Instructor:
Curtis Satterfield
Office Hours: Monday 10:00-12:00, Tuesday 3:00 – 4:00, Wed 10:00 – 12:00 or by appointment.

Office: MTC 203
Phone: (410) 334 – 2834
Email: csatterfield@worwic.edu
Email is the fastest way to get in touch with me and is preferred.

Class time: Online
The Final Exam will be available in the testing center from 10:00am Thursday December 8th until 4:30PM Thursday December 15th. Please refer to testing center policies and hours.

Course Description:
This course focuses on the use of the Microsoft Windows operating system in an enterprise environment. In depth analysis of the operating system including system images, basic networking, security, and troubleshooting are covered. Reading and analytical skills relevant to a computer support technician are emphasized in this course. Hours 26 lecture and 26 laboratory. Laboratory fee: $15. Usually offered in the fall and spring.

Online Section Notice:
The online version of this course requires significant time commitments from the student. The download, installation, configuration, and use of all necessary software to complete the required labs in this course is the responsibility of the student. As such, the student should expect to spend 10 – 15 hours per week on this course. The student should also be familiar with using the Windows operating system for routine tasks such as application installation, file system navigation, connecting to a network (wired or wireless), and using Microsoft Office. If you cannot commit the required amount of time or are not comfortable with any of the tasks
mentioned previously, it is recommended that you drop the online section and register for the face to face section offered in the fall.

**Required Materials**
- **Text:** Tidrow, Boyce, & Shapiro. (2015). *Windows 10 Bible*. Indianapolis, IN: John Wiley & Sons. 978-1119050056
- **You will need a computer that meets the minimum specifications as outlined on Blackboard.**
  - High speed Internet
  - Office Suite for typing labs

**Skills:**
- Knowledge of the Internet and computers.
- Knowledge of the Windows operating system.
- Ability to download and install software independently.
- Ability to work independently and in groups with motivation to complete assignments on a timely basis.
- Ability to access the Blackboard Course Management System.

**Blackboard Disclaimer:**
Blackboard is being used as the primary tool for this course. To access course content in Blackboard you need to have access to a computer with an Internet connection. 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 107 then click on “Course Content” and then select the folder titled “Start Here”.
4. Inside the Folder titled Start Here click on the document titled “Start Here”.

<table>
<thead>
<tr>
<th>Course Objectives</th>
<th>Assessment Goals</th>
<th>Assessment Strategies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Using Windows identify and solve problems using basic Windows utilities. GEO Objective 7</td>
<td>Execute Windows utilities to identify and solve basic startup problems. Configure Windows operating systems to start smoothly. Identify unwanted software that can corrupt and cripple an operating system. Remove unwanted software to ensure optimal system performance.</td>
<td>Exam questions, lab exercises, quizzes and homework.*</td>
</tr>
<tr>
<td>2. Examine, troubleshoot and Identify major files used in the</td>
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* Exam questions, lab exercises, quizzes and homework.
<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>Assessment</th>
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</thead>
</table>
| 1. | Streamline the Windows boot process. GEO Objective 7 | boot process  
Examine problems that occur over time with the boot process  
List and be able to use tools that can clean up boot problems.  
Streamline the Windows boot process. | quizzes and homework.* |
| 3. | Configure software tools to thwart malicious software. GEO Objective 7 | Identify types of malicious software  
Examine the tools available to rescue and prevent problems from malware.  
Install and configure software tools to remove malware and prevent recurrence. | Exam questions, lab exercises, quizzes and homework.* |
| 4. | Define, describe and apply techniques to secure and protect your Desktop and Laptop systems. GEO Objectives 7 | List and define ways to protect computer systems from ill-intended hacking.  
List and define ways to protect computer systems from natural causes (such as lightning).  
Discuss disaster recovery techniques.  
Discuss desktop firewalls and configurations. | Exam questions, lab exercises, quizzes and homework.* |
| 5. | Define, describe and apply techniques to set up and connect to wired and wireless networks. GEO Objective 7 | Describe how to connect a computer to the internet and to share resources among multiple computers.  
Discuss how to install and configure a router.  
Use remote desktop on a network.  
Connect to a wireless hotspot.  
Discuss the process involved in setting up a wireless network.  
Discuss wireless security strategies and fixing network. | Exam questions, lab exercises, quizzes and homework.* |
6. **Define and apply procedures to fix software problems and application errors.**
   GEO Objective 7
   - Use tools available to troubleshooting problems
   - Describe and apply the general approach to solving application problems.
   - Fix software problems using software tools.
   - Exam questions, lab exercises, quizzes and homework.*

7. **Describe and apply troubleshooting steps to take when Windows does not boot.**
   GEO Objective 7
   - Describe the essential components needed for a successful boot.
   - Discuss the troubleshooting steps to take when Windows does not boot.
   - Boot to safe mode and recover a corrupt operating system.
   - Discuss strategies to recover lost data.
   - Exam questions, lab exercises, quizzes and homework.*

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

**Online Course Orientation:**
There is an online orientation for this course that covers how this online class works. It is your responsibility to read and understand the orientation. You are required to take the orientation quiz after reading the material on Blackboard. You will not be able to access any other class material until you take this quiz. Failure to take the quiz or failing to pass the quiz will result in you being dropped from the class.

If you are new to Blackboard I recommend you complete the tutorial located at: http://www.worwic.edu/Academics/DistanceEducation/StudentTutorial/BbTutorial.htm

This class is a combination of text material, assignments, examinations and participation in the online class discussions. Material is presented through the textbook and the Course Management System. Active participation is expected and is considered in the student’s final grade.

Class assignments must be submitted by the assigned due date. Technology is not always reliable; therefore, count on problems with computers, and plan your assignments and exams accordingly. Since a large portion of communication for this course is written, it is essential that proper writing practices are used for email as well as discussion postings:

- Emails begin with a salutation and end with a closing.
- **Emails include your name, course and section number!**
- Sentences begin with a capital letter, and end with a period.
- Proper paragraphing should be used.
• Only complete sentences should be used, unless presenting a list.
• Text messaging shorthand such as “RU” instead of “are you” may not be used. Any messages containing text shorthand will be ignored and/or removed from the discussion boards.

**Course Guidelines:**
The student will be given two hours of laboratory practice per week and extensive reading assignments to be completed outside of lab time. This is an online course and as such you will be expected to complete the reading, assignments, quizzes, and lab assignments each week. The electronic literacy assignment will challenge the student to explore different Windows operating system topics in depth. Hands on laboratory assignments will reinforce concepts covered in the readings and lecture. If an emergency prevents the student from accessing class material, the student is still responsible to obtain and complete missed course work. Students who must take an exam or quiz at other than the scheduled time must obtain prior permission from the instructor.

**Tentative Schedule***

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic(s)</th>
<th>All assignments, quizzes, and labs for week due no later than 11:59PM on:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Windows 10 Installation</td>
<td>9/14/16</td>
</tr>
<tr>
<td>2</td>
<td>User Accounts and Security</td>
<td>9/21/16</td>
</tr>
<tr>
<td>3</td>
<td>Troubleshooting Startup</td>
<td>9/28/16</td>
</tr>
<tr>
<td>4</td>
<td>Firewall, Updates, and Remote Access</td>
<td>10/05/16</td>
</tr>
<tr>
<td>5</td>
<td>Files, files, and more files. Oh, and Folders.</td>
<td>10/12/16</td>
</tr>
<tr>
<td>6</td>
<td>Backups and File security</td>
<td>10/19/16</td>
</tr>
<tr>
<td>7</td>
<td>Legacy Programs</td>
<td>10/26/16</td>
</tr>
<tr>
<td>8</td>
<td>Program and Process Management</td>
<td>11/02/16</td>
</tr>
<tr>
<td>9</td>
<td>Hardware and Performance Tuning</td>
<td>11/09/16</td>
</tr>
<tr>
<td>10</td>
<td>Intro to Networking</td>
<td>11/16/16</td>
</tr>
<tr>
<td>11</td>
<td>Command Prompt and Scripting</td>
<td>11/23/16</td>
</tr>
<tr>
<td>12</td>
<td>Automating Windows Installation</td>
<td>11/30/16</td>
</tr>
<tr>
<td>13</td>
<td>Advanced Windows Utilities</td>
<td>12/07/16</td>
</tr>
</tbody>
</table>

*Subject to change

**Course Evaluation:**

<table>
<thead>
<tr>
<th>Type of Evaluation</th>
<th>Points</th>
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</thead>
<tbody>
<tr>
<td>Quizzes</td>
<td>130</td>
</tr>
<tr>
<td>Labs</td>
<td>570</td>
</tr>
<tr>
<td>Electronic Literacy Assignment</td>
<td>50</td>
</tr>
</tbody>
</table>
Midterm  100  
Final Exam  150  
Total  1000

**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 complete or submit your assignments on time you will not get credit for that missed work and you will not be allowed to “make it up”.

**Attendance Policy:**
You are expected to access the class material on Blackboard at least 3 times per week to check for announcements or changes to the course material.

**Electronic Literacy Assignment:**
- Turn in paper by 11:59PM Wednesday October 5th.  
- **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. 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 0.
- 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. Less than 500 words receives 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.
- **You CANNOT turn in the same ELA for multiple classes. This includes papers submitted in prior semesters.**
- Total: 50 points

Rubric:

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>25</th>
<th>20</th>
<th>15</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research (Use of technology to obtain information GEO 7)</td>
<td>It is obvious the figure was well researched. All questions show evidence of research. Appropriate links to current citations from the Internet or Databases included.</td>
<td>The paper shows a large amount of research. The majority of the answers seem well researched. Appropriate links to current citations from the Internet or Databases included.</td>
<td>Some of the answers show research was done but many are lacking evidence of research. Links to citations (that may not be current) from the Internet and Databases included.</td>
<td>Little to no research done. No links to Internet or Database citations.</td>
</tr>
<tr>
<td>Creativity (Use of Technology to communicate information GEO 7)</td>
<td>Each question/answer is very creative and fun to read. Well formatted and saved in the appropriate file</td>
<td>The paper shows good effort and an attempt to be creative in the questions/answers. The paper is fun to read. Well</td>
<td>Some portions of the paper show creativity in the questions/answers. Portions of the paper are fun to read. Formatted</td>
<td>No creativity for any question/answer and the paper reads like a research paper. File is not</td>
</tr>
</tbody>
</table>
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.worwie.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 the course.

Emergency Information Statement
In the event of severe inclement weather or other emergency, information about the closing of the college will be communicated via e2Campus and the College's website. Faculty will communicate 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 assignments in accordance with class policies.

Services for Students with Disabilities
Wor-Wic provides reasonable accommodations for students with disabilities, in compliance with the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. If you are in need of accommodations, please contact the counseling office at (410) 334-2899. For more information, see Wor-Wic's Services for Students with Disabilities web page.

Professor reserves the right to modify this syllabus during the semester to better facilitate students’ learning needs.

Syllabus sign-off – After reading this syllabus go to the Blackboard discussion labelled “Syllabus Sign-Off”. Reply to the discussion with a thread stating “I have received, read, and understand the course syllabus” Be sure to include your name in your post.