Skills-based course introducing basic hardware and software using lecture and hands-on, practical
application. Successful completion of the course prepares students to pass the A+ certification exam.

Prerequisites: none

Course fee: $20, used to assist in maintaining CIT infrastructure.

Course Times:

- 1200-01 MWF 11am-11:50am Smith Computing Center (SCC) 107

Instructor:

- Jay Sneddon

Course Textbook REQUIRED CompTIA A+ Guide to Managing and Troubleshooting PCs, Sixth Edition by
Mike Meyers, ISBN 978-1260455069

This textbook is available electronically through the Dixie Library system.

We will also frequently reference Professor Messer’s free A+ video instruction found at
https://www.professormesser.com

Objectives

At the end of the course, students will be able to:

- Select, install, repair and support PC computer hardware
- Install, repair and support the Windows 10, Linux and MacOS operating systems
- Support wireless and other mobile devices
- Prepare to pass the COMPTIA A+ (220-1001 & 220-1002) certification exams.

Computer Resources

You will need to have access to a computer to complete many of the labs associated with this course.

Course Information

You are responsible for being informed regarding announcements, the schedule, and other resources posted
on this website. Grading and assignments are managed at https://dixie.instructure.com.

Assignments, Quizzes and Exams

Assignments

All assignments are posted in Canvas. Most assignments are done outside of class, but a few in class
assignments will be given. Expect an assignment each week, typically due either Saturday or Sunday
evening. In class assignments cannot be made up if missed, and are graded based on completion and
interaction with other students.

Assignments will be graded based on completeness and accuracy. Assignments are due on the date listed in
the schedule.

(See the Late Work policy for more information)

Quizzes

Each chapter will have an associated quiz administered during the semester.

Exams

The course will have several exams plus a final.
Grading
The final grade is a combination of Assignments, Quizzes, Exams and the Final Exam. Some assignments are in class activities, which cannot be made up.

Grades are weighted as follows:

Homework 30%
Quizzes 20%
Exams 25%
Final Exam 25%

The grading scale is as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>&gt;= 94</td>
</tr>
<tr>
<td>A-</td>
<td>&gt;= 90</td>
</tr>
<tr>
<td>B+</td>
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<tr>
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<tr>
<td>D</td>
<td>&gt;= 64</td>
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<tr>
<td>F</td>
<td>&lt; 64</td>
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</tbody>
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**A+ Certification**
A+ Certification is a significant resume enhancer, and is optional for this class. Two exams (CompTIA 220-1001 and 220-1002) are required to become certified. CompTIA offers a significant testing discount for students at http://academic.comptiastore.com/ This course prepares you for both exams, though not all subjects in the certification exams will be covered.

Students may test out of the class with an A grade if they are able to become A+ Certified before the third week of the semester. By becoming A+ Certified you have proven that you know this course material. If you are already A+ Certified, the certification must be active (meaning passed within the last three years) and I must see a copy of your certificate.

If a student passes the CompTIA 220-1001 exam before the final, they will score 100% for Exams 1 thru 3.

If a student passes the CompTIA 220-1002 exam before the final, they will score 100% for Exam 4.

Students may also avoid the final exam if they are able to become A+ Certified before the scheduled Final Exam. In which case the Final Exam will be scored as 100%.

Contact me if you have any questions about this.

Course Policies

Absences
Students are responsible for material covered and announcements made in class. School-related absences may be made up only if prior arrangements are made. The class schedule on Canvas presented is approximate. The instructor reserves the right to modify the schedule according to class needs. Changes will be announced in class and posted to the website. Exams and quizzes cannot be made up unless arrangements are made prior to the scheduled time.

Late work
Assignments are due on the date specified in the schedule. Passing them off after the specified time is considered late. You may turn them in late with a 30% penalty. In class activities/assignments cannot be made up.

Testing out of this Course
Students may receive full credit for this course if they can prove an active A+ Certification before the third week of the semester. An active A+ Certification is defined as one achieved within the last three years.
Limited collaboration with other students in the course is permitted. Students may seek help learning concepts and developing programming skills from whatever sources they have available, and are encouraged to do so. Collaboration on assignments, however, must be confined to course instructors, lab assistants, and other students in the course. See the section on cheating.

Cheating will not be tolerated, and will result in a failing grade for the students involved as well as possible disciplinary action from the college. Cheating includes, but is not limited to, turning in homework assignments that are not the student’s own work. It is okay to seek help from others and from reference materials, but only if you learn the material. As a general rule, if you cannot delete your assignment, start over, and re-create it successfully without further help, then your homework is not considered your own work.

You are encouraged to work in groups while studying for tests, discussing class lectures, and helping each other identify errors in your homework solutions. If you are unsure if collaboration is appropriate, contact the instructor. Also, note exactly what you did. If your actions are determined to be inappropriate, the response will be much more favorable if you are honest and complete in your disclosure.

Where collaboration is permitted, each student must still create and type in his/her own solution. Any kind of copying and pasting is not okay. If you need help understanding concepts, get it from the instructor or fellow classmates, but never copy another written work, either electronically or visually. It is a good idea to wait at least 30 minutes after any discussion to start your independent write-up. This will help you commit what you have learned to long-term memory as well as help to avoid crossing the line to cheating.

College Policies

Additional college policies, calendars, and statements are available online at
http://academics.dixie.edu/syllabus/.