

**Arkansas State University**  
**Mountain Home**  
**CIS 1113 Section 01 – A+ Computer Technician I**  
**3 credit hours**  
**FALL 2009**

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Class meeting time and location: 6:40 pm – 9:20 pm Wednesday  
First National Hall room F208 (lecture and exams)  
First National Hall room F102 (lab)

Instructor – Shawn Dennis Telephone number: (870) 508-6174  
Computer Information Systems Dept. First National Hall office F203

Office hours:  
Monday (or by appointment): 12:00pm – 2:00pm  
Tuesday (or by appointment): 12:00pm – 2:00pm  
Wednesday (or by appointment): 4:00pm – 5:15pm and 9:20pm – 10:00pm  
Thursday (or by appointment): 12:00pm – 2:00pm  
Friday: (or appointment only): 8:00am – 10:00am

Email address: [sdennis@asumh.edu](mailto:sdennis@asumh.edu)  
ASUMH web site address <http://www.asumh.edu>  
Blackboard on-line web site address <http://blackboard.asumh.edu>

**ASUMH Mission**

The mission of ASUMH is to LEAD through educational opportunities.

Lifelong Learning,  
Enhanced Quality of Life,  
Academic Accessibility, and  
Diverse Experiences

**Textbook and Materials**

*Cisco Networking Academy Program: IT Essentials: PC Hardware and Software, Companion Guide, Third Edition*

ISBN 10: 1-58713-199-4

ISBN 13: 978-1-58713-199-8

*Cisco Networking Academy Program: IT Essentials: PC Hardware and Software, Labs and Study Guide, Third Edition*

ISBN 10: 1-58713-198-6

ISBN 13: 978-1-58713-198-1

IT Essentials 4.0 online curriculum  
Anti-static wrist strap (required)  
Flashlight (optional)  
Magnifying glass (optional)

**Course Description**

Introduces students to information technology and data communications. Emphasis will be to assemble a personal computer and install various microcomputer operating systems including DOS, Windows 9x, Windows NT/2000 and Windows XP. Effective troubleshooting and maintenance fundamentals are stressed. This is a hands-on, lab-oriented course to help prepare students for the CompTIA A+ Certification exam.

**Rationale for Course**

This is the first of two courses designed to prepare students for the CompTIA A+ certification exam. This course familiarizes students with terminology, procedures, equipment and standards found in the

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Information Technology industry. Students will gain valuable knowledge through classroom and hands-on activities resulting in cognitive and technical skills necessary for success in the computing field.

**Course Goals**

Upon successful completion of the course, the student will be able to

- Identify and apply common preventive maintenance techniques for operating systems, scanners, printers, laptops, networks, and security.
- Define relevant computer terminology used in the computer industry.
- Demonstrate the various safety procedures used in the IT field.
- Explain ethics and legal aspects of working with computer technology.
- Distinguish the features and functions of the hardware components that make the computer work.
- Perform effective troubleshooting techniques.
- Identify the components and functions of various operating systems.

**Technology Statement**

This is a technology-based course in which the student will design, build, maintain, and troubleshoot computer components and various operating systems. No prior experience with computers is necessary.

**Writing Statement**

The student will complete written documentation on topics related to computing concepts and ideas. These will require an appropriate writing style, correct spelling, and proper grammar.

**Academic Integrity**

Dishonesty in any form, including but not limited to plagiarism, submitting assignments prepared by others, unauthorized possession of exams, or using unauthorized materials during exams, may result in the student being dropped from the class with a failing grade or being suspended from the University. For further information, refer to the *ASUMH Catalog and Student Handbook, 2009-2010*.

Violation of academic integrity that raises questions regarding the “appearance of cheating” will result in awarding no credit on the exam, assignment or other materials.

**Students with Disabilities**

It is the policy of ASUMH to accommodate students with disabilities. The Director of Student Services is responsible for making arrangements to accommodate students according to Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act. Any student with a disability who needs accommodation, for example in seating placement or arrangements for examinations, should inform the instructor at the beginning of the course.

**Food and Drink, Tobacco Use**

No food or drink is allowed in the classrooms or lab work areas. As of August 1, 2009, Arkansas State University-Mountain Home is a tobacco-free campus. All forms of tobacco, including cigarettes, smokeless tobacco, cigars, and pipes, are prohibited on campus. This includes in buildings, on university property, in parking lots, and in vehicles on parking lots/streets owned by the university.

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**Course Format**

This course is based on the competencies required for the CompTIA A+ certification exam. The primary method of instruction will be instructor assisted Computer Based Training using the Cisco Networking Academy approved curriculum. Supplemental methods of instruction include lecture, lab demonstrations, audio-visual presentations, required lab assignments, homework, and/or projects. The typical sequence of events will be to cover a particular unit of instruction using the computer based IT Essentials curriculum and any supplemental lectures or demonstrations, then complete a required project or lab assignment to reinforce academic studies with a real-world task. This course is supported by the course management software, Blackboard, to aid with instructions and assignments. Students will need to access the course site regularly to receive assignments, special announcements, and projects. All correspondence will be delivered using the ASUMH student email address only.

All exams will be taken on-line at the Cisco Networking Academy program web site <http://cisco.netacad.net>. This web site will be the students' launch pad for information regarding the Cisco Networking Academy program, which contains useful features to help the students in their studies and in life after graduation.

Students may need to schedule additional time outside of class to allow for completion of assignments. Students with Internet access will be able to access the online curriculum materials outside of class. Students without Internet access may need to schedule extra time to allow access to the curriculum using the schools equipment.

This outline is intended as a guide for the student and is subject to change.

Week 1	Orientation	
Week 2	Chapter 1 Introduction to the Personal Computer	Test 1 (100 points)
Week 3	Chapter 2 Safe Lab Procedures and Tool Use	Test 2 (100 points)
Week 4-5	Chapter 3 Computer Assembly – Step-by-Step	Test 3 (100 points)
Week 6	Chapter 4 Basics of Preventive Maintenance and Troubleshooting	Test 4 (100 points)
Week 7-8	Chapter 5 Fundamental Operating Systems	Test 5 (100 points)
Week 9	Chapter 6 Fundamental Laptops and Portable Devices	Test 6 (100 points)
Week 10	Chapter 7 Fundamental Printers and Scanners	Test 7 (100 points)
Week 11	Chapter 8 Fundamental Networks	Test 8 (100 points)
Week 12	Chapter 9 Fundamental Security	
Week 13	Chapter 10 Communication Skills	Test 9/10 (100 points)
Week 14	Makeup Exam(s)	Dec. 2, 2009 (tentative)

**FINAL EXAM: Wednesday, December 9, 2009 6:40 pm - 8:30 pm 100 points**

**Student Assessment**

Assessment of the student's knowledge will be accomplished using the Cisco Assessment Server. Scores from the assessment system will then be used as 70% of the chapter tests and assignments (lab exercises, in-class assignments, projects and/or homework); and 30% of the comprehensive final exam. Tests must be completed under the supervision of the instructor during the time allotted. Tests will be promptly administered 15 minutes after class begins. Only those students that have signed the

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attendance sheet will have access to the scheduled exam. Those students that fail to sign the attendance sheet will have an opportunity to take the makeup exam(s) at a later date.

Makeup tests will be 90% of the test score. There will be one day designated for makeup exams. Notification of these test dates will be made in advance. If the student is unable to comply with the said date, the student will receive a grade of zero for that test(s).

Students that receive a grade of “F” in CIS 1113 A+ Computer Technician I will be required to repeat that semester and will not be allowed to advance to CIS 1223 A+ Computer Technician II.

The use of calculators during chapter exams, midterm exams or final exams is strictly prohibited and will result in a grade of zero for that exam.

Downloading, printing, copying or distributing the Cisco Networking Academy on-line curriculum is strictly prohibited.

Required projects, homework and lab assignments will be accompanied by an instruction sheet and any other required materials. The instruction sheet may include step-by-step instructions, evaluation and reflection questions and any diagrams or other materials needed. Lab exercises, in-class assignments, projects and homework must be successfully completed in the time frame for which it was allotted. The student must be present to submit assignments to the instructor and to receive credit for these assignments. You will not receive credit if someone else delivers your assignment(s). Lab exercises and in-class assignments are not eligible for makeup. Assignments submitted must include the student’s name, date, course name, chapter and assignment identification. Late work will be deducted 25% each day past the due date. Assignments are due at the beginning of class unless instructed otherwise.

The final grade will be based on the following grading scale.

<b>Grading Scale</b>	
<u>Percent</u>	<u>Grade</u>
90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
59 – below	F

**Class Attendance**

Students are expected to attend all class meetings. Class attendance will be recorded. Students absent from class are responsible for material covered and/or assigned. It is the student’s responsibility to discover what material was presented and to prepare any assignments that have a due date.

Regular attendance is essential in a college-level course. Students should miss no more than three hours of classroom instruction per semester. Instructors monitor attendance in on-line classes based on participation in the class as evidenced by students turning in assignments, participating in discussion boards, or corresponding via e-mail. Excessive absences may be penalized, including

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failure of the course, at the discretion of the instructor. Make up work is at the discretion of the instructor. Failure to attend class does not constitute withdrawal, and the appropriate withdrawal process must be followed. See ASUMH catalog and student handbook for withdrawal procedure.

**Lab Rules**

- I. Outside work may **not** be performed in the lab without going through the appropriate university procedures.
- II. Installing or copying any software licensed to the university without permission is **strictly prohibited** and may result in disciplinary and/or legal action. All computer use must adhere to the policy statement on the use of copyrighted materials and on computing ethics.

**Lab Safety**

- I. **First Aid**  
Notify instructor immediately after all accidents.
- II. **Electrostatic Discharge**  
Appropriate ESD precautions will be taken whenever working on computer equipment in the lab.
- III. **Equipment**  
Do not use any lab equipment or tools without permission from the instructor.

**Student Responsibilities**

- ❖ *Read the college catalog and all materials you receive during registration.* These materials tell you what the college expects of you.
- ❖ *Read the syllabus for each class.* The syllabus tells you what the instructor expects from you.
- ❖ *Attend all class meetings.* Something important to learning happens during every class period. If you must miss a class meeting, talk to the instructor in advance about what you should do.
- ❖ *Be on time.* If you come in after class has started, you disrupt the entire class.
- ❖ *Never interrupt another class to talk to the instructor or a student in that class.*
- ❖ *Be prepared for class.* Complete reading assignments and other homework before class so that you can understand the lecture and participate in discussion. Always have pen/pencil, paper, and other specific tools for class.
- ❖ *Learn to take good notes.* Write down ideas rather than word-for-word statements by the instructor.
- ❖ *Allow time to use all the resources available to you at the college.* Visit your instructor during office hours for help with material or assignments you do not understand. Visit the library and The Learning Center for additional academic assistance.
- ❖ *Treat others with respect.* Part of the college experience is being exposed to people with ideas, values, and backgrounds different from yours. Listen to others and evaluate ideas on their own merit.
- ❖ *Common courtesy for your fellow classmates dictates the limited use of cellular telephones and pager devices.* You may activate these devices so that they do not interfere with classroom lecture and activities. During exams, these devices must be turned off.