Technology Department
Computer Maintenance and Repair
CMP 258-01
Syllabus: Spring 2013

Instructor:
Curtis Satterfield
Office Hours: Monday 3:00 – 5:00, Tuesday 3:00 – 5:00, Wed 12:00 – 1:00 or by appointment.

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Class time: 5:30p – 9:30p Mondays - AAB 309
Final Exam: Monday April 29th 5:30p – 7:30p

Course Description:
This course covers the use of diagnostic software, the installation of software drivers and the
installation of hardware and software. This course includes methods of logic analysis, software
and devices used in the identification of faulty components, mechanical problems and other
operational failures with single computers and local area network (LAN) systems. Hours: 26
lecture and 26 lab. Prerequisite CMP 115 or permission of the department head. Usually
offered in the spring

Required Materials:
You must have a flash drive if you wish to save your work.

Blackboard Disclaimer:
Blackboard is being used as a supplementary tool for this course. To access course content in Blackboard you need to have access to a computer with an Internet connection. Computers are available on campus in MTC 200, AAB 217, HH 100, GH 304 and WDC 305. Please follow these directions to access course syllabi and any other materials posted.

Login Information:
1. From the Wor-Wic home page, point to “Quick Links” (top-right) and then click “Blackboard Login.”
2. Enter your Wor-Wic user ID and password (same as your Wor-Wic email user ID and password).
3. Click on CMP 258 then click on “Course Content”.

Course Objectives, Assessment Goals, and Assessment Strategies:
This course will teach the student the diagnostic procedures for identifying, isolating and correcting computer hardware and software problems. Students will be able to:

1. Identify personal computer components.
   GEO Objective 2
   a. Identify tools, diagnostic procedures and troubleshooting techniques for personal computer components.
   b. Perform preventative maintenance on personal computer components.
   Assessment Strategy: Exam questions, quizzes and graded lab exercises.*

2. Identify laptop and portable devices.
   GEO Objective 2
   a. Identify the fundamental principles of using laptops and portable devices.
   b. Identify tools, diagnostic procedures and troubleshooting techniques for laptops and portable devices.
   Assessment Strategy: Exam questions, quizzes and graded lab exercises.*

3. Understand proper use of operating systems (Microsoft family of OS).
   GEO Objectives 2, 3, 7.
   a. Identify the fundamentals of using operating systems.
   b. Install, configure, optimize and upgrade operating systems.
   c. Identify tools, diagnostic procedures and troubleshooting techniques for operating systems.
   d. Perform preventative maintenance on operating systems.
   Assessment Strategy: Exam questions, quizzes and graded lab exercises.*

   GEO Objectives 2, 3, and 7.
   a. Identify fundamental principles of networks.
b. Install, configure, optimize, and upgrade networks.
c. Identify tools, diagnostic procedures and troubleshooting techniques for networks.

Assessment Strategy: Exam questions, quizzes and graded lab exercises.*

5. Implement security in the PC environment.
GEO Objectives 2, 3, and 7.
   a. Identify fundamental principles of security.
   b. Install, configure, upgrade, and optimize security.
   c. Identify tools, diagnostic procedures and troubleshooting techniques for security.

Assessment Strategy: Exam questions, quizzes and graded lab exercises. *

6. Display professionalism and communication.
GEO Objectives 1, 2, 7
   a. Use good communication skills, including listening and tact/discretion, when
      communicating with customers and colleagues.
   b. Use job related professional behavior including privacy, confidentiality and
      respect for the customer and customers’ property.

Assessment Strategy: Exam questions, quizzes and graded lab exercises.*

*A required electronic literacy assignment addresses these outcomes, will be graded with a
rubric and comprises 5% of the course evaluation. GEO Objectives 1, 2, 3, 7, and 8.

Course Guidelines:
Student will be given two hours of classroom instruction and two hours of laboratory practice per
week. Extensive reading assignments are required to research the computer component
characteristics and properties. An Electronic Literacy Assignment will challenge the student to
expand their knowledge of computer hardware. Hands-on exercises will reinforce the concepts
introduced in the lecture.

Course Evaluation:

<table>
<thead>
<tr>
<th>Type of Evaluation</th>
<th>Points</th>
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</thead>
<tbody>
<tr>
<td>Quizzes</td>
<td>50</td>
</tr>
<tr>
<td>Labs and Assignments</td>
<td>600</td>
</tr>
<tr>
<td>Paper (Electronic Literacy Assignment)</td>
<td>50</td>
</tr>
<tr>
<td>Midterm</td>
<td>150</td>
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<tr>
<td>Comprehensive Final</td>
<td>150</td>
</tr>
<tr>
<td>Total</td>
<td>1000</td>
</tr>
</tbody>
</table>

Letter grade will be assigned as follows:
A = 900 - 1000 points
B = 800 - 899 points
C = 700 - 799 points
D = 600 - 699 points
F = Less than 600 points.

Exam Policy:
You are responsible for knowing when exams will be administered. Exams will only be administered at the scheduled date and time unless prior arrangements have been made. If you cannot contact me prior to missing an exam you must provide written documentation (doctor’s note, hospital documentation) to be allowed to make up the exam. NO MAKE-UP FINAL EXAMS.

Assignment Policy:
All Homework, Lab Exercises and Reading Assignments MUST be submitted on time. NO CREDIT FOR LATE OR INCORRECTLY SUBMITTED WORK. If you do not do your assignments and reading, you will not be able to keep up with the class. I will not slow down to pick up students who are not committed to making every class and doing reading and homework as assigned. I cannot check that you have done your reading but that will show in your work and ability to keep up. No extra credit and no make-up work is allowed. If you fail to do or turn in your assignments in a timely manner you will not get credit for that missed work and you will not be able to “make it up”.

Electronic Literacy Assignment:
- Turn in paper by 5:30p Monday February 11th.
- NO LATE PAPERS WILL BE ACCEPTED.

For your ELA you will choose an important figure in computer science or computer technology and complete the following:

1. At the beginning of your ELA State why you chose that particular figure and what their MAJOR contribution to the science was.
2. Imagine you are an interviewer for Time magazine. Come up with 10 questions you would ask your chosen person if you had the opportunity.
3. Now pretend YOU ARE the figure you picked for the interview. Answer your 10 questions as you think they would have answered.
4. See the following link for an example of a Time.com interview:
http://www.time.com/time/magazine/article/0,9171,2055194,00.html

- You cannot choose Bill Gates or Steve Jobs. Get creative! The modern computer industry had to start somewhere in history; it didn’t just spring into being overnight.
- You must have 10 questions and answers. Less than 10 and you get a ZERO.
- Each answer must be based on factual evidence and not conjecture.
You can have no more than TWO (2) “funny” questions. For example “what is your favorite breakfast cereal” or “why do you wear your socks inside out.”

Each answer should have a footnote/citation to the reference you used when answering the question. If you used multiple references for a question list them all.

Your ELA must be a minimum of 500 words. This includes the questions, why you chose your figure, and your answers. ELAs with less than 500 words receive a ZERO.

You must include a references page with links to the material you used to research your chosen figure. The footnote/citation should reference these links. Your references page must be in APA format.

Total: 50 points

You CAN NOT turn in the same ELA for multiple classes!

See Blackboard for grading rubric.

ELA Assistance:
If you need help writing your ELA please utilize the writing center here at Wor-Wic. You can schedule an appointment online. Navigate to www.worwic.edu then navigate to Current Students → Learning Resources → Writing Conferences. Limited time slots are available, so an appointment is required. If you cannot keep your appointment, it is your responsibility to cancel any writing conferences by using this link.

Academic Honesty Policy:
Students are required to maintain a high level of academic performance. All work submitted to the instructor will be regarded as the work of the student taking the course. Cheating and plagiarism are defined in Wor-Wic’s Student Conduct Policy found in the College Catalog. Infractions of this policy will result in disciplinary action including failure of the assignment, test, or course.

Attendance Policy:
There are only 26 learning class periods, and 27 sessions total. School is like a job. It is a commitment and absence or lateness will not be tolerated as it would not be tolerated in the workplace. If you miss or are late for classes you miss important material and you will fall behind. It is YOUR RESPONSIBILITY to make up any missed class work. If you miss more than 6 classes, you are missing over 25% of the course. The Technology Department holds its students to the highest of standards, just as a corporation would do. Therefore, if you miss more than 6 class periods you will not pass this course. Every two late arrivals will count as an absence.

If absence is absolutely necessary for a very good reason (death, illness) please:

- Notify me at (410) 334-2834 or email: csatterfield@worwic.edu
- Arrange to get notes from another student
- Set up a meeting with me during office hours or schedule an appointment
School is just like a job. It is a commitment and absence or lateness will not be tolerated as it would not be tolerated in the workplace.

**Flu Epidemic Policy:**
In the event of a flu epidemic or other emergency that results in the suspension of classes, I will be communicating with students about their courses and course requirements, such as assignments, quiz and exam dates, and class and grading policies, via Blackboard. Students will be responsible for completing all these assignments in accordance with class policies. Information about the resumption of classes will be communicated via the College's website and email system.

**Computer Lab Policy – Room AAB 309:**
Open foods or beverages are NOT PERMITTED in the computer lab. Adequate breaks will be given to allow snacks to be purchased and consumed outside the classroom. Access to computer systems is granted as a privilege, and as such, imposes certain responsibilities and obligations. By using the college’s computing resources, users agree to abide by these policies and procedures. Specific information about violations and sanctions can be found in the appendix of the college catalogue.

**Face to Face Course Contract**
This is like those contracts you have to sign before you skydive or go whitewater rafting.

You are adults - ideally literate, computer savvy, and considerate adults. This means we have basic expectations of your involvement. They are summarized as follows:

1. You will commit to the necessary work for this course, by planning when and for how long you intend to work on this course. You will logon to the Blackboard component of the class at least three (3) times each week.
2. You will work to keep up with the work schedule in this class, and recognize that you need to do work outside the class to succeed in the class.
3. If/when you find you can no longer commit the time and energy required, you will withdraw from the class with the registrar, and do us the courtesy of letting us know with an email.
4. You will back up your work to a device or remote server from your primary computer so that even under the worst of circumstances, you have copies that are not more than a week old.
5. You will identify a primary and then a backup computer at another location where you can do your work if your primary computer is unavailable for any reason.
6. When you have trouble or questions, you will post them to the student2student discussion forum in Blackboard, with a meaningful subject line, and enough information to help us help you (not just "I'm stuck, please help!"). You will not post questions on assignment forums or other places that we won't find until 3 weeks later. There is no shame in asking - and questions help everyone since the answers are public and may help others. Posting your questions a couple of hours before the due deadline does not excuse you from meeting the deadline, rather it is a sign that you are not dedicated to completing the task.
or the course. If the questions are personal or private, you are welcome to use direct email.

7. You will not cut and paste any of your classmates work UNLESS it is a group assignment. Use of another students work for an individual assignment is considered cheating and will be treated as such. Being in possession of another student’s individual assignments is considered cheating as well even if the assignment was not submitted as your own.

8. When asked to do something you don't understand or follow, you'll do some basic research and if you don't easily find what you need, you'll post a question to the board. Some examples: How to zip a file, where to find certain software, or where to buy the workbook. We won't mind answering basic questions so long as the answer is not the first hit on a Google search (if it is, it means you didn't try very hard).

9. You will follow common standards of netiquette, including not using foul language, insulting commentary or sarcasm, unnecessary CAPITAL TEXT, or useless or missing subject lines in posts and/or emails.

10. Finally, you'll help each other and try and have a little fun - and if you can't have fun, you will at least work at the course to not ruin anybody else's fun and learning!

In the discussion forum called “Contract”, agree to the terms by stating something like, "I do agree to the terms as listed in the course contract". Update the subject line with your name and also type your name in the body of your response.