Nashville State Community College
Computer and Engineering Technologies Division
Computer Technology

Master Course Syllabus

CPT 2430 Systems Troubleshooting
4 Credits
4 Class Hours
Elevates computer system skills in areas of error detection, issue identification, technical
research, solution development, and problem resolution. Develop an authentic perspective as
an industry professional, interviews, simulations, checklists, community contacts, on-site visits
and other interactions often occur to supplement class labs and group discussions.
Prerequisite(s): CPT 1510

Instructor Information:
Name:
Email:
Office Phone:
Office Location:
Office Hours:

Textbook and Other Materials:
ISBN 1133135080, 9781133135081
Lab Workbook: None
Reference Materials: None
Supplies: None

Course Outcomes:
Upon successful completion of this course, students should be able to:
• Identify basic troubleshooting procedures and demonstrate process of eliciting problem
  symptoms from tech support customers;
• Analyze situations to isolate problems and determine issues to be considered when
  upgrading individual PCs, entire organizations and networked/remotely connected
  systems;
• Experiment with installation, configuration, and testing of computer system hardware and
  peripherals and identify key steps in the process;
• Recognize common issues, and use research skills to select appropriate tools and
  procedures to infer the most likely causes and solutions;
• Identify printer technologies, interfaces, and options/upgrades for different printer
  manufacturers;
• Compare IDE, SCSI and SATA technologies and install, partition and format hard disk
  drives;
• Disassembling and reassembling notebooks, laptops or other portable computers;
• Formulate procedures for tech support teams to follow preventative measures, safety
  procedures and environmental protection measures.

Course Assessments:
The following performance assessments will be used to demonstrate students’ understanding,
knowledge and skills:
• Students will complete quizzes and exams to demonstrate their individual competency in
  the application of concepts used in the assigned exercises. Specific criteria for
  evaluation of these tests are included in the grading policy shown below.
• Students will perform as team members in the completion of case project exercises that
  require individual contributions to the team’s solution. Criteria for performance will be
  based on established criteria that include all necessary components used in the solution
  of the exercise, as detailed in the grading policy below.
• Students’ ability to ask and respond to questions will be measured through a series of
  assigned hands-on and productivity tasks completed both individually and in teams
  within required specifications. Criteria for evaluation of performance will include accurate
  and efficient application of technical skills and knowledge as well as appropriate
  behaviors and attitudes. For example, students will be observed to determine the degree
to which they ask relevant questions, remain open to ideas, think critically, adapt what
they know to new information, approach work with inventiveness and enthusiasm, use
precise language when communicating, set and meet deadlines, and so on. Students
will participate in scenarios; an observation tool (checklist or matrix) will be used to
document findings. Team productivity grades will result from these observations.

Grading Policy
• Method of Evaluation (above items): Determined by the instructor and includes objective
testing, quizzes, timely submission of assignments/projects, and participation in group or
  team assignments/projects.
• Test, Assignment and Make-Up Policy: The instructor determines the number and
  content of tests, quizzes, and weighting of the tests or quizzes for grading purposes. The
  instructor determines the number of assignments to be prepared and the criteria for
  grading those programs. All assignments must be submitted on the dates determined by
  the instructor.

Grading Scale:
Grades will be determined as follows (Average = Total points earned / Total points):

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<thead>
<tr>
<th>Grade</th>
<th>Average</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>89.5 - 100.0</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>79.5 - 89.4</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>69.5 - 79.4</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>59.5 - 69.4</td>
<td></td>
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</tbody>
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Attendance Policy
A student is expected to attend all scheduled classes and laboratories. Each instructor will formulate an attendance policy and provide it on the course syllabus. Absences are counted from the first scheduled meeting of the class, and it is the responsibility of each student to know the attendance policy of each instructor in whose class he/she is enrolled. If a student is absent from a class, he/she should give an advanced explanation to the instructor. 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.

Failure to attend class will result in a final course grade of “FA” or “FN” (see explanation below) depending on the individual instructor’s course policy.
- FA= failure, attendance-related (unofficial withdrawal) Last recorded date of attendance required.
- FN= failure, never attended class (unofficial withdrawal)

Student Communication Channels
It is the student’s responsibility to check D2L and MyNSCC email on a regular basis. These are the official communication channels between the college and students. Students are responsible for the information communicated through those channels. D2L contains specific course information and MyNSCC contains information important for other purposes.

Early Warning System
Nashville State Community College has implemented an Early Warning System to notify students via e-mail about academic problems such as poor classroom attendance, poor performance on assignments/tests, poor communication skills, late/missing assignments, and/or lack of classroom participation. Please note that Early Warning Alerts do not affect a student’s academic standing.

ADA Compliance Statement
Nashville State complies with the Americans with Disabilities Act. Please contact the Access Services Coordinators at 615-353-3721 or 615-353-3741 if you would like to arrange ADA accommodations.

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 sanctions. Please consult your Student Handbook for more specific details.

The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity. He/she can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or in conduct which violates the general rules and regulations of the College.

Disruptive behavior in the classroom may be defined as, but is not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), the continued use of any electronic or other noise or light emitting device which
disturbs others (e.g., disturbing noises from beepers, cell phones, palm pilots, lap-top computers, games, etc.).
Please be aware that children are not allowed in class or unattended on campus.

**Academic Dishonesty (Honor Code)**

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. "Plagiarism may result from: (1) failing to cite quotations and borrowed ideas, (2) failing to enclose borrowed language in quotation marks, and (3) failing to put summaries and paraphrases in your own words (A Writer’s Reference 331). Academic dishonesty may be defined as, but is not limited to, intentionally trying to deceive by claiming credit for the work of another person, using information from a web page or source without citing the reference, fraudulently using someone else’s work on an exam, paper, or assignment, recycling your own work from another course, purchasing papers or materials from another source and presenting them as your own, attempting to obtain exams/materials/assignments in advance of the date of administration by the instructor, impersonating someone else in a testing situation, providing confidential test information to someone else, submitting the same assignment in two different classes without requesting both instructor’s permission, allowing someone else to copy or use your work, using someone else’s work to complete your own, altering documents, transcripts or grades, and forging a faculty/staff member’s signature. In addition to other possible disciplinary sanctions that may be imposed 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.

**Inclement Weather Policy**

In the event of an inclement weather event, check the Nashville State web site home page at www.nscc.edu for announcements on campus closures. Campus closures will also be announced on local television stations (channels 2, 4, 5, and 17).

When classes are cancelled, an online assignment will be posted in NS Online. Check your NS Online email for a message from your instructor regarding your online assignment requirements. Even though classes may be cancelled, some areas, i.e. Testing Center, may be open. However, you should check before commuting to campus.

The Vice President for Academic Affairs and the Director of Security are responsible for cancellation decisions during an inclement weather event for the Nashville State main campus and the Southeast campus. Cookeville, Waverly, and Dickson Campus Directors will make class cancellations decisions based on conditions in their respective areas. Decisions about class cancellations are based on actual conditions, not forecasts. The perspective used for making decisions is that of the college as an employer, not as a K-12 institution. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.

**NOTE:** This syllabus is meant simply as a guide and overview of the course. Some items are subject to change or may be revised at the instructor’s discretion. Each instructor will further clarify their criteria for grading, classroom procedures, attendance, exams and dates, etc. on his/her course syllabus.