University of New Mexico Valencia Information Technology (IT) Department

COURSE SYLLABUS *Fall 2017*

Course Name: IT 131: Introduction to Hardware installation	CRN# 34950	
Class Days/Time/Location: MW/9:00 – 10:15/B123A or B127	Section Number: 501	
Course Credits: 3.0		
Instructor: James Hart	Email: hart56@unm.edu	Phone: 239-3435
Office Hour/Location: MW 1:00 -3:00, TTh 1:00 4:30, or ARR in B125A	Course Prerequisite: CS 150	

Texts & Supplies
Required: 8 Gig flash drive

Course Description & Pre- or Co-requisites

IT 131: Introduction to Hardware Installation. The purpose of this course is to prepare students to take and pass the CompTIA national certification test. Students will learn function, structure, operations, file management, and memory management. Students will also practice proper safety procedures, scheduled preventative maintenance, and installation of computer components. In addition, students will configure, diagnose, and troubleshoot stand-alone computers. Finally, students will learn and apply industry accepted customer service skills.

Student Learning Outcomes
Students completing this course will:
1. Select the appropriate computer components to build, repair, or upgrade personal computers
2. Explain how to correctly use tools and safety use tools in a lab.
3. Install components to build, repair, or upgrade personal computers.
4. Explain how to perform preventive maintenance and troubleshooting on personal computers.
5. Install Windows operating systems.
6. Perform management and maintenance of Windows operating systems.
7. Configure computers to communicate on a network.

8. Configure devices to connect to the Internet and Cloud services.
9. Explain how to use, configure, and manage laptops and mobile devices.
10. Explain how to configure, secure, and troubleshoot mobile, OS X, and Linux operating systems.
11. Install and share a printer to meet requirements.
12. Implement basic host, data, and network security
13. Troubleshoot advanced hardware and software problems.
14. Explain the roles and responsibilities of the IT professionals.

Course Outline

- Introduction to the Personal Computer
- Lab Procedures and Tool Use
- Computer Assembly
- Preventive Maintenance and the Troubleshooting Process
- Windows Installation
- Windows Configuration and Management
- Network Concepts
- Applied Networking
- Laptops and Mobile Devices
- Mobile, Linux, and OS X Operating Systems
- Printers
- Security
- The IT Professional
- Advanced Troubleshooting

Grading

The following will be used to determine your grade in this course:

	%
Test 1	30
Test 2	30
Labs	30
Final Exam	10
Total	100

The following scale is used to assign course grades:

Percentile Range	Grade
90-100	A
80-89	B
70-79	C
60-69	D
Below 60	F

Note: A final grade of "D" or "F" is not acceptable for this course if it is required for graduation or as a prerequisite for other courses. A final grade of "D" or "F" requires repeating this course.

Attendance

Students are expected to be on time. If you are running late please call or email. You will be contacted and dropped due to excessive unexcused absences.

Students with Disabilities

Special Services is a department that can provide students with documented disabilities and the accommodations they might need. It is also a department that can help students who think they might have a disability. Please let me know as soon as possible so I can ensure that arrangements are made to accommodate your needs. If you have a disability and prefer not to register, please discuss this with me.

Computer Lab Responsibility

Please be advised that use of computer labs on UNM properties is governed by "Policy 2500: Acceptable Computer Use" which can be found at

http://policy.unm.edu/university- policies/2000/2500.html.

Food and drink are also prohibited in any computer lab on campus. Anyone violating these policies is subject to possible suspension and loss of computer lab privileges.

Title IX

In an effort to meet obligations under Title IX, UNM faculty, Teaching Assistants, and Graduate Assistants are considered "responsible employees" by the Department of Education (see pg.15 - http://www2.ed.gov/about/offices/list/ocr/docs/qa-201404-title-ix.pdf). This designation requires that any report of gender discrimination which includes sexual harassment, sexual misconduct and sexual violence made to a faculty member, TA, or GA must be reported to the Title IX Coordinator at the Office of Equal Opportunity (oeo.unm.edu). For more information on the campus policy regarding sexual misconduct, see:

https://policy.unm.edu/university-policies/2000/2740.html

Academic Dishonesty

https://policy.unm.edu/regents-policies/section-4/4-8.html

Each student is expected to maintain the highest standards of honesty and integrity in academic and professional matters. The University reserves the right to take disciplinary action, including dismissal, against any student who is found responsible for academic dishonesty. Any student who has been judged to have engaged in academic dishonesty in coursework may receive a reduced or failing grade for the work in question and/or for the course. Academic dishonesty includes, but is not limited to, dishonesty in quizzes, tests or assignments; claiming credit for work not done or done by others; hindering the academic work of other students; and misrepresenting academic or professional qualifications within or outside the University.

Late/Make-up/Re-take Policies

Late homework or lab assignments will be penalized unless prior arrangements have been made and approved by the instructor. Make-up exams will be allowed in case of verifiable emergencies or prior arrangements are approved by the instructor.

Syllabus & Class Schedule:

The syllabus and class schedule are subject to change by the instructor. Changes will be made with as much advance notice as possible.

Electronic Devices in Class:

All mobile telephones must be turned off or switched to silent or vibrate mode.