

CLASS NUMBER AND NAME:	CSN120 – Computer Configuration and Troubleshooting
TOTAL HOURS/ UNITS:	72 HOURS/5.0 UNITS
PREREQUISITES:	Successful completion or current enrollment in CSN100- Introduction to Computer Hardware.
TEXTS AND MATERIALS:	<i>A+ Guide to IT Technical Support</i> 9th Edition, Jean Andrews, Jill Wes, Joy Dark, Cengage Learning 2017 (ISBN 9781305266438)
CLASS DESCRIPTION:	A combination of lectures and hands-on exercises to further introduce the student to computer systems. The assembly of a personal computer will be emphasized.
CLASS OBJECTIVES:	The objectives of this course are to present proper handling procedures, instruct the student in the identification of different types of computer components comprising a personal computer. In this context, various commands, safety procedures, and history will be discussed.
CLASS FORMAT OVERVIEW:	<p>This class is a combination of lecture and lab.</p> <p>Time spent in preparation for or reflection on course lecture will approximate two hours outside of class for each lecture credit hour utilized by the instructor in delivery of the material and ¼ hour outside of class for each hour of structured lab time.</p>
METHODS OF INSTRUCTION:	<p>As lecture and lab are the principal means of instruction, it will be expected that all students will be present every day to take part in class.</p> <p>A <u>mandatory</u> project will be completed. This project will be on a topic agreed upon by instructor and student that is relevant to the information being covered during the course. The student can utilize the eLibrary provided by the college as well as other outside sources. Username and passwords to the eLibrary will be given during the course.</p>
ATTENDANCE:	<p>It is expected that each student will be in class <u>when class begins</u>. Should the student arrive more than <u>ten minutes late</u> they should notify the instructor of their presence, the instructor will decide if the student has arrived in time to be counted as present- the instructor's decision is final.</p> <p><u>80% attendance is mandatory</u></p> <p>It will be the student's responsibility to learn of any assignments given in class when absent.</p>

TESTING:

Quizzes and Hands-on exams will be given throughout the module as well as a cumulative final exam and hands-on exam. Practice Certificate preparation testing for the CompTia A+ exams will be part of the class. All quizzes, examinations, exercises and homework must be satisfactorily completed in order to pass the course.

LATE TESTING:

Late testing is only allowed at the instructor’s discretion.

GRADING POLICIES:

The grading system is comprised of attendance, assignments, projects, weekly tests and an end-of-module final and will be graded on the following scale:

Attendance	10%
Homework	
Practice Certificate testing	25%
Weekly Exams	
Weekly hands on	35%
Comprehensive final-written	
Comprehensive final-hands on	
Presentation	30%
Module total	100%

Combined grades from attendance, assignments, weekly tests and end-of-module final will be graded on the following scale:

90 – 100%	=	A
80 – 89%	=	B
70 – 79%	=	C
60 – 69%	=	D
less than 60%	=	F

ANTICIPATED LEARNING OUTCOMES:

Upon completing this course, the student will have:

- 1.A working knowledge of PC components.
- 2.The ability to identify different types of I/O devices.
- 3.The ability to install and support Windows Operating Systems
- 4.The ability to distinguish hardware problems.
- 5.Experience in the assembly of a computer using proper handling procedures and safety precautions.
- 6.The ability to troubleshoot the computer boot process.

Earned a passing grade in the course by achieving a D or better.

CSN120ABC
Six Week Tentative Schedule

Week 1

Review Chapter 5 (Supporting the Power System and Troubleshooting Computers).
Review Chapter 19 (Supporting Printers and Customizing a System).
Homework Handout due on Wednesday.
Weekly Written and Hands-On Exam and Review.

Week 2

Review Chapter 10 (Maintaining Windows).
Load Windows 8.1.
Homework Handout due on Monday
Weekly Written and Hands-On Exam and Review.
Practice Cert Test Due on Thursday – 2@50 questions each.

Week 3

Review Chapter 11 (Optimizing Windows). Review Chapter 4 (Supporting Processors and Upgrading Memory).
Homework Handout due on Monday.
Weekly Written and Hands-On Exam and Review.
Practice Cert Test Due on Thursday – 2@50 questions each.

Week 4

Review Chapter 12 (Supporting Customers and Troubleshooting Windows)
Homework Handout due on Monday.
Weekly Written and Hands-On Exam and Review.
Practice Cert Test Due on Thursday – 2@50 questions each.

Week 5

Review Chapter 13 (Troubleshooting Window Startup)
Reload Windows 8.1
Disassemble and assemble student's computer one or more times.
Homework Handout due on Monday.
Weekly Written and Hands-On Exam and Review.
Practice Cert Test Due on Thursday – 2@50 questions each.

Week 6

Review Chapter 14 (Connecting to and Setting Up a Network)
Homework Handout due on Monday.
Module Final Written and Hands-On Exam.
Project Due on Thursday. (Computer configuration, Gaming, Workstation, Home Theatre)
Practice Cert Test Due on Thursday – 2@50 questions each.