

**Nashville State Community College  
Science, Technology, Engineering, and Math  
Computer Information Technology**

**Master Course Syllabus**

**CITC 1320 A+ Hardware and Software**

*(This master course syllabus template is a general guide for providing an overview of each course offered at Nashville State. Each instructor will further clarify specific criteria for grading, classroom procedures, attendance, exams and dates, etc. on his/her individual course syllabus. Prompts for individual adaptations are italicized and in parentheses; faculty should remove or replace these prompts when creating master syllabi and their own individual syllabi if they have not been removed previously.)*

**Course Information:**

**Course Title:** CITC 1320 A+ Hardware and Software

**Credits:** 3

**Class Hours:** 2

**Lab Hours:** 2

**Course Description:**

An introduction to the installation, maintenance, repair, troubleshooting, and connectivity of computers and networks. Topics include the internal components of a computer, installing an operating system, troubleshooting using system tools and diagnostic software, connecting to a network, implementing security best practices on a workstation, and peripheral setup and troubleshooting. Integrates virtual learning tools to supplement classroom learning and to provide an interactive “hands-on” experience. Academically prepares the student for the current CompTIA A+ certification exams in hardware and software upon successful completion of the course.

Prerequisite(s): Level 2 placement in Reading

**Instructor Information:**

**Name:**

**Email:**

**Office Phone:**

**Office Location:**

**Office Hours:**

**Required Textbook(s) & Other Materials:**

**Textbook(s):** On-line course material

**ISBN:** 978-1587133565

**Reference Materials:**

**Supplies:**

Once enrolled, all students should verify that they have the correct textbook and materials information by consulting the D2L/NS Online shell for the course. If you are registered with the Access Center and require an alternate format for the textbook and other course materials, please contact the Access Center at 615-353-3721, 615-353-3741, or [accesscenter@nsc.edu](mailto:accesscenter@nsc.edu).

### **Course Outcomes:**

Upon successful completion of this course, students should be able to:

- Evaluate past & present system configurations to locate and analyze documentation and determine upgradeability.
- Diagram essential PC components, examine motherboards and startup system processes (POST).
- Distinguish (visually), explain usage (conceptually) and identify names, purposes and characteristics of computer data cables, on-board ports and motherboard bus connections on expansion slots.
- Experiment with ESD precautions, power supply testing and basic procedures for adding and removing field replaceable modules for desktop systems.
- Compare technical specifications of CPUs, RAM, motherboards, buses, drives, I/O interfaces, and other hardware components. Summarize general process for building a personal computer.
- Integrate critical thinking and investigation skills to determine needed resources, summarize finding and conclude technical plan of action.

### **Course Competencies:**

The following are detailed course competencies intended to support the course outcomes:

The following are general education competencies intended to support the course outcomes:

### **Topics to Be Covered:**

- Identifying, using, and connecting hardware components and devices
- Installation and support of Windows OS including command line & client support
- Troubleshooting PC and mobile device issues including application security support
- Types of networks and connections including TCP/IP, WIFI, and SOHO.
- Troubleshooting device and network issues
- Identify and protect against security vulnerabilities for devices and their network connections
- Installation and configuration of laptops and other mobile devices
- Mac OS, Linux, and mobile OS
- Best practices for safety, environmental impacts, and communication and professionalism

**Course Assessments:**

The following performance assessments will be used to demonstrate students' understanding, knowledge, and skills:

Knowledge assessments will be given on the lecture and reading material. A written technical report is required on a course related topic. The report is presented in class using Power Point.

**Grading Policy:**

| Area    | Percent |
|---------|---------|
| Labs    | 40      |
| Quizzes | 30      |
| Final   | 30      |
| Total   | 100     |

**Late Work Policy & Make-up Procedures for Missed Assignments and Work:**

All work must be completed and turned in by the due date. No work will be accepted after the last class meeting.

**Attendance Policy**

Students are expected to attend all scheduled classes and laboratories. Absences in a course may affect a student's final grade. The student is responsible for all assigned work in the course regardless of excused or unexcused absences. Tardiness may also affect a student's final grade.

In online courses, attendance is signaled by logging on to the D2L/NS Online shell, participating as prompted (e.g., responding to an instructor's email, posting to a discussion board) and/or completing and submitting assignments. Campus closures do not affect attendance and assignment completion in online courses.

*(Each instructor will provide policy, especially how attendance influences student assessment and grading.)*

**Grading Scale:**

| Letter Grade | Percentage Range |
|--------------|------------------|
| A            | 90 – 100         |
| B            | 80 – 89          |
| C            | 70 – 79          |
| D            | 60 – 69          |
| F            | Less than 60     |

FA

According to NSCC policy, if a student fails a course, but has not officially withdrawn from the course, and her/his last date of attendance is before the last date to withdraw (*use date appropriate to your section*), the student will receive a grade of FA (i.e., "Failure for Attendance Reasons").

FN

An FN is awarded to students who never attended class.

### **Technology Statement**

Nashville State's classes are considered to be web-enhanced. Faculty have an expectation that students will use a computer and the Internet to complete assignments, engage in online discussions, and access various course materials through D2L/NS Online course shells. Computers are available for student use at each campus during campus open hours.

### **D2L/NS Online and myNSCC**

It is students' responsibility to check D2L/NS Online course shells for all enrolled courses and myNSCC, including student email, on a regular basis. These are the official communication channels between the college and students, who are responsible for the information communicated through those channels. D2L/NS Online contains specific course information and myNSCC contains information important for other purposes.

### **ADA Compliance Statement**

Nashville State complies with the Americans with Disabilities Act (ADA). If you require accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3741 or 615.353.3721, or e-mail [accesscenter@nsc.edu](mailto:accesscenter@nsc.edu). If you are registered with the Access Center and require an alternate format for the textbook and other course materials, please contact the Access Center.

### **Classroom Misconduct**

Nashville State Community College has a zero-tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary measures. Please review the [Nashville State Student Code of Conduct policy](#). Please be aware that children are not allowed in class or to be left unattended on campus.

### **Academic Misconduct**

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. Students are responsible for understanding and abiding by the [Academic Misconduct Policy](#) in the Nashville State Student Code of Conduct. In addition to other possible disciplinary measures that may be applied through regular college procedures as a result of academic dishonesty, the instructor has the authority to assign an "F" or a "zero" for the exercise, paper, or examination, or to assign an "F" for the course. Students may appeal through the appropriate college grade appeal procedures.

### **Academic Early Alert System**

Nashville State Community College uses an Early Alert System to let students know of a faculty member's concern in one or more of these academic areas: lack of attendance, lack of classroom participation, late or missing assignments, and/or poor performance on assignments/tests. \*Please note that Early Alerts do not affect a student's academic standing. If you receive an Early Alert email, please see your instructor and your academic advisor as soon as possible.

### **RAVE Emergency Alert System**

Emergency events can happen at any time and Nashville State Community College wants to be able to notify students if and when they occur. For this reason, all students have been enrolled in the free RAVE alert system. If you have not already done so, please log in at <https://www.getrave.com/login/nsc> to

confirm and update your contact information and notification preferences. It is critical that your information be correct so that you will receive any emergency notifications. Your RAVE Username is your NSCC email address. If you've never received an email from RAVE with your password, or if you need to reset your password, select "Forgot your password?" and a new password will be emailed to you. Should the RAVE system indicate "user not found", select Register and create your own RAVE account.

### **Inclement Weather & Campus Closings**

Nashville State will use the RAVE alert system to send a text message to students, staff, and faculty about adjusted hours of operation and/or closings at individual campuses. All students should check the Nashville State web site home page at [www.nsc.edu](http://www.nsc.edu) for announcements on campus closures, which may vary from campus to campus. Campus closures will also be announced on local television stations. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.

Even when campuses are closed, students are still responsible for completing all assigned work. When classes are cancelled, faculty will post online assignments and any additional instructions in the D2L/NS Online course shell. Check D2L/NS Online for a message from your instructor regarding your online assignment requirements. Faculty have discretion over adjusting deadlines or due date for assignments, but students are responsible for completing all assigned work by the due date established by the instructor.

### **Class Cancellation Policy**

If the class is cancelled, the instructor will notify all students by posting in the D2L/NS Online course, e-mailing through D2L/NS Online, and/or by posting a sign on the classroom door. In the event of class cancellation, students must access D2L/NS Online to complete classwork and the assignment that will be posted in the course D2L site.