from the class.

Withdrawal Dates:

Fall 2007

End of Unconditional Withdrawal	Thursday, September 25
End of Conditional Withdrawal	Monday, November 1

Special Accommodations: Any student requesting special accommodations for this course due to a disability should apply for services through the SOAR Office or the Counseling Center, which will document the disability. A counselor will then help determine which accommodations, if any, the student needs for success in this course.

LEO Your exercise scores and quiz scores will be posted on LEO. If you see a score that differs from the work returned to you, please let me know. If you have turned in work and the score is not posted on LEO after a week, please let me know. Remember, LEO is not my official grade book. Your grades are kept on an Excel spreadsheet. If you want to know your current average, just let me know.

CTS120 Hardware/Software Support Fall 07 Schedule Day TTh

Tuesday	Thursday
Aug 21 Intro to Course Go over syllabus Explain hardware/software	Aug 23 Chapter 1 Introducing Hardware
Aug 28 Chapter 1 Introducing Hardware Chapter 2 Introducing Operating Systems	Aug 30 Chapter 2 Introducing Operating Systems
Sept 4 Chapter 3 PC Repair Fundamentals	Sept 6 Chapter 3 PC Repair Fundamentals
Sept 11 Chapter 4 Form Factors & Power Supplies	Sept 13 Chapter 4 Form Factors & Power Supplies
Sept 18 Appendix B Electricity	Sept 20 Quiz #1
Sept 25 Assemble/disassemble old PCs	Sept 27 Chapter 5 Processors & Chipsets
Oct 2 Chapter 5 Processors & Chipsets	Oct 4 Chapter 6 Motherboards
Oct 9 Fall Break	Oct 11 Chapter 6 Motherboards
Oct 16 Chapter 7 Upgrading Memory	Oct 18 Chapter 7 Upgrading Memory
Oct 23 Quiz #2	Oct 25 Chapter 8 Hard Drives
Oct 30 Chapter 8 Hard Drives	Nov 1 Chapter 8 Hard Drives
Nov 6 Chapter 9 Installing & Supporting I/O Devices	Nov 8 Chapter 9 Installing & Supporting I/O Devices
Nov 13 Chapter 10 Multimedia Devices & Mass Storage	Nov 15 Chapter 10 Multimedia Devices & Mass Storage
Nov 20 Quiz #3	Nov 22 Thanksgiving Holiday
Nov 27 Build PCs	Nov 29 Build PCs
Dec 4 Chapter 11 Installing Win XP/2000	Dec 6 Chapter 11 Installing Win XP/2000
Dec 11 Review	Dec 13 Final Exam