

**Instructor:** M.J. Papa

**Office Phone:** 527- 4915

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**Canvas Website:** <https://canvas.santarosa.edu/courses/38818>

### Class Hours

Section	Day/Time	Room
Lecture	T-Th 5:30pm to 8pm	1447, Bussman Hall
Lab	T-Th 8pm to 10pm	1447, Bussman Hall
Office Hours	T-Th 4pm to 5pm	1490, Bussman Hall
Email contact with instructor-- response within 48hrs		

### Email Instructions

- Type “ELEC88” in the **Subject** of the message.
- Include your real name in the body of the message

### Recommended Textbook

A+ Guide to IT Technical Support (by Jean Andrews) ISBN 13: 9781305266438.

### Required Materials

- 4GB Flash Drive – You must bring this to class every week.
- Access to a computer with Internet access and a printer outside of the classroom

### Course Description

Fundamentals of computer hardware repair and basic diagnostic tests. Emphasis on general computer operation and maintenance including a unit on laptops. Includes complete disassembly and reassembly of a PC (Personal Computer) by each student. (Lecture/Lab)

### Student Learning Outcomes

Students will be able to:

1. Upgrade and install personal computer (PC) components
2. Maintain laptop components
3. Troubleshoot and repair system components
4. Completely disassemble and reassemble a PC

### Grading Policy

If you are taking this course to complete a certificate you must take the class for a letter grade.

Tests	
Quiz 1 (15%)	50% of your total grade
Quiz 2 (15%)	
Final Exam (20%)	
Assignments	
Labs (30%)	50% of your total grade
HW (10%)	
Worksheets (10%)	

Grade Values	
100% - 90%	A
89% - 80%	B
79% - 70%	C
69% - 60%	D
Less than 60%	F

### Homework Standards

The class schedule is available on the Canvas website. You are responsible for making up work in case of absence.

### Electronic Submissions

Electronic Submissions will be done through the Canvas Class Site. You will receive instructions on using Canvas for assignment submissions.

### Printing

You may not print homework assignments or lab instructions in the lab (Room 1447) without approval by instructor. You may print in the Library or in Cybear Center. You may only use the lab printer when it is part of a lab assignment.

### Tests

All quizzes are open-book. You may use a computer or other electronic device during the test with the instructor's permission.

### Lab Assignments

Lab assignments will be completed during class. You may make up missed labs without late penalties. Some lab assignments will be set up for electronic submission.

### Homework Submission Guidelines

1. You will get credit for submitting homework. The answer key will be posted one week after the assignment due date. It is your responsibility to check your homework against the answer key to find any questions that you answered incorrectly.
2. Written assignments should be typed into a computer and printed or submitted online to Canvas.
3. The first page must show your name, homework number, chapter number, and problem/question numbers assigned. Please put your name in the upper, right hand corner on page 1.
4. Questions and problems should be shown in correct numerical order.
5. Math problems and schematic drawings must be done by hand, in pencil, on engineering paper. Math problems must include all calculation steps with a box drawn around the answer.

All questions must include the question and the answer. Answers submitted without the questions will lose 50% of the points assigned to that question.

Without prior arrangement, late work will be accepted ONE WEEK after the due date and a 20% deduction will be imposed. (The one exception is the last day of class. Your final work must be turned in by the end of the class.) **No assignments will be accepted after the last class session.**

### Student Responsibilities

You are responsible for reading the chapters before coming to class and all lecture and lab material assigned. If you want a printed copy of the lab instructions and worksheets, you must print them before coming to class. Come to each class on time. Bring a pen or pencil, paper for note taking, and be prepared to participate in the lectures and demos.

### Cell Phone Policy

The following rules will be enforced. The goal is to prevent cell phone usage from disturbing students and faculty.

- 1.....No Ringing!** All cell phones must be turned off or placed in vibrate mode when entering any lab or classroom.
- 2.....No Talking!** No phone calls may be made or accepted while in any lab or classroom. Students must step outside before initiating phone calls or answering their phone.
- 3....No Texting!**

### Other Electronic Devices

No other electronic device including personal headphones or wireless cell phone headsets may be used during class unless it is required for the lab.

### Laptops

Laptops may **ONLY** be used for **note taking** during class. They cannot be connected to the network via network cable. Wireless access may be used if available.

### Student Conduct

You are expected to adhere to the student conduct code as outlined in the schedule of classes. Attend class **ONLY** if you wish to learn and contribute to this class and your own educational goals. If you cannot arrive on time, stay the full meeting and conduct yourself in a way that is respectful of others' desire to discuss and learn, please do not attend. This includes, but is not limited to:

1. Tardiness
2. Leaving the room during class (except during break)
- 3- Any use of a cell phone
3. Eating
4. "Side talking" (i.e., talking to the class or an assigned group about something other than the assigned topic or limiting one's conversation to an individual or individuals during a class or group discussion)
5. Playing games or other activities on your laptop during class

### Important Dates

Date Class Begins:	6/18/2019
Date Class Ends:	8/8/2019
Last Day Add w/o add code:	6/18/2019
Last Day Add with add code:	6/27/2019
Last Day Drop for Refund:	6/20/2019
Last Day Drop w/o W:	6/27/2019
Last Day Drop with W:	7/29/2019
Date Final Exam:	8/8/2019

### Special Accommodations

Students with disabilities who believe they may need accommodations in this class are encouraged to contact Disability Resources (527-4278), Analy Village - C, as soon as possible to better ensure such accommodations are implemented in a timely fashion.