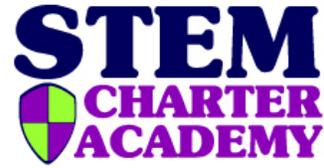


Intro to Computer Support



Course Syllabus

Instructor Information

Name: Kristin Stafford

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Course Description

Students will learn to assemble, install, configure components and maintain PC's, mobile devices and software for end users. There will be an introduction to the basics of networking components and troubleshooting, cloud computing and virtualization. Students will learn how to safely troubleshoot, resolve and document common hardware and software issues. Students will learn to implement best practices for securing workstations and mobile devices. This course aligns with the Idaho Division of Career Technical Education ([COMPUTER SUPPORT PROGRAM STANDARDS 2018](#))

Curricular Information

Required Reading: Various technical articles provided through Google Classroom

Additional Resources: Quizizz, Youtube: Professor Messer, Total Seminars, Eye on Tech

Supplies Required for this Course: Notebooks, Writing Utensils

Daily Time and Effort Expectations: Reading material in the form of various tech articles will be given, required daily notetaking from class lecture, weekly hands on computer work/activities, one midterm exam and final project at the end of the semester. It is the student's responsibility to keep thorough class notes as this will be a key component to their success for quizzes and tests. Notebook checks will be conducted every 2 weeks. Students are required to participate in daily classroom discussions and activities when applicable. There will be tests given every two weeks for each objective and additional projects such as written papers and labs. Students are expected to check grades regularly and study for tests/quizzes. Since we have a four day week here at STEM, attendance is very important. It is not always possible to make up physical labs due to absences. If the absence is excused, students shall receive an "NA" on the missed assignment.

Notebook Checks: There will be bi-weekly notebook checks to ensure that students are recording thorough and accurate information from lecture and labs. These are the following requirements in order to receive full credit for notebook checks:

- Must have dates and table-of-contents
- Handwriting must be legible
- Students must provide more than just keywords but must define them too
- The content is the most important so that students may be successful on their tests/quizzes

Google Classroom: The teacher will provide additional study material in the form of Quizizz and Total Seminars Training Hub. Students will access supplemental information provided in Youtube, Professor Messer and Mike Meyers websites. Some assignments will be made accessible and returned through google classroom.

Course Schedule

Topics	Major Assignments	Timeframe
Professionalism, Safety & Troubleshooting Methodology	Scenario based questions and activities as well as quizzes/tests. Identify tools and cover safety procedures as well as demonstrate proper communication and professionalism	<i>1 Week and on-going throughout semester to be applied to other course topics</i>
Computing Hardware	Scenario based questions and hands-on activities, as well as quizzes/tests. Troubleshoot and successfully build mini ITX computers and ATX computers. Mid-term will be a traditional test pertaining to all content covered for the first 9 weeks.	<i>9 Weeks</i>
Operating Systems & OS features	Scenario based questions and activities, as well as quizzes/tests. Labs to install, troubleshoot and maintain Windows/Linux OS including CLI.	<i>5 Weeks</i>
Introduction to Network Concepts	Scenario based questions and activities, as well as quizzes/tests. Labs to create a mini network with student built computers	<i>1 Week</i>
Introduction to virtualization & cloud computing	Scenario based questions and activities, and will include one presentation demonstrating their knowledge of thick vs. thin clients	<i>1 Week</i>
Applied Troubleshooting	Scenario based questions and activities, as well as quizzes/tests. Labs to physically repair and maintain PCs	<i>On-going throughout semester to be applied to other course topics</i>
Final	Final will be a combination of a traditional test and “building” a budget PC. Students will need to research compatible parts to virtually build a PC	<i>1 Week</i>

Course Evaluation:

The percentage breakdown for semester grade calculation will be as follows:

Skills Practice	35%
Assessments	50%
Final Exam or Project	15%

Classroom Policies and Expectations: Students are expected to adhere to the classroom rules set by the teacher in their assigned classroom, and in accordance with expectations found in the [Student Handbook](#) and [Technology Policy](#).

Grading Scale

Grade	Percentage	Proficiency descriptors
A+	97-100	<i>Assignments are fully completed in a timely manner and of excellent quality; the student shows superior level of initiative and seeks to <u>go beyond the minimum requirements</u>. Errors are rare or nonexistent.</i>
A	93-96	
A-	90-92	
B+	87-89	<i>Assignments are fully completed in a timely manner and typically of above average quality; the student is conscientious and meets all requirements with few errors.</i>
B	83-86	
B-	80-82	
C+	77-79	<i>Assignments are generally complete (met minimum requirements) and of good quality; assigned tasks have occasional errors.</i>
C	73-76	
C-	70-72	
D+	67-69	<i>Assignments are generally incomplete or of poor quality; the student makes frequent errors in work.</i>
D	63-66	
D-	60-62	
F	0-59	<i>Work is poorly done, if at all. Overall performance is inadequate to pass the course. Note: No name = No credit Illegible = No credit Late = No credit (*will <u>STILL</u> complete and submit the assignment)</i>

Academic Honesty Code of Conduct:

“On my honor, I will maintain the highest possible standards of honesty, integrity, and personal responsibility. This means I will not lie, cheat, or steal, and as a member of this academic community, I am committed to creating an environment of respect and mutual trust.”

Violations of this code include, but are not limited to:

- Copying another person’s work or allowing your work to be copied (plagiarism)
- Allowing someone other than yourself to complete work in your name
- Using unauthorized assistance on an assessment or assignment
- Falsifying or manipulating data

- Submitting the same work for multiple courses without instructor's permission
- Giving answers to other students
- Lying to an instructor
- Tampering with or destroying the work of another student
- Using responses found on the internet, or created with the use of technological means (ex artificial intelligence, etc)

Note: Positive uses of Artificial Intelligence (AI) include brainstorming ideas, creating outlines, and using AI to check student work for clarity. Students should not use AI to write work, revise work, or format work, as this would constitute plagiarism. Additionally, in specific classes, teachers may give differing permissions for the use of AI as it relates to their courses. Students must abide by the instructor's given guidelines.

*****Any outside sources used on an assignment should be referenced and cited appropriately.*****

Consequences for Academic Dishonesty: At the instructor's discretion, the student **will** lose partial or full credit for the assignment. The student will be on notice that the incident will be recorded in the gradebook and his/her parent(s) will be informed. Future academic dishonesty incidents will result in a grade of zero for the assignment, a meeting with the principal, and possible loss of credit, suspension, or expulsion. Direct copying is plagiarism. Only original work may be submitted for this (and any other) academic course. If you have any questions about avoiding plagiarism, please visit the [OWL at Purdue's "Avoiding Plagiarism" web page.](#)