

CITC 1322 (formerly INFS 192) - A+ Software
3 Credit Hours

Course Description:

This course is an introduction to basics of computer software. It was formerly listed as INFS 192.

Course Outcomes:

After reading the textbook and completing the exercises, the student will be able to:

- Identify how to configure the Windows Operating System
- Describe how to configure Linux
- Demonstrate an organized approach to implementing a computer system
- Discuss best practices to maintain computer security
- Describe the technologies to configure a home office network

Prerequisites and Corequisites:

Acceptable placement scores or completion of all Learning Support competencies in Reading and Writing.

Course Topics:

Specific topic coverage includes:

- Survey of Windows Features and Support Tools
- Installing Windows
- Maintaining Windows
- Optimizing Windows
- Supporting Customers and Troubleshooting Windows
- Troubleshooting Windows Startup
- Connecting to and Setting up a Network
- Supporting Mobile Operating Systems
- Windows Resources on a Network

- Security Strategies
- Virtualization, Linux, and Mac OS

Specific Course Requirements:

Basic knowledge of Microsoft Windows is required.

Required Textbooks:

Please visit the [Virtual Bookstore](#) to obtain textbook information for this course. Move your cursor over the "Books" link in the navigation bar and select "Textbooks & Course Materials." Select your Program, Term, Department, and Course; then select "Submit."

Supplementary Materials:

None

Hardware and Software Requirements:

Minimum hardware requirements can be found [here](#).

Minimum software requirements can be found [here](#).

Common applications you might need:

To read a PDF file download the latest version of [Adobe Reader here](#)

Don't have Microsoft Word? Explore an alternative [OpenOffice here](#)

Accessing a PowerPoint file? Download the [PowerPoint Viewer here](#)

Web Resources:

Purdue [OWL Online Writing Lab](#) (for APA, MLA, or Chicago style)

The Writing Center [Online Writer's Handbook](#)

Student Resources:

- Technical support information can be found on the [TN eCampus Help Desk](#) page.
- Smarthinking virtual tutoring is available **FREE** of charge. to access Smarthinking, visit the course homepage and select Smarthinking under Course Resources. You also view [sample sessions](#) to see what Smarthinking offers and how it works.
- Information on other student issues or concerns can be located on the [TN eCampus Student Resources](#) page.

Instructor Information:

Please see "Instructor Information" in the Getting Started Module for instructor contact information, virtual office hours, and other communication information. You can expect to receive a response from the instructor within 24-48 hours unless notified of extenuating circumstances.

Grading Procedures:

Letter grades for this course will be assigned based on the following scale.

Assigned Grade

Point Range	Assigned Grade
1980 - 2225 points	A
1760 - 1979 points	B
1540 - 1759 points	C
1320 - 1539 points	D
under 1320 points	F

Graded Items

Description	Points
11 Module Quizzes at 100 points each	1100 points
6 LabSim Modules at 100 points each	600 points
1 Mid-term exam at 250 points	250 points
1 Final exam at 250 points	250 points
1 Discussion bonus	25 points
Total Points	2225 points

Assignments and Projects:

- Chapter Quizzes 1, 2 and 3 - LabSim Chapter 9 and 10 Labs
- Chapter Quizzes 4, 5 and 6 - LabSim Chapters 11 Labs
- Mid Term Exam (Includes first six chapters)
- Chapter Quiz 7, 8 and 9 - Lab Sim Chapter 8 Labs
- Chapter Quiz 10 and 11 - LabSim Chapter 12 and 13 Labs
- Final Exam (Includes last five chapters)

Class Participation:

Students are expected to:

- Participate in all aspects of the course
- Communicate with other students
- Learn how to navigate in eLearn
- Keep abreast of course announcements
- Use the assigned course management eLearn e-mail address rather than a personal e-mail address
- Observe course netiquette at all times

Late Policy:

Late assignments will receive no points.

All computer assignments, exercises, and exams are due on or before the date/time indicated

on eLearn. Unless otherwise stated, the time for all assignments & tests will be 11:59 PM on the due date. NOTE: The due date/time is the absolute deadline for assignments. In the case of emergencies, please email the instructor. Points will be awarded only after circumstance has been reviewed by the instructor. Any assignments in the process of being uploaded when the deadline is reached may be counted as late. No credit will be given for late assignments.

Course Ground Rules:

The following two statements (1., 2.) were derived from the TBR System-wide Student Rules document, released January 2012:

RULES OF THE TENNESSEE BOARD OF REGENTS STATE UNIVERSITY AND COMMUNITY COLLEGE SYSTEM OF TENNESSEE SYSTEMWIDE STUDENT RULES CHAPTER 0240-02-03 STUDENT CONDUCT AND DISCIPLINARY SANCTIONS

[Read the document in its entirety here.](#)

1. Standards of Conduct:

- Students are required to adhere to the same professional, legal and ethical standards of conduct online as on campus. In addition, students should conform to generally accepted standards of "netiquette" while sending e-mail, posting comments to the discussion board, and while participating in other means of communicating online. Specifically, students should refrain from inappropriate and/or offensive language, comments and actions.

2. [Review the TN eCampus Academic Integrity/Academic Honesty Policy:](#)

- In their academic activities, students are expected to maintain high standards of honesty and integrity. Academic dishonesty is prohibited.

Such conduct includes, but is not limited to:

- an attempt by one or more students to use unauthorized information in the taking of an exam
- to submit as one's own work, themes, reports, drawings, laboratory notes, computer programs, or other products prepared by another person,
- or to knowingly assist another student in obtaining or using unauthorized materials.

Plagiarism, cheating, and other forms of academic dishonesty are prohibited.

Students guilty of academic misconduct, either directly or indirectly through participation or

assistance, are subject to disciplinary action through the regular procedures of the student's home institution. Refer to the student handbook provided by your home institution to review the student conduct policy.

In addition to other possible disciplinary sanctions that may be imposed, the instructor has the authority to assign an "F" or zero for an activity or to assign an "F" for the course.

Other Course Rules:

Students are expected to:

- Participate in all aspects of the course
- Communicate with other students
- Learn how to navigate in Brightspace
- Keep abreast of course announcements
- Use the assigned course management (Brightspace) email address rather than a personal email address
- Address technical problems immediately:
 - [Contact Technical Support](#)
 - [View Term Calendar here](#)
- Observe course netiquette at all times.

Guidelines for Communications:

Email:

- Always include a subject line.
- Remember without facial expressions some comments may be taken the wrong way. Be careful in wording your emails. Use of emoticons might be helpful in some cases.
- Use standard fonts.
- Do not send large attachments without permission.
- Special formatting such as centering, audio messages, tables, html, etc. should be avoided unless necessary to complete an assignment or other communication.
- Respect the privacy of other class members

Discussions:

- Review the discussion threads thoroughly before entering the discussion. Be a lurker then a discussant.
- Try to maintain threads by using the "Reply" button rather starting a new topic.
- Do not make insulting or inflammatory statements to other members of the discussion group. Be respectful of other's ideas.

- Be patient and read the comments of other group members thoroughly before entering your remarks.
- Be cooperative with group leaders in completing assigned tasks.
- Be positive and constructive in group discussions.
- Respond in a thoughtful and timely manner.

Library:

The [Tennessee Virtual Library](#) is available to all students enrolled in TN eCampus programs and courses. Links to library materials (such as electronic journals, databases, interlibrary loans, digital reserves, dictionaries, encyclopedias, maps, and librarian support) and Internet resources needed by learners to complete online assignments and as background reading will be included within the course modules. To access the Virtual Library, go to the course homepage and select the ***Virtual Library*** link under Course Resources.

Students with Disabilities:

Qualified students with disabilities will be provided reasonable and necessary academic accommodations if determined eligible by the appropriate disability services staff at their home institution. Prior to granting disability accommodations in this course, the instructor must receive written verification of a student's eligibility for specific accommodations from the disability services staff at the home institution. It is the student's responsibility to initiate contact with their home institution's disability services staff and to follow the established procedures for having the accommodation notice sent to the instructor.

Syllabus Changes:

The instructor reserves the right to make changes as necessary to this syllabus. If changes are necessitated during the term of the course, the instructor will immediately notify students of such changes both by individual email communication and posting both notification and nature of change(s) on the course bulletin board.

Disclaimer

The information contained in this syllabus is for general information purposes only. While we endeavor to keep this information up-to-date and accurate, there may be some discrepancies

between this syllabus and the one found in your online course. The syllabus of record is the one found in your online course. Please make sure you read the syllabus in your course at the beginning of the semester. Questions regarding course content should be directed to your instructor.