Instructor: Steven Holt  
Phone: (760) 942-9532  
E-mail: CSNT110@earthlink.net  
Classroom: MD 215  
Class Times: 4:30 PM – 7:50 PM Tuesday and Thursdays June 21st thru August 11th 2016  
Final on Thursday August 11th from 4:30-6:20 PM

Prerequisites: None

Textbook:  

Beware of used copies of TestOut, the chances are high that the activation key will not work.

Course Objectives:  
Students will gain a complete, step-by-step approach for learning the fundamentals of supporting and troubleshooting computer hardware and software. This course maps fully to CompTIA’s latest A+ 220-801 and 220-802 Exam objectives. Student Learning Outcomes:

The following are what you are expected to gain from this course:

- First Look at Computer Parts and Tools.  
- Working Inside a Computer.  
- Introducing Windows Operating Systems.  
- All About Motherboards.  
- Supporting Processors and Upgrading Memory  
- Supporting Hard Drives.  
- Installing Windows.  
- Installing and Supporting I/O and Storage Devices.  
- Satisfying Customer Needs.  
- Maintaining Windows.  
- Optimizing Windows.  
- Troubleshooting Windows and Applications.  
- Troubleshooting Hardware at Startup.  
- Troubleshooting Windows Startup.  
- Connecting to and Setting up a Network.  
- Networking Types, Devices, and Cables.  
- Windows Resources on a Network.  
- Security Strategies.  
- Supporting Laptops.  
- Mobile Devices and Client-side Virtualization.  
- Supporting Printers.

Blackboard:  
All information for the course is available on Blackboard at palomar.blackboard.edu. The Web site contains class notes, PowerPoint slides, class announcements, course syllabus, test dates, and other information for the course as well as all quizzes, homework, and exams.

Attendance:  
Attendance is very important in this course. Each chapter of the text we will be covering builds on previous chapters. It is important that you are present in class and that you stay on track with the assignments in the schedule. I expect you to read the chapters before the lecture. In addition to time spent in the classroom, you should set aside 4 - 6 hours a week for reading, homework assignments, and Labs. Some students will require more and some will require less time. If you miss more than 3 classes or you have not logged into Blackboard for three weeks I will drop you. Certain exceptions may be made if, and only if, it is arranged with me prior to the absences and your course work is current. Just let me know in advance, I will be checking e-mail constantly and especially before class. Remember, NO SURPRISES.
Late Assignments and Tests:
Coursework will not be accepted past its due date unless prior arrangements have been made with the instructor.

E-Mail:
All students are requested to obtain an e-mail account. The school actually supplies one for you. **During the first week of class you are required to email me at csnt110@earthlink.net.** It is good form to always include a subject on your emails and some text in the body. For all emails sent to me make sure you include your name in the subject line or body. If you have any questions about the course or need assistance, please contact me in person; by telephone; or by e-mail at any time. Do not call before 9:00 AM or after 11:00 PM!

LABS:
Labsim by Testout is **recommended** for this class. It is normally required but with the shortened time frame of a summer class it is not practical to require it. See Announcements on Blackboard for ordering and payment information. You are responsible to complete all labs 1-14 including all of their sub sections. I will provide progress reports in class.

Grading and Evaluation Criteria:
40% of the grade is based on a midterm and a final examination. The Midterm will cover all material covered since the beginning of class and the Final will only cover material covered after the Midterm (Chapters 7 thru 12). An in-class review will be held prior to each examination.

30% of the grade is based on quizzes. Quizzes are administered via Blackboard and are due before class starts.

20% of the grade is based on homework, hands on, and work sheet assignments.

10% of the grade is based on attendance and participation (i.e. smiling face in class, classroom participation, laughing at my lame jokes!).

After your numerical grade has been calculated, your letter grade will be determined as follows:

- **A**: 90-100% of the total weighted points possible.
- **B**: 80-89.9% of the total weighted points possible.
- **C**: 70-79.9% of the total weighted points possible.
- **D**: 60-69.9% of the total weighted points possible.
- **F**: Less than 60% of the total weighted points possible.