COURSE NUMBER AND TITLE: BE 701 PC Troubleshooting

CLASS MEETING TIME: Via the Internet

PREREQUISITES: Graduate standing

INSTRUCTOR: Dr. Nancy Groneman Hite

OFFICE: Cremer Hall 310

OFFICE HOURS: Online Hours from 9-11:30 Wednesdays and Thursdays and by appointment

TELEPHONE NUMBER(S): 620-341-5415

REQUIRED TEXTS: No textbook

SUPPLEMENTAL MATERIALS:

Numerous web sites and PowerPoint presentations will be used as student resource materials.

By the first of November, students need to have an old and preferably non-working CPU that they can disassemble and reassemble before the end of the semester.

You will need access to a video camera or a digital camera to show yourself reassembling a PC. Digital images entered in Photostory, PowerPoint or a photo album will work. Digital images work as well as video.

COURSE DESCRIPTION:

This course covers ordinary problems that teachers may have with computers in the classroom, common hardware upgrades that they may have to make, the use of preventive maintenance techniques, and new technology that may impact teachers.

The purpose of this course is to acquaint students with a logical approach to keeping computers in working order and helping them troubleshoot PC problems. The course is not designed to prepare computer technicians, but instead to assist classroom teachers and computer coordinators.
COURSE OBJECTIVES:
Students will:
- Demonstrate their knowledge of the different hardware components inside and connected to a computer
- Demonstrate their ability to disassemble and reassemble a computer - CPU
- Demonstrate their knowledge of PC troubleshooting resources
- Demonstrate their knowledge of the best products and methods to protect against spyware, viruses, adware, and malware
- Demonstrate their ability to use the Internet effectively to locate objective information related to new technologies
- Demonstrate their ability to solve a computer problem
- Demonstrate their ability to use Internet resources for troubleshooting PC problems

SPECIAL FEATURES OF THE COURSE:
Students will disassemble and reassemble a CPU and videotape themselves reassembling a CPU.

Students will solve each other’s computer problems.

COURSE EVALUATION PROCESS:
Points will be given for each of the chapter quizzes and assignments in this course. Grades will be assigned using the following grading scale:
94%-100% of total points = A, 88%-93% = B, 82%-87% = C, 76%-81 = D.

In order to help you make a habit of exhibiting the dispositions expected of business and computer teachers, half of the points possible for an assignment will be subtracted for each late assignment.

All assignments must be typed and will be graded on spelling, punctuation, and grammar with 1 pt. off for each error.

ATTENDANCE POLICY:
This is an Internet-based course so no classroom attendance is required.

HONESTY POLICY.
The Academic Dishonesty Policy, contained in the Faculty Senate Bill 96002, reads: Academic dishonesty, a basis for disciplinary action, includes but is not limited to activities such as cheating and plagiarism (presenting as one’s own intellectual or creative accomplishments of another without giving credit to the source or sources). In case of an act of dishonesty, the student will fail the class in which this act occurs. ESU
may impose penalties that may include expulsion from the university. The student has the right to appeal the charge of academic dishonesty.

Students caught cheating will receive a failing grade for the class.

DISABILITY SERVICES.
Emporia State University will make reasonable accommodations for persons with documented disabilities. Students need to contact the Director of Disability Services and the professor as early as possible to ensure that classroom and academic accommodations are implemented in a timely fashion. All communication between students, the Office of Disability Services, and the professor will be strictly confidential.” The Office of Disability Services is located at 242 SE Morse Hall; (620) 341-6637 Voice, and (620) 341-6648 TTY.

COURSE TOPICS:

- Hardware components inside a CPU
- How the CPU works
- How hardware and software communicate
- File systems and hard drive file organization
- Computer viruses and spyware
- Best products and methods to protect against viruses and spyware
- External CPU ports
- Disassemble and reassemble a CPU
- Solving computer problems
- Internet resources for troubleshooting PC problems