NORTHEASTERN TECHNICAL COLLEGE
COURSE OUTLINE

COURSE: CPT 209
PREFIX NO: | EFFECTIVE DATE | NEXT REVIEW DATE
CPT | January 2015 | January 2016

TITLE: Computer Systems Management
CREDITS | CONTACTS
3 | CLASS - LAB - TOTAL 0 3

PREREQUISITES: CPT-114 with grade of "C" or better

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


MATERIALS (specifying those to be purchased by student):
- Textbook
- USB Storage Media

COLLATERAL READING: NONE

CLASS MANAGEMENT ACTIVITIES (Attendance, tardies, testing, etc.):

Academic Dishonesty:
All forms of academic dishonesty including, but not limited to cheating on test, plagiarism, collusion and falsification of information will call for discipline. The punishment for such an act will be a “0” (zero) for that paper, project or test. Repeat offenses will result in additional penalties.

Attendance:
The student will be dropped after exceeding his/her:
6th absence for Monday/Wednesday or Tuesday/Thursday DAY students; and 3rd absence for evening students.

NOTE: Summer students may miss no more than 2 absences at night or 8 absences during the day.

In the event that the student misses more than the allowable absences, the Instructor, who will complete a Withdrawal form, with a grade of "F", will drop the Student. If the Student wishes to withdraw from the class, the STUDENT must complete a Withdrawal form, which can be found in the Student Development Office of the College. The student will receive a grade of "W" if the work completed to date is acceptable and not after the deadline for withdrawal; a grade of "WF" will be assigned if the work is unacceptable.

Tardies:
The student will be marked as Tardy when arriving after the class roll has been called. Three (3) tardies will constitute one absence.
Class Policy:
During either a test or lab project, anyone caught exchanging information or copying someone else's work will receive a grade of "F" for the project or test and the Dean of Students will be notified of the act.

There is to be no food or beverages in the computer lab at any time.

No radio or headphones are allowed in the classrooms. Electronic communication devices (pagers, cell phones, etc.) are not allowed in the classroom. On call emergency personnel should see the instructor for an exemption.

Students are required to prominently display a valid NETC photo ID at all times.

Written Assignments:
The Instructor reserves the right to refuse any paper that is messy or unreadable or appears to be copied. Incorrect grammar and spelling errors will be noted. Papers and projects will be graded on the basis of content, organization, grammar, spelling, and neatness. Papers containing any plagiarized material will result in a grade of "F" on the paper.

Disabilities Statement:
Students with disabilities are encouraged to contact the Vice President for Student Services to discuss needs or concerns as they pursue an academic program and participate in campus life. The Vice President for Student Services will provide guidance regarding official documentation of disabilities and/or accommodation of needs. (See College Catalog)

COMPUTER USER RESPONSIBILITIES:
- **Software** - protected by copyright and licensed for use by NETC only. Software may not be removed, transferred, copied or modified.

- **Hardware** - Computers are available for use only during scheduled or assigned hours. Student users have priority. Users may not abuse or alter any computer capabilities or settings.

- **Web Access** - NETC provides access to the Internet for educational and research purposes. The College prohibits use of computer facilities for hacking accounts at NETC or any other location, games, chatting, personal e-mailing, downloading programs, changing settings, browsing offensive sites or transmitting illegal, unlawful or immoral information. NETC computers may not be used for personal gain or profit. Access to personal e-mail accounts without specific permission is prohibited due to e-mail delivery of viruses.
NOTE - The NETC Computer Center monitors computer use with capabilities to track violations of computer user responsibilities. The College will impose disciplinary action for violations.

RESOURCES (A-V, persons, tools/equipment): Manuals in Lab

COURSE TOPICAL OUTLINE (List topics and sub-topics of course) and Calendar or approximate length of time devoted to topic.

<table>
<thead>
<tr>
<th>TENTATIVE CLASS SCHEDULE</th>
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<tbody>
<tr>
<td>Weeks 1-2</td>
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<td>Weeks 3-4</td>
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<td>Weeks 5-6</td>
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<td>Weeks 7-8</td>
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<td>Weeks 9-10</td>
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<td>Weeks 11-12</td>
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<td>Weeks 13-14</td>
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<tr>
<td>Review</td>
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<tr>
<td>Final Exam</td>
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OBJECTIVES OF COURSE: Upon successful completion of this course, the student should be able to demonstrate knowledge of the following concepts:

1. Installation, configuration, and Upgrading of PC Hardware
   a. Identify the names, purpose, and characteristics of system modules.
   b. Identify basic procedures of adding and removing field replaceable modules.
   c. Identify the names, purposes, and performance characteristics of standardized/common peripheral ports, associated cabling, and their connectors.

2. Diagnosing and Troubleshooting:
   a. Recognize common problems associated with each module and their symptoms, and identify steps to isolate and troubleshoot the problem.
   b. Identify basic troubleshooting procedures and tools.
   c. Identify the various types of preventive maintenance measures.

3. I/O Devices, Multimedia Devices, Mass Storage, and Networking
   a. Identify input and output devices, their basic characteristics, and demonstrate an ability to install and troubleshoot those I/O devices
   b. Identify the types of multimedia and mass storage devices being used currently, and operational characteristics of each type
   c. Identify the physical network architectures, installation of network cards in PCs, file sharing, wireless networks, and troubleshooting.

INSTRUCTIONAL METHODS TO COMPLETE OBJECTIVES:
Tests
Projects

EVALUATIVE METHODS TO APPRAISE OBJECTIVES:
Part 1: Lectured Materials: There will be written tests given on selected portions of the lectured materials. These tests will be primarily objective with some short problems depending on the subject being covered.

Part 2: Computer Projects: In order to fully comprehend the concepts discussed in the course, projects will be assigned to incorporate both old and newly covered features. All projects will be graded on quality, accuracy and efficiency.

There will be no retests or makeup tests given without a valid excuse for missing the examination. A grade of “F” will be recorded for any test missed. If a problem should arise, a test may be taken at an alternate time established by the instructor.

All projects will be given a due date. TEN (10) points will be deducted from the grade if the project is submitted after the due date. This applies to both day and evening students. No project will be accepted more than one week after the assigned due date.
due date. A grade of “F” will be assigned to the work if the time schedule is not met.

NOTE:
It is the responsibility of the Student to make arrangements to make-up any work missed due to an absence. It is also the responsibility of the Student to contact the Instructor as soon as possible to make arrangements to receive any handouts and assignments which were distributed during the Student’s absence. The Student is furthermore responsible for acquiring copies of lecture notes missed during an absence. It is highly recommended that all students have a “partner” who can assist in collecting handouts, taking notes, etc. to assist the other when one has to miss class.

**GRADING SCALE:**

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<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>100 - 93</td>
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<tr>
<td>B</td>
<td>92 - 85</td>
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<tr>
<td>C</td>
<td>84 - 78</td>
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<td>D</td>
<td>77 - 70</td>
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<tr>
<td>F</td>
<td>69 AND BELOW</td>
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**FINAL GRADE:**

<table>
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<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Quizzes and Labs</td>
<td>401%</td>
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<tr>
<td>Tests and Simulations</td>
<td>40%</td>
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<tr>
<td>Final Exam</td>
<td>20%</td>
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**COLLEGE-WIDE COMPETENCY:**
The student will be able to identify and use sources of information by utilizing information processing skills compatible with job demands in a computer-literate society.

**LEARNING OUTCOMES FOR THE COURSE:**
Graduates will be able to demonstrate effective information technology skills and literacy.