

GRAYSON COLLEGE
Course Syllabus

Course Information

CPMT2345, Computer Systems Troubleshooting, In Classroom

Type of Course/Delivery Mode/Testing Requirements

Face to Face course, Lecture 3 hrs/wk on campus, Lab 1 hr/wk

Testing will be in classroom for Midterm and Final and chapter quizzes will be online

Professor Contact Information

**John Dick, 903-463-8670, email dickj@grayson.edu, AT108B,
Office hours M-TH 3-4pm & F 8a-11a**

Course Pre-requisites, Co-requisites, and/or Other Restrictions: *None*

Course Description

CPMT 2345 Computer Systems Troubleshooting (3,1,3) The student will develop hardware and software troubleshooting techniques and perform procedures used in troubleshooting

Student Learning Outcomes

- A. Acquaint the student with materials and equipment pertinent to computer troubleshooting.
- B. Teach the student the troubleshooting techniques necessary to repair defective computers.
- C. Teach the student the use of both hardware and software diagnostic tools.
- D. Teach the student good safety habits while troubleshooting computers.
- E. Teach the student to identify, organize, plan and allocate resources
- F. Allow the student to experience the teamwork skills by working with others on projects.
- G. Provide the student experience in acquiring and using information from a variety of sources.
- H. Provide the student with experience using complex inter-relationship skills
- I. Allow the student to work with a variety of applied technologies.
- J. Teach the student to think creatively, make decisions, solve problems, visualize, reason, and acquire and apply new knowledge and skills.
- K. Teach the student the importance of responsibility, self esteem, social skills, self management, integrity and honesty in personal life and in the work place.

Required Textbooks (ISBN # included) and Materials

Fixing Windows Vista, 1st Edition, Jean Andrews
ISBN-10: 1428320431 ISBN-13: 9781428320437

Required Assignments & Academic Calendar

In case of inclement weather, emergency closings, or other unforeseen disruptions to scheduled classes, student must log onto their Canvas accounts for directions on where or how to continue their coursework.

Outline of Topics Covered

Chapter

Appendix E – Installing Windows Vista/7

- 1. Windows Vista/7 Quick Fixes**
- 2. Making Windows Vista/7 Boot Like New**
- 3. Removing Malicious Software**
- 4. Vista/7 Pest Control**
- 5. Wired and Wireless Made Easy**
- 6. Hardware and Application Errors**
- 7. Resurrecting the Dead**

Appendix B – Entry Points for Startup Processes

Appendix C – Windows Vista/7 Commands

Appendix D – How Windows Vista/7 Works

This schedule is subject to change, with fair notice, via Canvas messaging

Title	Available from	Due
Ch01 Quiz	2017-01-16 0:00	2017-03-09 10:00
Ch02 Quiz	2017-01-16 0:00	2017-03-09 10:00
Ch03 Quiz	2017-01-16 0:00	2017-03-09 10:00
Ch04 Quiz	2017-01-16 0:00	2017-03-09 10:00
Lab 01		2017-03-07 11:45
Lab 02		2017-03-07 11:45
Lab 03		2017-03-07 11:45
Lab 04		2017-03-07 11:45
Lab 05		2017-03-07 11:45
Lab 06		2017-03-07 11:45
Lab 07		2017-03-07 11:45
Midterm	2017-03-09 10:00	2017-03-09 11:45
Ch05 Quiz	2017-03-10 0:00	2017-05-11 10:00
Ch06 Quiz	2017-03-10 0:00	2017-05-11 10:00
Ch07 Quiz	2017-03-10 0:00	2017-05-11 10:00

Lab 08		2017-05-09 11:45
Lab 09		2017-05-09 11:45
Lab 10		2017-05-09 11:45
Lab 11		2017-05-09 11:45
Lab 12		2017-05-09 11:45
Lab 13		2017-05-09 11:45
Lab 14		2017-05-09 11:45
Lab 15		2017-05-09 11:45
Lab 16		2017-05-09 11:45
Final	2017-05-11 10:00	2017-05-11 11:45

Methods of Evaluation

Grading

Categories	Percentage
Quizzes	33
Labs	33
Avg of Midterm & Final	34

Grade Scale	90- 100	A
	80 - 89	B
	70 – 79	C
	60 – 69	D
	< 60	F

Students can check grades in CANVAS throughout the semester.

***** More than 3 absences will result in the loss of one point from your overall grade for each additional absence *****

***** Lab assignments are due two weeks from the date on which they are issued or with the midterm or final exam for which the material applies, whichever comes first.**

Methods of Instruction

The course will be lecture, videos, discussions and labs with hands on components

Course & Instructor Policies

- **There will be no makeup exams or credit given for any late work**
- **Class attendance is required. Three or more absences will result in the loss of one point from your overall grade for every absence**
- **The quizzes required for this course may be completed at home or any other place of the students choosing. If a student does not have a computer or internet access they may use the computers in the classroom when the room is not in use or may go to the open lab at CIS106 or the Library**

- **Students will not cheat or copy during tests or quizzes. If caught, the student will receive a zero for that assignment.**

Class Attendance

Academic success is closely associated with regular classroom attendance and course participation.

All successful students, whether on campus or online, are expected to be highly self-motivated.

All students are required to participate in courses regularly and are obliged to participate in class activities and complete and submit assignments following their professors' instructions. Students taking courses during compressed semester time frames such as mini-mester, summer sessions, and mid-semester should plan to spend significantly more time per week on the course. Responsibility for work missed because of illness or school business is placed upon the student. More than two (2) absences are considered to be excessive. In addition, students' eligibility to receive financial aid or live in a College dormitory can be affected by withdrawal from courses. When withdrawal occurs, any tuition refund would be made in accordance with state regulations.

Student Conduct & Discipline

Students will be in their seats before the start of class. They will participate in class discussions and ask questions appropriate to the subject matter as needed. Safety is of the utmost importance in the classroom especially when labs are being accomplished. Cell phones will be on silent and may only be answered outside of the classroom.

Academic Integrity

The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrate a high standard of individual honor in his or her scholastic work.

Scholastic dishonesty includes but is not limited to cheating, plagiarism, collusion, and the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts. Plagiarism, especially from the web, from portions of papers for other classes, and from any other source is unacceptable.

Student Responsibility

You have already made the decision to go to college; now the follow-up decisions on whether to commit to doing the work could very well determine whether you end up working at a good paying job in a field you enjoy or working at minimum wage for the rest of your life. Education involves a partnership that requires both students and instructors to do their parts. By entering into this partnership, you have a responsibility to show up for class, do the assignments and reading, be engaged and pay attention in class, follow directions, and put your best effort into it. You will get out of your experience here exactly what you put into it – nothing more and nothing less.

TITLE IX

GC policy prohibits discrimination on the basis of age, ancestry, color, disability, gender identity, genetic information, national origin, race, religion, retaliation, serious medical condition, sex, sexual orientation, spousal affiliation and protected veterans status.

Furthermore, Title IX prohibits sex discrimination to include sexual misconduct: sexual violence (sexual assault, rape), sexual harassment and retaliation.

For more information on Title IX, please contact:

- Dr. Regina Organ, Title IX Coordinator
- Dr. Dava Washburn , Title IX Coordinator
- Website: <http://www.grayson.edu/campus-life/campus-police/title-ix-policies.html>
- GC Police Department: (903) 463-8777
- GC Counseling Center: (903) 463-8730
- For Any On-campus Emergencies: 911

Grayson College is not responsible for illness/injury that occurs during the normal course of classroom/lab/clinical experiences.

These descriptions and timelines are subject to change at the discretion of the Professor.

Grayson College campus-wide student policies may be found on our Current Student Page on our website:
<http://grayson.edu/current-students/index.html>