

**NEOSHO COUNTY COMMUNITY COLLEGE  
MASTER COURSE SYLLABUS**

**COURSE IDENTIFICATION**

Course Code/Number: ETEC 147

Course Title: CompTIA A+ Practical Applications

Division:  Applied Science (AS)  Liberal Arts (LA)  Workforce Development (WD)  
 Health Care (HC)  Lifetime Learning (LL)  Nursing  Developmental

Credit Hour(s): Three (3)

Effective Date: Summer 2016

Assessment Goal Per Outcome: 70%

**COURSE DESCRIPTION**

Students will gain the knowledge required to install, configure and maintain software for end users. This course will also cover the basics of networking and security/forensics, properly and safely diagnosing, resolving and documenting common software issues while applying troubleshooting skills. Students will also gain knowledge of appropriate customer support and soft skills and gain an understanding of the basics of virtualization, desktop imaging, and employment.

**MINIMUM REQUIREMENTS/PREREQUISITES AND/OR COREQUISITES**

None

**TEXTS**

The official list of textbooks and materials for this course is found on [myNeosho](http://www.neosho.edu/ProspectiveStudents/Registration/CourseSyllabi.aspx).

<http://www.neosho.edu/ProspectiveStudents/Registration/CourseSyllabi.aspx>

## **GENERAL EDUCATION OUTCOMES**

1. Practice Responsible Citizenship through:
  - identifying rights and responsibilities of citizenship,
  - identifying how human values and perceptions affect and are affected by social diversity,
  - identifying and interpreting artistic expression.
2. Live a healthy lifestyle (physical, intellectual, social) through:
  - listing factors associated with a healthy lifestyle and lifetime fitness,
  - identifying the importance of lifetime learning,
  - demonstrating self-discipline, respect for others, and the ability to work collaboratively as a team.
3. Communicate effectively through:
  - developing effective written communication skills,
  - developing effective oral communication and listening skills.
4. Think analytically through:
  - utilizing quantitative information in problem solving,
  - utilizing the principles of systematic inquiry,
  - utilizing various information resources including technology for research and data collection.

## **COURSE OUTCOMES/COMPETENCIES (as Required)**

The student will be able to do the following:

1. Illustrate the installation, configuration and troubleshooting of current operating systems.
2. Compare and contrast the features and requirements of various Microsoft Operating Systems.
3. Demonstrate use of networking, OS and recovery console command line tools.
4. Configure and troubleshoot a network client/desktop device.
5. Perform preventative maintenance procedures.
6. Demonstrate use of basic network, OS and data security.
7. Identify and integrate mobile devices.
8. Demonstrate common troubleshooting methods.
9. Demonstrate professional customer service skills.

## **MINIMUM COURSE CONTENT**

1. Operating systems
2. Networking, OS and recovery console command line tools
3. Network client/desktop device
4. Preventative maintenance
5. Security
6. Mobile devices
7. Troubleshooting
8. Customer service

## **STUDENT REQUIREMENTS AND METHOD OF EVALUATION**

### **STUDENT REQUIREMENTS**

Completion of competencies during practical applications and performance testing administered by the instructor.

### **GRADING SCALE**

90% - 100% = A

80% - 89% = B

70% - 79% = C

60% - 69% = D

Below 59% = F

### **ASSESSMENT OF STUDENT GAIN**

The purpose of assessing student learning at Neosho County Community College is to ensure the educational purposes of the institution are met and appropriate changes are made in program development and classroom instruction to allow for student success.

Pre-assessment ideally begins during the advisement and enrollment process prior to the beginning of the course where the advisor and student determine through the interview process the level of placement for the student. During the period of the first two weeks of a normal semester, each student will be observed and/or interviewed and initial papers produced will be examined to determine needed competency development throughout the course. Post-assessment to determine gain in competency will be measured at the end of each unit of study.

### **Attendance Policy**

1. NCCC values interactive learning which promotes student engagement in the learning process. To be actively engaged, the student must be present in the learning environment.
2. Unless students are participating in a school activity or are excused by the instructor, they are expected to attend class. If a student's absences exceed one-eighth of the total course duration, (which equates to one hundred (100) minutes per credit hour in a face-to-face class) the instructor has the right, but is not required, to withdraw a student from the course. Once the student has been dropped for excessive absences, the registrar's office will send a letter to the student, stating that he or she has been dropped. A student may petition the chief academic officer for reinstatement by submitting a letter stating valid reasons for the absences within one week of the registrar's notification. If the student is reinstated into the class, the instructor and the registrar will be notified. Please refer to the Student Handbook/Academic Policies for more information
3. Absences that occur due to students participating in official college activities are excused except in those cases where outside bodies, such as the State Board of Nursing, have requirements for

minimum class minutes for each student. Students who are excused will be given reasonable opportunity to make up any missed work or receive substitute assignments from the instructor and should not be penalized for the absence. Proper procedure should be followed in notifying faculty in advance of the student's planned participation in the event. Ultimately it is the student's responsibility to notify the instructor in advance of the planned absence.

## **ACADEMIC INTEGRITY**

NCCC expects every student to demonstrate ethical behavior with regard to academic pursuits. Academic integrity in coursework is a specific requirement. Definitions, examples, and possible consequences for violations of Academic Integrity, as well as the appeals process, can be found in the College Catalog, Student Handbook, and/or Code of Student Conduct and Discipline.

## **ELECTRONIC DEVICE POLICY**

Student cell phones and other personal electronic devices not being used for class activities must not be accessed during class times unless the instructor chooses to waive this policy.

## **NOTE**

Information and statements in this document are subject to change at the discretion of NCCC. Students will be notified of changes and where to find the most current approved documents.

## **ACCOMMODATIONS**

If you are a student with a disability who may need accommodation(s), in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, please notify the Dean of Student Services in the Student Services Office, Sanders Hall, 620-432-0304, on the Chanute Campus, or the Dean for the Ottawa and Online Campuses, 785-248-2798, on the Ottawa Campus as soon as possible. You will need to bring your documentation for review in order to determine reasonable accommodations, and then we can assist you in arranging any necessary accommodations.

## **NON-DISCRIMINATION POLICY**

The following link provides information related to the non-discrimination policy of NCCC, including persons with disabilities. Students are urged to review this policy.

<http://www.neosho.edu/Departments/NonDiscrimination.aspx>

## **SEXUAL MISCONDUCT POLICY (TITLE IX)**

At NCCC, it is the responsibility of an instructor to help create a safe learning environment in the classroom, including both physical and virtual classrooms. All instructors are considered mandatory reporters at NCCC, therefore any information regarding sexual misconduct that is shared by a student in one-on-one meetings with the instructor must be reported to appropriate personnel at the College. Instructors will keep the information private to the greatest extent possible, but it is not confidential. Generally, climate surveys, classroom writing assignments or discussions, human subjects research, or events such as Take Back the Night events do not provide notice that must be reported to the Coordinator by employees, unless the reporting party clearly indicates that they wish a report to be made.

The following link provides information related to the sexual misconduct policy of NCCC, including resources, reporting options, and student rights. Students are urged to review this policy.

<http://www.neosho.edu/TitleIX.aspx>

## **COURSE NOTES**