

# UNDERSTANDING & TROUBLESHOOTING YOUR PC

## Bus 370 COURSE SYLLABUS

Instructor: Dr. Linda Reid

E-mail Address: lwreid@adams.edu

Virtual Office Hours: MW 1:00 - 2:00 P.M.  
Or By Appointment

### Required Texts:

1. *Understanding and Troubleshooting Your PC*. By Shelly, Cashman, Andrews, & Jedlicka. ISBN: 0-619-20223-8.

### Course Objectives:

Gain a basic understanding of how personal computers work. Topics include hardware, how hardware and software work together, understanding the motherboard, the CPU, and troubleshooting basics, managing memory, understanding, installing, and troubleshooting disk drives, supporting input, output, and multimedia devices, supporting printers, installing and using Windows XP Professional, managing and supporting Windows XP, connecting PCs to networks and the Internet, purchasing or building a personal computer, and maintenance and troubleshooting fundamentals.

At the completion of the course, the student will be able to:

- Feel comfortable addressing hardware and software issues “under the hood” of a personal computer.
- Prevent problems and optimize performance using PC maintenance techniques.
- Use step by step troubleshooting procedures to resolve problems that occur.
- Address operating system and boot problems using tools available in Windows XP operating system.
- Use practical guidelines for upgrading or purchasing a new PC, as well as being able to build a PC on your own.
- Be familiar with newer technologies, such as wireless networking, multimedia, and LCD monitors.
- Score a "C" or better on all combined course requirements.

### Grading Policy:

90-100 A 80-89 B 70-79 C 60-69 D 59 and Below F

### Exams and Projects:

Midterm Exam	100 points	100 points
Final Examination	100 points	100 points
Assignments		100 points

A total of 300 points is possible.

### Exams:

Two exams will be given over the course of the semester – a midterm and a final. Exams will consist of questions from the chapter Powerpoint slides and the textbook

readings. The midterm exam will be taken online at the “Assessment” link. The final comprehensive exam is paper-based and must be proctored. No make-up exams will be given. Exam dates can be found at the “Calendar”.

**Assignments:**

There are ten assignments (worth 10 points each) for a total of 100 possible points. The assignments must be completed and turned in on time by submitting them through the “Assignment Dropbox” or by this e-mail system. The assignments can be found by clicking on the assignments at the “Assignment” link. Assignment due dates can be found at the “Calendar”.

**Project:**

The project is worth 100 points and will be due the last week of the semester. The project can be found by clicking on the project at the “Assignment” link. The project can be submitted through the “Assignment Dropbox” or by this e-mail system. The project due date can be found at the “Calendar”.

**Expectations:**

Students are expected to make a serious commitment to academic excellence. You should spend a few hours every day studying, as the course progresses very quickly. The instructor is always available and willing to assist students.

**Course Segments:**

The course is divided into two segments and covers 12 chapters as follows:

**Part 1**

Chapter 1	Chapter 2	Chapter 3
Chapter 4	Chapter 5	Chapter 6

**Part II**

Chapter 7	Chapter 8	Chapter 9
Chapter 10	Chapter 11	Chapter 12

On-line students, like on-campus students, often have questions. Unfortunately, you are not in the classroom to seek questions to them. As you complete the readings, jot down your questions. You may use the on-line chat, bulletin board, and private e-mail features of the course to discuss any questions you may have. It is our belief that interaction with other students is a valuable component of any course – on or off campus. In this way, we hope to provide you with the dialogue you need to complete your understanding of the material.