

# GREENVILLE TECHNICAL COLLEGE

School of Business and Computer Technology

Computer Technology Department

Course Syllabus

CPT 209 Computer Systems Management (3-0-3)

Fall 2020

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**Credit/Contact Hours:**

3.0

**Prerequisite:**

Placement into ENG 101 and placement into MAT 105 or higher

**Co-requisite:**

None

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### Course Description:

This course examines the methods and procedures used in maintaining microcomputer systems. Topics include hardware and software installation, configuration, operations and troubleshooting.

### Purpose of Course:

Identify the most common personal computer hardware devices, define what they do, how they operate, how they are installed and configured, how their performance is measured, and how they interact with the operating system software to provide an effective and powerful computer system.

Successful completion of this course will help prepare students for the CompTIA A+ certification exam.

### Required Texts:

CompTIA A+ Guide to IT Technical Support, **10th Edition**; Jean Andrews, Joy Dark, Jill West; *Cengage Learning*;

Two options are available:

Cengage Unlimited Subscription: (12 Months)\*

- ISBN-13: 978-0-357-70004-4

Cengage Unlimited Subscription: (4 months)

- ISBN-13: 978-0-357-70003-7

*\* Recommended if using Cengage Learning digital content for multiple courses*

Note: Purchasing textbook (only) will not grant access to Cengage MindTap graded labs and assignments required for this course.

Loose-leaf Edition can be leased and purchased for nominal fee with purchase of Cengage Unlimited Subscription. Learn more at <https://www.cengage.com/student/>

### Additional Materials, Supplies, Equipment, and Technology (i.e. Webcams):

- Blackboard portal website via gvltcc.edu. Students in traditional, blended, hybrid, and online classes must access Blackboard for course-related information.
- Internet access for posting material and completing coursework
- Webcam for proctored exams

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## **Instructional Agreement:**

This syllabus is an agreement between the student and instructor concerning course objectives, course content, grading, and other policies and procedures particular to the course as well as any posted program, departmental, and divisional policies. It is also the student's responsibility to become familiar with the Student Handbook/College Catalog found in the Student Resources area of Blackboard.

## **Grading Scale:**

Final letter grades will be issued as follows:

A	=	90 - 100
B	=	80 - 89
C	=	70 - 79
D	=	60 - 69
F	=	0 – 59

## **Pass/Non-Pass Course Grade Option:**

This course may be eligible for the Pass/Non-Pass Course Grade Option. A student must request this option prior to the withdrawal date of this course. If approved for this option, a grade of P will be assigned if the student earns a grade of C or higher. A grade of NP will be assigned for earning a D or F. Students are encouraged to talk with their instructor and meet with an advisor prior to requesting this option. Additional information may be found in the college catalog. Click on this link or additional information:

[Pass/Non-Pass](#)

## **Instructional Continuity:**

In the event of a disruption to the normal class schedule or planned activities for this course, alternate learning activities that may include other methods of instruction or locations may be implemented. If disruption occurs, your instructor will communicate through your GTC email (Gmail) account. Additionally, please make sure your contact information is accurate in GTC's emergency alert system (accessible in GTC4Me/Quick Access/GTC2me – Emergency Messaging).

## **Verification of Student in Online Classes:**

Greenville Technical College is committed to student learning and the academic integrity of all courses. All GTC online courses are required to have at least one proctored learning activity that constitutes a significant percentage of the course grade,

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which may include a test, midterm, final exam, presentation or other assignment. Proctored is defined as an experience where an approved person ensures the identity of the student and monitors the learning activity. The proctored learning activity will be determined by the course instructor. The method of proctoring and any additional requirements, such as costs for students and/or trips to campus or approved testing center, will be explained in the course schedule/plan of instruction.

### **Honorlock:**

Honorlock will proctor your exams this semester. Honorlock is an online proctoring service that allows you to take your exam from the comfort of your home. You **DO NOT** need to create an account, download software or schedule an appointment in advance. Honorlock is available 24/7 and all that is needed is a computer, a working webcam, and a stable Internet connection. For additional information on using Honorlock, click [here](#).

### **Course Outcomes:**

Students who successfully complete this course will have demonstrated the skills required to accomplish the following objectives with a minimum competence level of 70 percent.

1. Define Terms associated with microcomputer systems.
2. Identify microcomputer and peripheral components.
3. Describe the operation of microcomputers and peripherals.
4. Demonstrate removing, installing, and configuring microcomputer components and peripherals.
5. Describe troubleshooting and maintaining microcomputer systems

*The outcomes of this course are intended to meet the Computer Technology program level student learning outcomes.*

### **Program Student Learning Outcomes:**

Upon successful completion of the Computer Technology Degree students will be able to:

1. Install computer and network hardware.
2. Install computer operating systems and application software.
3. Design, create, and test computer programming solutions.
4. Demonstrate the ability to take initiative, assume responsibility, and work under pressure with minimum supervision by successfully completing “hands-on” computer assignments.

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5. Analyze, troubleshoot, and correct computer related technical problems.

### Assessment of Student Learning:

Greenville Technical College is committed to continuous improvement of teaching and learning. Tests, assignments, and/or projects required in this course may be shared with college faculty and used for assessment purposes. Also, student input is necessary for improving instruction and is requested through course evaluations. Students will be notified when evaluations are available.

### Administrative Withdrawals:

Students may be administratively withdrawn from this course for the following reasons:

- **NIC (Never in Class)** Not attending a course during the drop/add period including failure to meet the attendance criteria in an online course. In this case, a grade of WA will be assigned. This WA will not count as an attempt and will not affect GPA.
- **14-Day Rule:** At any time during the semester and regardless of a student's use of financial aid benefits, the college will withdraw a student who is not in attendance for 14 consecutive calendar days including weekends, holidays, college breaks, and cancelled class sessions.
  - **Prior to the course withdrawal date**, the college policy is to assign a grade of W (Withdrawal). The student will earn no credits or grade points, and the W will not affect GPA. For students receiving financial aid, the course will count as an attempt and may affect future aid.
  - **After the course withdrawal date**, the college will assign a grade of WF for the course which will negatively affect GPA calculation. The student will be responsible for course payment and will not be eligible for a refund. The college will notify the student of the administrative withdrawal via official college email address. For students receiving financial aid, the course will be recorded as an attempt and may affect future financial aid awards

Students may request a reinstatement. Reinstatements must be approved by the course instructor

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## Course Policies:

Computer Technology students must obtain a minimum grade of “C” in all CPT and IST courses. Please refer to Departmental Policies in Blackboard to review additional course and department policies.

## Weighted Percentages:

Assignments*	20 percent
Simulations*	20 percent
Participation*	10 percent
Proctored Midterm Exam	25 percent
Proctored Final Exam	25 percent

*\*Note:*

*Assignments may include quizzes, discussion board forums, traditional assignments, online assignments, chapter reviews, online forums, and journals*

*Simulations may include software lab simulations (online or in-class), emulation environments, and hardware lab simulations*

*Participation may include graded practices (online or in-class), virtual lecture interaction (when applicable), email correspondence (netiquette), and appropriate professional class behavior.*

## Course Schedule (Plan of Instruction)

Please refer to Syllabus Addendum in Blackboard to review the Tentative Course Schedule. Your instructor will provide a detailed, week-by-week plan of instruction along with method of delivery, testing, and assignment submission.

## Course Outline (Modules):

1. Course introduction
2. Safety Procedures and Environmental Concerns (Appendix A)
3. Taking a Computer Apart and Putting it Back Together (Module 01)
4. All About Motherboards (Module 02)
5. Supporting Processors and Upgrading Memory (Module 03)
6. Supporting the Power System and Troubleshooting Computers (Module 04)
7. Supporting Hard Drives and Other Storage Devices (Module 05)
8. Supporting I/O Devices (Module 06)
9. Setting Up a Local Network (Module 07)

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10. Network Infrastructure and Troubleshooting (Module 08)
11. Virtualization, Cloud Computing, and Printers (Module 10)
12. Technical Writing

*Revised May 2020*

*The instructor reserves the right to modify the Plan of Instruction by changing the sequence of text material or testing content.*

The final examination for traditional, online, hybrid, and blended class students will be administered on campus (unless stated differently by the department chair, divisional dean, or college administration). The final examination will be scheduled at a time determined by the administration.

### **Students with Disabilities:**

Students with disabilities, including those who were served in Special Education (resource or tutorial), should contact Student Disability Services (SDS) to discuss their need for services and accommodations. ***This must be done each term.*** The main SDS office is located on the Barton Campus in the Student Center Building 105, office 113.

Students may reach staff by phone at (864) 250-8202 or via email to [DisabilityServices@gvltec.edu](mailto:DisabilityServices@gvltec.edu). Appointments are available at all satellite campus locations. Please check the GTC website for more information concerning Student Disability Services. Visit <http://gvltec.edu/disability-services> for more information.

The college is committed to providing materials that are accessible to all students. However, if you experience any difficulty accessing materials, please notify your instructor immediately so that we can provide a solution. You may also contact Student Disability Services directly at (864) 250-8202 or by email at [DisabilityServices@gvltec.edu](mailto:DisabilityServices@gvltec.edu).

Students who need a PDF reader to access course documents presented in PDF formats may download Adobe Reader from <https://get.adobe.com/reader>.

### **Blackboard Ally**

Blackboard Ally is a tool to improve students' experiences within online courses. It enables students to convert files in a course to more accessible formats such as HTML, electronic braille, audio and more. For more information, refer to [Blackboard Ally for Students](#) located in Student Resources in the course menu.

## **GREENVILLE TECHNICAL COLLEGE**

### **Technology Statement:**

Greenville Technical College is not responsible for personal technology or internet access. Problems with computers, devices, or internet access are not acceptable for late work. When completing gradable coursework online, be sure to access a secure, reliable internet connection (preferably hardwired).

All technical questions should be directed to technical support. For details, visit [https://www.gvltec.edu/about\\_greenvilletech/tech\\_support](https://www.gvltec.edu/about_greenvilletech/tech_support).

Students can access due dates for all assignments and quizzes/tests on the Course Schedule/Plan of Instruction. All graded work is time-stamped when submitted, so your instructor can check the time of submission. In addition, you will receive a confirmation email message when you submit assignments via Blackboard. You must provide this confirmation information in case of any dispute regarding the submission.

Computer labs are available at multiple campus locations and offer various hours as well as staff who are available for assistance. For more information, please visit [https://www.gvltec.edu/student\\_resources/computer\\_labs](https://www.gvltec.edu/student_resources/computer_labs).

Students should use Microsoft Office programs or PDF format for submitting assignments in Blackboard. Students can access <http://portal.office.com>, log in with their <username>@my.gvltec.edu email address and Blackboard/GTC4me password, then follow the prompts to install Microsoft Office free of charge.

### **FERPA Policy:**

Because Greenville Technical College abides by FERPA privacy guidelines, personal email accounts may not be used for any College-related communication. Faculty and students must use the college Gmail system only.

**Start, Stay, Succeed!**