



Syllabus for PC Computer Repair and Maintenance (CIS-98)

Course Information

Semester & Year: Fall 2022

Course ID & Section #: CIS-98-E3928

Instructor's name: Trevor Hartman

Day/Time of required meetings: Tuesday 10:05AM - 01:15PM

Location: HU214

Number of proctored exams:

Course units: 4

Instructor Contact Information

Office location: Eureka Campus, HU-108C and online by appointment

Office hours: Thursday 10:00AM to 1:00 PM

Phone number: (707) 476-4366

Email address: trevor-hartman@redwoods.edu

Catalog Description

A practical study of the repair and maintenance of PCs at the component level as well as concepts such as security, networking and the responsibilities of an ICT professional. This course prepares students for CompTIA's A+ certification exam.

Course Student Learning Outcomes *(from course outline of record)*

1. Disassemble and reassemble a PC.
2. Install an operating system on a PC.
3. Properly and safely diagnose, resolve and document common hardware and software issues.

Prerequisites/co-requisites/ recommended preparation

Advisory: CIS1 - Computer Information Systems

CIS 1 provides advisable familiarity with computer related terminology, GUI operating systems, and an introduction to computer hardware, software, and networking concepts.

Objectives

- 1 Describe existing and emerging technologies and their impact on organizations and society.
(LEC)

Outcomes

Solve common business problems using appropriate information technology applications and systems.

Accessibility

College of the Redwoods is committed to making reasonable accommodations for qualified students with disabilities. If you have a disability or believe you might benefit from disability-related services and accommodations, please contact your instructor or [Disability Services and Programs for Students](#) (DSPS). Students may make requests for alternative media by contacting DSPS based on their campus location:

- Eureka: 707-476-4280, student services building, 1st floor
- Del Norte: 707-465-2324, main building near library
- Klamath-Trinity: 530-625-4821 Ext 103

If you are taking online classes DSPS will email approved accommodations for distance education classes to your instructor. In the case of face-to-face instruction, please present your written accommodation request to your instructor at least one week before the needed accommodation so that necessary arrangements can be made. Last minute arrangements or post-test adjustments usually cannot be accommodated.

Student Support

Good information and clear communication about your needs will help you be successful. Please let your instructor know about any specific challenges or technology limitations that might affect your participation in class. College of the Redwoods wants every student to be successful.

Evaluation & Grading Policy

Grading

Exams(3) = 30%

Assignments = 15%

Labs = 35%

Quizzes = 10%

Discussions = 10%

Attendance

The lecture portion of this class is online. It is VERY easy to fall behind in an online course. It actually takes MORE effort to stay on schedule in an online course than it does in a traditional face-to-face course. I highly recommend that you log on to our Canvas site at least five (5) days a week to check announcements, post assignments, take quizzes and exams, and participate in the forum discussions. There are strict deadlines posted for assignments, labs, quizzes, forum postings and exams that you must be aware of in order to avoid penalties.

The lab portion of the course meets Tuesday from 10:05am – 1:15pm in HU 214. **Lab attendance is mandatory.**

You will automatically be disqualified (dropped from the course roster) anytime up to the 10th week of the semester if ANY of the following occur:

- Missing the first week of class; you must be present in-person AND participating in online/in-class activities
- Missing more than 50% of any required work by the census date (3rd week of the semester)
- Not participating in the online portion of the class (3) days a week
- Missing more than 3 consecutive labs and/or 4 labs total
- Not completing the weekly tasks (quizzes, assignments, labs, discussion posts, or exams) that result in falling below a passing grade (>60%)
- Remember, ANY of the following above constitutes a lack of participation and/or excessive absence and will result in an immediate disqualification from the course.

Exams

Exams are given during our lab time. **No** Electronic devices of any type, including phones, calculators, e-readers and computers, are allowed. If you have an e-book, you may use **only** the classroom computer to access your ebook, but nothing else. Kindle/VitalSource Bookshelf users must get explicit approval and classroom configuration 1 week BEFORE the exam.

Missed Exams

Exams are administered on campus during our lab time. Failure to notify me that you will miss an exam **before the exam is given** will result in a **zero** on that exam. This is a policy cast in stone; please do not test it. If you cannot take an exam on the date specified, simply contact me **prior to the exam**, and I will make arrangements for an alternative exam time. **Please note:** A make-up exam taken after the scheduled exam date will be marked down **10% of the total possible points** (one letter grade). You have one week to make up any exam the instructor has allowed.

Quizzes

Each week a take-home quiz is posted on Canvas. Complete the quiz outside of class and bring it to class on the due date. Quizzes are graded during the first 10 minutes of class on the due date. **In order to receive credit, you must be present and on-time on the quiz due date. Students who do not attend or arrive after the quiz grading process has begun, WILL NOT receive credit for the quiz.** Emailing or sending your quiz to class with a classmate is not permissible. YOU MUST BE PRESENT TO RECEIVE CREDIT FOR A QUIZ. Quizzes **CANNOT** be made up. No circumstances will be considered valid reasons for missing a quiz.

Assignments & Labs

Assignments and labs are graded on neatness and completeness. All required elements of an assignment/lab must be present, **in proper order and format**, and submitted by the due date for full credit. A lab that does not adhere to format requirements will not be graded until it meets them, which will result in a late lab and need for re-submission; late lab policies will apply.

Labs must be completed in-class (HU214) on CR's CIS98 Lab equipment. Labs completed outside of HU214 and/or on non-CIS98 lab equipment will not be accepted.

You will be assigned a lab computer (**A-Unit**) to use throughout the semester. You will be responsible for checking out YOUR unit and putting YOUR unit away at the end of every class; these units and all other CIS98 equipment shall NOT BE PERMITTED TO LEAVE THE CLASSROOM under any circumstances.

You are responsible for the proper and continued functioning of your assigned lab computer. Damage resulting from negligence, rough handling, ignoring safety guidelines or other actions may result in monetary compensation to repair the unit.

The labs are supervised with support from the instructor and support staff. Support is provided to clarify lab instructions or answer questions pertaining to the lab instructions. However, support staff will not perform lab skills for you nor will they provide step by step instructions. You are expected to review the lab instructions prior to the class and review the pertinent pages in the textbook that will assist you in completing the lab.

Students requesting consistent and/or excessive help will have their lab scores marked down.

Support personnel are to be shown every courtesy and respect. They are there to help you succeed. Improper treatment of support personnel will be reported to the Dean and may lead to dismissal from the class.

Late Assignments and/or Labs

We all have "emergencies" that arise from time to time. In recognition of this reality, I have a "no questions asked" (NQA) policy. Here's how it works. At the beginning of the semester you will receive **four (4)** NQA credits (virtually of course). Each credit is worth one week. If something comes up, and you need to turn in **an assignment or lab** late, you can use an NQA credit to turn in either up to one week late (**one NQA for each item that is late**). A late assignment or lab with the proper number of NQA credits indicated will be graded as if it were handed in on time, **no questions asked!** **Example:** A lab submitted 2 weeks late will use 2 NQAs.

IMPORTANT NOTE: when you are out of NQAs, late assignments and labs cannot be submitted for credit. You are welcome to turn them in and have them corrected, but they receive a "0" score. **Please use your NQAs wisely!!**

Forum Participation

Ten percent of your grade is based on Discussions forum participation. There are 10 participation points available per week that are earned by posting answers to the week's forum topic and responding to classmates' postings. A maximum of 6 points can be earned by posting a quality answer to the week's forum topic by the end of the day on **Sunday**. An additional 4 points can be earned by posting at least two quality responses to classmates' postings by the end of the day on **Thursday**. If you do not post your topic response by the end of the day on Sunday, you forfeit 6 points. You can still earn 4 points for the week by responding to classmates' postings by the end of the day on Thursday. Failure to respond to classmates' postings by the end of the day on Thursday will result in forfeiture of 4 points for the week. Timely postings are essential to create a reasonable dialog on the week's forum topic. **You cannot makeup participation points, which means you cannot use NQA credits for forum postings. So, make sure you post your response to the week's topic by Sunday and respond to classmates' postings by Thursday.**

| | Unsatisfactory | Full credit |
|----------------------|---|---|
| Quality of postings | Postings are not relevant to the question posed. Only asking a question in your reply. "I agree with you" and "Good job" without expanding on your opinion. Disrespectful dialogue, including profanity or personal attacks. | Postings reflect the readings (citing the source) and/or critical thinking/real world application processing is evident. Share the reasons you agree or disagree with others' ideas. Provide examples that illustrate your idea or advance the learning. |
| Quantity of postings | Neglects to respond to any postings OR Dominates the discussion with excessive postings | Posts original entry and responds to at least two other participants. More participation is encouraged--to the extent that it advances learning in the course and does not dominate the discussion forum. |

| | | |
|---------------------|---|--|
| Timeliness of posts | Posts meet the other criteria but are posted after the week when class discussions have moved on to other topics. | Responses occur early enough in the week to allow others to provide feedback and contribute to the information exchange of the learning community. |
|---------------------|---|--|

One way to do well on your online postings is to spend some time researching the topics outside of your textbook. Use the Internet and other books to provide another perspective or for a more detailed explanation. Including a hyperlink to relevant Internet information gives others the opportunity to learn more too. Remember to cite your references.

I may ask you questions about your post. Your answers do not count towards the minimum 2 replies to your classmates' posts. However, missing or ignoring my questions will cause points to be deducted.

Just as you would use a nice tone in the classroom, be sure to prepare thoughtful and friendly responses online. The forum discussions are an opportunity to help others with their understanding of the concepts covered. If you see a post where someone is struggling to understand (or is incorrect), try to help them out. Find something positive to say about their effort, and then add your comments. Try to illustrate your explanation, rather than referring them to your post. Be polite, supportive, and encouraging. The online learning environment should be helpful and enjoyable!

One final note - anyone that acts offensively online will be subject to removal from the class. This includes, but is not limited to, using insulting (or foul) language, or being demeaning in discussion forum posts.

Incomplete Grades

I do not give incompletes! However, if your place of residence is carried away by a tornado while completing your final assignment, I may reconsider. This means an incomplete may be granted in EXTREME circumstances. You must be receiving at least a C grade at the time of the tornado.

Classroom Courtesy

No food or drinks allowed in the lab. Turn off cell phones and other electronic devices before entering the lab.

No offensive or foul language is allowed.

Your workstation should be neat when you leave for the next class. Cables, peripherals, and chairs should be properly positioned. You are responsible for putting away your A-Unit.

In addition, you must use the classroom computers to do class-related activities. **No personal electronic device usage is allowed during class/lab time.**

Admissions deadlines & enrollment policies

Fall 2022 Dates

- *Classes begin: 8/20/22*
- *Last day to add a class: 8/26/22*
- *Last day to drop without a W and receive a refund: 9/02/22*
- *Labor Day Holiday (all campuses closed): 09/05/22*
- *Census date: 9/06/22 or 20% into class duration*
- *Last day to petition to file P/NP option: 09/16/22*
- *Last day to petition to graduate or apply for certificate: 10/27/22*
- *Last day for student-initiated W (no refund): 10/28/22*
- *Last day for faculty-initiated W (no refund): 10/28/22*
- *Veteran's Day (all campuses closed): 11/11/22*
- *Fall Break (no classes): 11/21/22 – 11/25/22*
- *Thanksgiving Holiday (all campuses closed): 11/23/22 – 11/25/22*
- *Final examinations: 12/10/22 – 12/16/22*
- *Semester ends: 12/16/22*
- *Grades available for transcript release: approximately 01/06/23*

Academic dishonesty

In the academic community, the high value placed on truth implies a corresponding intolerance of scholastic dishonesty. In cases involving academic dishonesty, determination of the grade and of the student's status in the course is left primarily to the discretion of the faculty member. In such cases, where the instructor determines that a student has demonstrated academic dishonesty, the student may receive a failing grade for the assignment and/or exam and may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct ([AP 5500](#)) is available on the College of the Redwoods website. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the [College Catalog](#) and on the [College of the Redwoods website](#).

Disruptive behavior

Student behavior or speech that disrupts the instructional setting will not be tolerated. Disruptive conduct may include, but is not limited to: unwarranted interruptions; failure to adhere to instructor's directions; vulgar or obscene language; slurs or other forms of intimidation; and physically or verbally abusive behavior. In such cases where the instructor determines that a student has disrupted the educational process, a disruptive student may be temporarily removed from class. In addition, the student may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct ([AP 5500](#)) is available on the College of the Redwoods website. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the [College Catalog](#) and on the [College of the Redwoods website](#).

Inclusive Language in the Classroom

College of the Redwoods aspires to create a learning environment in which all people feel comfortable in contributing their perspectives to classroom discussions. It therefore encourages instructors and students to use language that is inclusive and respectful.

Setting Your Preferred Name in Canvas

Students have the ability to have an alternate first name and pronouns to appear in Canvas. Contact [Admissions & Records](#) to request a change to your preferred first name and pronoun. Your Preferred Name will only be listed in Canvas. This does not change your legal name in our records. See the [Student Information Update form](#).

Canvas Information

If using Canvas, include navigation instructions, tech support information, what Canvas is used for, and your expectation for how regularly students should check Canvas for your class.

Log into Canvas at <https://redwoods.instructure.com>

Password is your 8 digit birth date

For tech help, email its@redwoods.edu or call 707-476-4160

Canvas Help for students: <https://webapps.redwoods.edu/tutorial/>

Canvas online orientation workshop: [Canvas Student Orientation Course \(instructure.com\)](#)

Community College Student Health and Wellness

Resources, tools, and trainings regarding health, mental health, wellness, basic needs and more designed for California community college students, faculty and staff are available on the California Community Colleges [Health & Wellness website](#).

[Wellness Central](#) is a free online health and wellness resource that is available 24/7 in your space at your pace.

Students seeking to request a counseling appointment for academic advising or general counseling can email counseling@redwoods.edu.

Emergency procedures / Everbridge

College of the Redwoods has implemented an emergency alert system called Everbridge. In the event of an emergency on campus you will receive an alert through your personal email and/or phones.

Registration is not necessary in order to receive emergency alerts. Check to make sure your contact information is up-to-date by logging into WebAdvisor <https://webadvisor.redwoods.edu> and selecting 'Students' then 'Academic Profile' then 'Current Information Update.'

Please contact Public Safety at 707-476-4112 or security@redwoods.edu if you have any questions. For more information see the [Redwoods Public Safety Page](#).

In an emergency that requires an evacuation of the building anywhere in the District:

- Be aware of all marked exits from your area and building
- Once outside, move to the nearest evacuation point outside your building
- Keep streets and walkways clear for emergency vehicles and personnel

Do not leave campus, unless it has been deemed safe by the campus authorities.

Del Norte Campus Emergency Procedures

Please review the [Crescent City campus emergency map](#) for campus evacuation sites, including the closest site to this classroom (posted by the exit of each room). For more information, see the [Redwoods Public Safety Page](#).

Eureka Campus Emergency Procedures

Please review the [campus emergency map](#) for evacuation sites, including the closest site to this classroom (posted by the exit of each room). For more information on Public Safety go to the [CR Police Department-Public Safety](#). It is the responsibility of College of the Redwoods to protect life and property from the effects of emergencies within its own jurisdiction.

In the event of an emergency:

1. Evaluate the impact the emergency has on your activity/operation and take appropriate action.
2. Dial 911, to notify local agency support such as law enforcement or fire services.
3. Notify Public Safety 707-476-4111 and inform them of the situation, with as much relevant information as possible.
4. Public Safety shall relay threat information, warnings, and alerts through the Everbridge emergency alert system, Public address system, and when possible, updates on the college website, to ensure the school community is notified.
5. Follow established procedures for the specific emergency as outlined in the College of the Redwoods Emergency Procedure Booklet, (evacuation to a safe zone, shelter in place, lockdown, assist others if possible, cooperate with First Responders, etc.).
6. If safe to do so, notify key administrators, departments, and personnel.
7. Do not leave campus, unless it is necessary to preserve life and/or has been deemed safe by the person in command.

Klamath Trinity Campus Emergency Procedures

Please review the responsibilities of, and procedures used by, the College of the Redwoods, Klamath-Trinity Instructional Site (KTIS) to communicate to faculty, staff, students and the general public during an emergency. It is the responsibility of College of the Redwoods, Klamath-Trinity Instructional Site (KTIS) to protect life and property from the effects of emergency situations within its own jurisdiction.

1. In the event of an emergency, communication shall be the responsibility of the district employees on scene.
 - a. Dial 911, to notify local agency support such as law enforcement or fire services.
 - b. If safe to do so, notify key administrators, departments, and personnel.
 - c. If safe to do so, personnel shall relay threat information, warnings, to ensure the school community is notified.
 - d. Contact 530-625-4821 to notify of situation.
 - e. Contact Hoopa Tribal Education Administration office 530-625-4413

- f. Notify Public Safety 707-476-4111.
2. In the event of an emergency, the responsible district employee on scene will:
 - a. Follow established procedures for the specific emergency as outlined in the College of the Redwoods Emergency Procedure Booklet.
 - b. Lock all doors and turn off lights if in lockdown due to an active shooter or similar emergency.
 - c. Close all window curtains.
 - d. Get all inside to safe location Kitchen area is best internal location.
 - e. If a police officer or higher official arrives, they will assume command.
 - f. Wait until notice of all is clear before unlocking doors.
 - g. If safe to do so, move to the nearest evacuation point outside building (Pooky's Park), directly behind the Hoopa Tribal Education Building.
 - h. Do not leave site, unless it has been deemed safe by the person in command. Student Support Services (required for online classes)

Student Support Services

The following online resources are available to support your success as a student:

- [CR-Online](#) (Comprehensive information for online students)
- [Library Articles & Databases](#)
- [Canvas help and tutorials](#)
- [Online Student Handbook](#)

[Counseling](#) offers assistance to students in need of professional counseling services such as crisis counseling.

Learning Resource Center includes the following resources for students

- [Academic Support Center](#) for instructional support, tutoring, learning resources, and proctored exams. Includes the Math Lab & Drop-in Writing Center
- [Library Services](#) to promote information literacy and provide organized information resources.
- [Multicultural & Diversity Center](#)

Special programs are also available for eligible students include

- [Extended Opportunity Programs & Services \(EOPS\)](#) provides services to eligible income disadvantaged students including: textbook award, career academic and personal counseling, school supplies, transportation assistance, tutoring, laptop, calculator and textbook loans, priority registration, graduation cap and gown, workshops, and more!
- The TRiO Student Success Program provides eligible students with a variety of services including trips to 4-year universities, career assessments, and peer mentoring. Students can apply for the program in [Eureka](#) or in [Del Norte](#)
- The [Veteran's Resource Center](#) supports and facilitates academic success for Active Duty Military, Veterans and Dependents attending CR through relational advising, mentorship, transitional assistance, and coordination of military and Veteran-specific resources.
- Klamath-Trinity students can contact the CR KT Office for specific information about student support services at 530-625-4821