

Nashville State Community College  
School of Science, Technology, Engineering, and Mathematics  
Computer Information Technology

Spring 2023 Course Syllabus  
CITC 1320 CompTIA A+

The purpose of the syllabus is to tell you how the course is organized, what the expectations are, and how you will be graded. In addition, there is important information about how the college will operate during severe weather and how the college will communicate with you. The syllabus is not a contract. Instead, it is meant to help you succeed in this course. If any of the content changes during the semester, you will be notified.

**Course information:**

**Course Title:** CompTIA A+  
**Course:** CITC-1320-N80  
**CRN:** 16766  
**Credits:** 3  
**Class Hours:** 2 Class, 2 Lab  
**Days:** Tuesdays  
**Time:** 11:25 AM – 1:35 PM  
**Room:** W-89  
**Mode:** Hybrid \*

**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:**  
**Instructor Zoom Room Link Address:**

Request a Zoom office appointment via email (from your @my.nsc.edu email address), include your full name.

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

**Textbook(s):** TestOut PC Pro ISBN: 978-1-935080-42-8

For those students purchasing directly from TestOut (there is a discount) please view this video, you will be prompted for a price code. Please use code 14-232TA

<https://support.testout.com/hc/en-us/articles/1260804604629-How-Students-Purchase-an-Activation-Code>

**Prepares you for:** TestOut PC Pro, CompTIA A+ Core 1 (220-1101), CompTIA A+ Core 2 (220-1102)

**Required Materials:** Access to the internet

Once you have registered for your courses, you should make sure you have the correct textbook and materials for each course. Before courses begin, you can do this by looking up your courses on the bookstore's website ( <https://www.bkstr.com/nscctestore/shop/textbooks-and-course-materials> ) using your A# or by entering your course information. If you are registered with the Access Center and need 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)

**Digital Course Materials:** These ensure you pay less for your course materials and have easy access through D2L throughout the semester. When you registered for this course, the charge for these materials appeared on your account. If you decide you do not want to purchase the course materials embedded in NS Online, you can opt out of the program **until the end of the second week of classes**. If you opt out, you will be responsible for purchasing the required course materials on your own. For more information, please visit [www.nsc.edu/dcm](http://www.nsc.edu/dcm).

**Honors Option:** Honors credit is available in some classes. If you are interested in participating in the Honors Program, please see your instructor within the first four weeks of class.

**Course Outcomes:** At the end of the semester, this is what you should know and/or be able to do:

- Identify, install, configure and troubleshoot hardware components to support computing needs.
- Identify, install, configure and troubleshoot software components to support computing needs.
- Identify, install, configure and troubleshoot necessary components for local area networks.

### **Course Competencies:**

The following are detailed course competencies, or specific skills or knowledge, intended to help you achieve the course outcomes:

- 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.

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:** We will use the following assessments to demonstrate your understanding, knowledge, and skills:

**Grading Policy:**

Type	Attempts	Percentage (%)
Labs	No limit	40
Practice Questions	No limit	40
B.4 CompTIA A+ Core 1 (220-1101) Certification Practice Exam	No limit	10
C.4 CompTIA A+ Core 2 (220-1102) Certification Practice Exam	No limit	10
20 LinkedIn Learning Training videos <b>EXTRA CREDIT</b>	N/A	5

**Grading Scale:**

Letter Grade	Percentage Range
A	90-100
B	80-89
C	70-79
D	60-69
F	<60

**FA**

If you stop attending class or if you are in an online class and stop submitting assignments, but do not turn in a withdrawal form by the deadline, you are still enrolled in class. You will be given a grade of FA, which means you have failed due to not attending class and not completing your assignments. Please refer to the current academic calendar available on the Nashville State web site, looking for the date that indicates it is the “Last Day to Earn F for Attendance (FA).” If you stop attending your course after this date, you will receive an F.

**FN**

An FN is awarded if you have never attended your course or done any of the work in an online course.

**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**

You are responsible for all work/tests that occur during any missed course session(s) regardless of reason(s) for absence.

**Instructor’s Policy**

The attendance policy for this course is students are expected to attend all scheduled classes and laboratories. The student is responsible for all assigned work in the course regardless of excused or unexcused absences.

Campus closures do not affect attendance and assignment completion in online courses.

For financial aid purposes, **attendance** is measured by participation in the course. Instructors can determine your level of participation in several ways. Some of those ways are:

- continued attendance
- participation in on-ground or virtual class sessions
- participating in D2L as prompted
- responding to an instructor's email
- posting to a discussion board
- completing and submitting assignments

### Technology Statement

- All classes at the College are web enhanced. "Web enhanced" means that components of the course, such as assignments and online discussions, may be located online in the class D2L/NS Online course shell and used in the course, even if the course meets in a classroom on ground.
- You must have access to a computer and an internet connection to complete assignments, engage in online discussions, and access various course materials through D2L/NS Online course shells.
- You may also be required to use free video conferencing platforms (examples: Zoom, Teams, etc.) for course sessions and meetings.
- You will be responsible for appropriate dress while on video. This means that you are expected to dress as if you were in a classroom.
- You will be responsible for a distraction free environment while on video. This means that the professor and others in the course should not be able to hear noise in your home, such as cell phones, TVs, or barking dogs. The best way to do this is to keep yourself on "mute" until you need to speak.
- You will be responsible for making sure your background is neutral. Keep in mind that students and professors come from all around the world, and you are all a part of our community. Therefore, please avoid having images in your background that may be offensive to your classmates.
- Certain publisher materials, such as textbook figures, may not work on cellphones and may require a laptop or a tablet.
- If you have questions or concerns regarding access to a computer or internet resources, please contact your instructor. Additional information is available on this website: <https://www.nsc.edu/current-students/student-online-resources/access-to-internet-and-technology>.

### Computer Labs

Computers are available for all Nashville State students to use at each campus during open hours. Open computer lab availability may vary from campus to campus.

You should check the NSCC website for current hours of operation.

### D2L/NS Online and myNSCC

It is your responsibility to check your email in both D2L/NS Online course shells and your @my.nsc.edu (student email) on a regular basis. These are the official communication channels between the college and you. You are responsible for the information communicated through these email channels. D2L/NS Online emails contain specific course information and @my.nsc.edu emails contain important information from college offices, such as Financial Aid.

## ADA Compliance Statement

If you need accommodations due to a disability, please do not hesitate to reach out to our Access Center. Disabilities for which you can receive accommodations include documented physical, emotional, and/or learning conditions. Nashville State is committed to supporting your success, and we encourage you to get assistance if needed. 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).

## Classroom Misconduct

Disruptive conduct is not allowed in the classroom. Disruptive conduct is any behavior that prevents students from learning and interferes with the ability of the instructor to teach. This may change from course to course; therefore, your individual instructors will give you guidance on what qualifies as “disruptive conduct” in their courses. 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

You have started this academic journey to prepare for a future career. Because of this, it is important that you learn the materials being presented in your courses. For this reason, cheating, in any form, robs you of your opportunity to learn and master the material that will enable you to succeed in that future career. Nashville State has a clear [Academic Misconduct Policy](#) that you are expected to follow. In addition, your instructors will clarify what Academic Misconduct looks like and the consequences for violations in each course that you take. The instructor has the authority to assign an “F” or a “zero” for such violations or for the semester grade.

If you are not doing well in your course, your instructor may send you an Early Alert through your @my.nsc.edu email. This email will go to your academic advisor and Student Success advisor, as well. If you get an Early Alert, contact your instructor immediately. Instructors send these when they want to help you figure out how to get extra support to pass the course. An Early Alert does not mean that you have already failed the course. Rather, it means you are in danger of failing the course if you do not change your learning strategy. Please use an Early Alert to your advantage and as an opportunity to improve your grade.

## RAVE Emergency Alert System

You can log in to this free alert system to receive text messages about emergencies related to NSCC campuses: <https://www.getrave.com/login/nsc>. The instructions for this are listed below.

- 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.

## Student Wellness

Your well-being is important to us. With this in mind, the college has several resources available to provide support when needed:

- Free tutoring: <https://www.nsc.edu/current-students/on-campus-resources/learning-center-and-tutoring>
- NSCC email, scheduling, online courses, textbooks, tech check out and support, computer labs on campuses, academic advising, financial advising, COVID-19 information and procedures on campuses: <https://www.nsc.edu/current-students/student-online-resources>
- Services that help with bus passes, food, childcare, textbooks, housing, financial counseling, personal counseling, suicide prevention, health insurance: <https://www.nsc.edu/current-students/on-campus-resources/student-support-services>

## **Equity Statement**

We are taking steps to become more aware of the many different needs of students. Faculty, staff and administrators are committed to helping students find ways to meet their needs so that ALL students can reach their goals. Please ask for things you need.

## **Inclement Weather & Campus Closings**

You get notices about campus closings in these places: text messages from RAVE and [www.nsc.edu](http://www.nsc.edu).

Even when campuses are closed, you are still responsible for completing all assigned work. Check D2L/NS Online for a message from your instructor so you do not miss important assignments and due dates, which may change due to the campus closure.

## **Class Cancellation Policy**

Our instructors post messages about cancelling classes in the D2L/NSOnline course shells and/or on the classroom door on campus. These messages can be found in the News and Content section or the Email tab in the online shell. Please check these to be sure that you take advantage of opportunities for learning and points toward your grade.

\* Hybrid - combination of online content and on-campus face to face meetings.