



MARION
TECHNICAL COLLEGE

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Course Syllabus

CTS0059 Technology Support Services

General Course Information

Instructor: William Kratzer
Office: Cybersecurity Classroom
Office Hours: 8:00 a.m. – 3:00 p.m. Mon – Thurs, Fridays by Appointment
Phone: (352) 671-4765 Ext. 50071
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Email: william.kratzer@marion.k12.fl.us
Classroom: Building 5-002 Marion Technical Institute: Cybersecurity Lab
Class Times: 8:00 a.m. – 3:00 p.m. Mon – Thurs or 5:00 p.m. – 9:00 p.m.

Course Prerequisites

None

Course Description

This course consists of **600 hours** of intense training and covers all the necessary objectives for passing the CompTIA A+ certification. Students will be taught the technical concepts to thoroughly understand PC hardware, computer operating Systems, PC peripheral devices, PC maintenance and troubleshooting, operating system installation and troubleshooting, repairing Windows™ problems, fundamentals of computer networking and security, notebook support and printer support. Classroom lectures are supplemented with hands-on training to provide a more effective learning experience. PC hardware will be covered first and Operating Systems will then be covered.

Course Objectives

At the completion of this course, students will have the necessary knowledge to carry out a complete step-by-step approach for supporting and troubleshooting computer hardware and software and will become CompTIA A+ certified. This course maps fully to CompTIA's latest A+ 220-901 and 220-902 Exam objectives

Course Content

Specific topic coverage includes:

1. First Look at Computer Parts and Tools.
2. Working Inside a Computer.
3. Introducing Windows Operating Systems.
4. All About Motherboards.
5. Supporting Processors and Upgrading Memory
6. Supporting Hard Drives.
7. Installing Windows.
8. Installing and Supporting I/O and Storage Devices.
9. Satisfying Customer Needs.
10. Maintaining Windows.
11. Optimizing Windows.
12. Troubleshooting Windows and Applications.
13. Troubleshooting Hardware at Startup.
14. Troubleshooting Windows Startup.
15. Connecting to and Setting up a Network.
16. Networking Types, Devices, and Cables.
17. Windows Resources on a Network.
18. Security Strategies.
19. Supporting Laptops.
20. Mobile Devices and Client-side Virtualization.
21. Supporting Printers.

Additional special topics are provided by the instructor to enhance and solidify understanding of the topics listed above. Students will build a complete personal computer from scratch and completely set it up so it becomes a functional PC system. Students will learn to conduct effective Internet research to find various technical resources. Critical and analytical thinking is emphasized.

Course Textbook and Materials

Jean Andrews, A+ Guide to Managing & Maintaining Your PC, 8th Edition. Course Technology/Cengage Learning Incorporated, 2014, ISBN-13: 9781133135081

Lab Connection on DVD for A+ Guide to Managing and Maintaining Your PC, 8th Edition. Course Technology/Cengage Learning Incorporated, 2014, ISBN -13 978-1-133-69331-4

Mark E. Soper, David L Prowse, and Scott Mueller, Cert Guide CompTIA A+ 220-901 and 220-902, Pearson IT Certification, 2016. ISBN 9780789756527

David L. Prowse, Exam Cram A+ 220-901 and 220-902, Pearson IT Certification, 2016. ISBN -13: 9780789756312

Mike Meyers, CompTIA A+ Certification All-in-One Exam Guide, 9th Edition Exams 220-901 and 220-902, McGraw Hill Education, 2016, ISBN 978-1-25-958869-3 and CD 978-1-25-958870-9

Minimum 500GB USB 3.0 external hard drive is recommended for the storage of instructor-provided course material and virtual machines.

The student should have a personal computer or access to a personal computer to complete various homework assignments

Notebook, pencils and pens for note taking

Grading Criteria and Scale

Throughout the course students will be given quizzes on the lecture material. There will be a Midterm and Final Exam. The average of all quizzes and homework, combined with the grades from the midterm and final will comprise the final course grade. The grading scale is as follows:

Grading Scale	Grade	Percentage of Final Grade	
90 - 100%	A	Quizzes	10%
80 - 89%	B	Midterm Exam	40%
70 - 79%	C	Final Exam	40%
60 - 69%	D	Homework	10%
0 - 59%	F		
TOTAL		100%	

Course Policies

Mobile phones, iPods and other electronic devices will be turned off or put on silent during course lectures.

Students who are going to be late or absent should notify the instructor by a phone call, text message or email. Failure to give proper notification may result in a zero being given for any quizzes that make take place on that day. With the proper notification you will be allow to take a make-up quiz.

All homework is due on the assigned date. Failure to turn in the required assignment will result in a zero for that assignment. The instructor realizes that there can be certain occurrences that may prevent a student from completing the assignment. Should this happen the instructor will evaluate each case to determine if the student will be allowed to make up the assignment. Again, effective communication with the instructor is necessary.

Behavioral Expectations

Take responsibility for your education.

Instructors are here to create a learning environment – whether or not you learn depends on your willingness to listen, ask appropriate questions, and do the work necessary to pass the course.

Attend class

Students who attend class, listen to the instructor, ask questions, and take good notes are more likely to pass with a higher grade. If you must miss a class, contact your instructor ahead of time to let him or her know that you will not be in class. **DO NOT** ask the instructor to repeat material you missed because you skipped a class.

Be on time

Walking in late disturbs everyone. At this college and many places of employment, tardiness communicates lack of interest and lack of dependability. If you cannot avoid being late, make sure to be unobtrusive about your entry.

Come to class prepared – turn your work in on time

Complete assigned reading before coming to class. Make sure to bring common classroom supplies such as a pencil, paper, textbook, test materials, etc. along with completed homework. Students who attempt to complete their assigned homework in classroom at the last minute often earn lower grades and are more likely to miss deadlines.

Do not get up and walk out halfway through the class

It disturbs people and gives the unmistakable impression that you don't respect the class, the other students or the instructor. The instructor has the right to finish his or her thought at the end of the class period and conclude the class in an orderly fashion without people standing up and walking out.

Unpack before class / pack after

The sound of zippers on backpacks along with the rustling of papers and/or jackets also disrupts the classroom and indicates lack of respect.

Ask appropriate questions

It's good to ask questions and make comments, but keep them related to the discussion at hand. Dominating class time with too many questions or comments prohibits other students from participating in discussions.

Practice common courtesy

- Remember that in college, as in every other area of life, politeness and respect count.
- Do not have private conversations with your neighbors during class.
- Turn off cell phones and beepers. The noise is distracting to other students.
- Respect all opinions. Others may have different ideas and opinions, they may ask questions that you perceive to be "stupid," but they deserve the same level of respect from you as you wish from them.

Respect your instructor

Openly challenging the instructor's knowledge or authority in the classroom is improper. If you have differences with your instructor's information or teaching methods, you may want to discuss your issues with the instructor outside of the classroom in a non-confrontational manner.

Academic Integrity

MTC expects students to understand and to follow basic standards of honesty and integrity. Some common violations of these basic standards of academic integrity include but are not limited to, plagiarism, cheating on tests and examinations, presenting work completed for one course as original work for another, and other forms of dishonest performance on assignments, as explained below.

Plagiarism means the use of the thoughts, ideas, words, phrases or research of another person or source as one's own without explicit and accurate credit to the original author.

Cheating on examinations of any kind (quizzes, midterms, finals, etc.) includes copying another student's answers, exchanging information, using notes or books unless expressly permitted to do so by the instructor, or gaining access to examinations prior to the actual taking of such examinations.

Other examples of academic dishonesty include, but are not limited to, copying or preparing another person's work; or buying prepared papers.

Assisting anyone to engage in any of the violations described above qualifies as academic dishonesty.

ANY VIOLATION OF THE ABOVE STANDARDS WILL RESULT IN DISCIPLINARY ACTION BEING TAKEN AGAINST THE STUDENT.