Course Syllabus

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Point Loma Nazarene University

CIT2071 A+ Core 1 Exam Prep

Summer 2024 - Online (1 Credit Hour)

Time and Place: Online and anytime

Instructor: Maria Zack Ph.D.

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Office Hours: Online and Anytime

Students are welcome to contact me via email and schedule an appointment whenever I am available. Appointments can be face-to-face in my office, on the phone, or via a video conference call.

Text: Text is included as an electronic copy in the course.

Needed Supplies:

Students will need access to a computer and a high-speed internet connection

Course Description:

CIT2071 is an independent study, self-paced, competency-based course designed for students who wish to prepare for the CompTIA's A+ Core 1 certification exam. The course is intended for students who have already completed the CIT2074 – Fundamentals of Computer Hardware and Operating Systems or equivalent course. Students will be required to complete the pre-assessment exam to determine which (if any) knowledge domains require review. Students will then study the mandatory review material and complete lesson quizzes with a score of 80% or better. Optional review material should be reviewed as indicated by the pre-assessment exam. Students will then take a series of practice tests, review deficient content areas and retake until all practice tests have been passed with an 80% or better. **The pre-assessment exam, a minimum score of 80% on mandatory lesson quizzes, and a minimum score of 80 on all practice exams are required to receive a voucher to register for the certification exam.** A faculty adviser provides support and accountability in completing the course requirements. Although the course is self-paced, there are specific due dates for assessment exams, practice exams, exam scheduling, and exam results that must be met to avoid any course point deductions. Attempting

the certification exam within the course time period is also required. Although passing the certification exam is not required to pass this course, the results of the certification exam will be used to determine the final grade in the course. Students already holding a current certification for this course are not eligible to take this course.

Philosophy and Approach:

Self-paced competency-based courses are designed to allow students to move through course material as quickly as they like while demonstrating a minimum level of competency on a given topic before they are permitted to move forward in the course. The course is divided into practice exams and other learning activities to help prepare students in the knowledge areas for the certification exams.

Although this is a self-paced course, students must complete all assignments with due dates before their respective due dates. Once students attempt the Core 1 certification exam and submit their results, no additional work in the course is required. However, if the student did not pass the certification exam on their first attempt, they can continue to study and retake the exam to improve their grade in the course until the end of the course. Points will be deducted from the student's overall grade if due dates are not met. However, students are encouraged to move as quickly as they are able and complete all course requirements before the course.

Objectives:

The course is designed to help you:

- Acquire and reinforce knowledge and develop an understanding of the knowledge domains associated with the CompTIA A+ Core 1 certification exam.
- Prepare for and take the CompTIA A+ Core 1 certification exam.

Course Learning Outcomes

1. Given a scenario, students will be able to configure hardware and BIOS settings on a PC.
2. Students will be able to explain, compare and contrast motherboard, processor, memory and expansion card types.
3. Students will be able to install and configure various hardware components, display devices and network components in a PC.
4. Given a scenario, students will be able to problem solve hardware, printer, device, and networking problems.
5. Students will be able to compare and contrast various network architectures, connection types, and network protocols.
6. Students will be able to explain and select appropriate computer and network security options.
7. Students will be able to explain the characteristics of various mobile devices and, given a scenario, recommend appropriate mobile features.

Program Learning Outcomes:

Graduates will have a coherent and broad-based knowledge of the discipline of Computer Information Technology.

1. Students will be able to identify and evaluate information technology infrastructure necessary to meet an organization's business needs.
2. Students will be able to develop, plan and evaluate appropriate processes for managing information systems and information technology projects.
3. Students will be able to design, develop, and evaluate software solutions to meet an organization's business needs.
4. Students will be able to apply their technical knowledge to solve problems.
5. Students will be able to speak about their work with precision, clarity and organization (Oral Communication).
6. Students will be able to write about their work with precision, clarity and organization (Written Communication).
7. Students will collaborate effectively in teams.
8. Students will be able to identify, locate, evaluate, and effectively and responsibly use and cite information for the task at hand (Information Literacy).
9. Students will be able to gather relevant information, examine information and form a conclusion based on that information (Critical Thinking).
10. Students will be able to understand and create arguments supported by quantitative evidence, and they can clearly communicate those arguments in a variety of formats (Quantitative Reasoning).
11. Students will understand the professional, ethical, legal, security and social issues and responsibilities with the implementation and use of information technology.
12. Computer Information Technology graduates will be adequately prepared for entry into graduate school or jobs in the computing profession.

Grading:

Students must earn 72% or more in the course to earn a passing grade of "C" in order to move forward in the CIT program.

Your grade for the course is based on the points earned by the following criteria at the end of the course:

- Exam score of 675 or more on the Core 1 exam – 1000 points (100% or "A").
- Exam score of 575 or more on the Core 1 exam and practice exams complete with 80%+ - 860 points (86% or "B")
- Exam score of 475 or more on the Core 1 exam and practice exams complete with 80%+ - 760 points (76% or "C")
- Exam score of 375 or more on the Core 1 exam and practice exams complete with 80%+ - 660 points (66% or "D")
- Exam score of 374 or below on the Core 1 exam - zero points (0% or "F")

Students must earn 475 points or more on the exam and have no more than 35 point deductions to earn 72.50% in the course to pass the course with a "C".

The grading scale for the course, in percentages of the maximum points in class is:

A	92.50 - 100%	**C**	72.50 - 77.49%
A-	90.00 - 92.49%	**C-**	70.00 - 72.49%
B+	87.50 - 89.99%	**D+**	67.50 - 69.99%
B	82.50 - 87.49%	**D**	62.50 - 66.49%
B-	80.00 - 82.49%	**D-**	60.00 - 62.49%
C+	77.50 - 79.99%	**F**	0 - 59.99%

Note: 25 points will be deducted from a student's overall point total for each assessment or practice exam due date that is not met and 10 points per day for each day the exam appointment confirmation or exam result is late.

Late Work Policy

There will be overall course point deductions for each due date that is not met.

Credit Hour Information: Distribution of Student Learning Hours

It is anticipated that you will spend a minimum of 37.5 participation hours per credit hour in your course. The estimated time expectations for this course are shown below:

Credit Hours

Mandatory Lessons and Quizzes and Knowledge Domain Review	24
Practice Exams and Review	10
Certification Exam	4

TOTAL	**38**

Tests and Learning Activities:

All chapter tests, practice exams, and learning activities can be redone as often as needed to achieve the desired score. **A minimum score of 80 on all practice exams is required to receive a voucher for the certification exam.**

Final:

The final in the course is the CompTIA A+ Core 1 certification exam. All students are required to attempt the certification exam at least once before the end of the course. The cost of the first attempt on the exam is included as part of this course. Students may retake the certification exam if they do not pass on their first attempt, but must purchase their own vouchers for any subsequent attempts.

Technical Support:

Please contact IT Services (ITS) at 619-849-2222 for technical support if your account gets locked out or you need a password reset. If you call after hours (between 6 pm and 11 pm), and the matter is urgent, you may leave a voice mail message and mark the message as urgent. The on-call technician will respond to you within 30 minutes.

University Mission:

To Teach ~ To Shape ~ To Send

Point Loma Nazarene University exists to provide higher education in a vital Christian community where minds are engaged and challenged, character is modeled and formed, and service becomes an expression of faith. Being of Wesleyan heritage, we aspire to be a learning community where grace is foundational, truth is pursued, and holiness is a way of life.

Department Mission:

The Mathematical, Information, and Computer Sciences department at Point Loma Nazarene University is committed to maintaining a curriculum that provides its students with the tools to be productive, the passion to continue learning, and Christian perspectives to provide a basis for making sound value judgments.

Academic Accommodations:

PLNU is committed to providing equal opportunity for participation in all its programs, services, and activities. Students with disabilities may request course-related accommodations by contacting the Educational Access Center (EAC), located in the Bond Academic Center (EAC@pointloma.edu or 619-849-2486). Once a student's eligibility for accommodation has been determined, the EAC will issue an

academic accommodation plan (“AP”) to all faculty who teach courses in which the student is enrolled each semester.

PLNU highly recommends that students speak with their professors during the first two weeks of each semester/term about the implementation of their AP in that particular course and/or if they do not wish to utilize some or all of the elements of their AP in that course.

Students who need accommodations for a disability should contact the EAC as early as possible (i.e., ideally before the beginning of the semester) to ensure appropriate accommodations can be provided. It is the student’s responsibility to make the first contact with the EAC.

Students wishing to receive accommodations for the official CompTIA certification exam, must contact CompTIA and request the accommodation themselves through PersonVue at **https://home.pearsonvue.com/test-taker/Test-accommodations.aspx (https://home.pearsonvue.com/test-taker/Test-accommodations.aspx)** This process can take several weeks so students must begin the process early to seek accommodation. The University can not assist in the CompTIA accommodation request, it is the student's responsibility to apply directly with PersonVue and to provide the required paperwork.

Attendance:

Attendance is expected at each class session. In the event of an absence, you are responsible for the material covered in class and the assignments given that day.

Regular and punctual attendance at all classes is considered essential to optimum academic achievement. Because this course is a self-paced online course, attendance will be determined by completing assignments in a given week. In order to get credit for being "present" in the online portion of the class you must complete at the online activities by the respective due dates. If the student does not complete more than 10 percent of class assignments by their due dates, the faculty member can file a written report, which may result in de-enrollment. If the missing assignments exceed 20 percent, the student may be de-enrolled without notice until the university drop date or, after that date, receive the appropriate grade for their work and participation. See Academic Policies in the Graduate and Professional Studies Catalog for additional detail.

For example: In a one-unit 8-week self-paced online course with 11 assignments, a student may be de-enrolled not completing two assignments.

Class Enrollment:

It is the student’s responsibility to maintain his/her class schedule. Should the need arise to drop this course (personal emergencies, poor performance, etc.), the student has the responsibility to follow through (provided the drop date meets the stated calendar deadline established by the university), not the instructor. Simply ceasing to attend this course or failing to follow through to arrange for a change of registration (drop/add) may easily result in a grade of F on the official transcript.

Academic Honesty:

Students should demonstrate academic honesty by doing original work and by giving appropriate credit to the ideas of others. Academic dishonesty is the act of presenting information, ideas, and/or concepts as one's own when, in reality, they are the results of another person's creativity and effort. A faculty member who believes a situation involving academic dishonesty has been detected may assign a failing grade for that assignment or examination or, depending on the seriousness of the offense, for the course. Faculty should follow and students may appeal using the procedure in the university Catalog. See **ADC Academic and General Policies (https://catalog.pointloma.edu/content.php?catoid=54&navoid=3033#acadhonesty)** for definitions of kinds of academic dishonesty and for further policy information.

During the first week of class, you will be asked to submit an Academic Honesty Verification Statement. Submitting the statement is a requirement of this course. By submitting the Academic Honesty Verification Statement, you will be verifying all assignments completed in this course were completed by you. Carefully review the Academic Honesty Statement below.

Statement: "In submitting this form, I am verifying all the assignments in this course will be completed by me and will be my own work."

State Authorization:

State authorization is a formal determination by a state that Point Loma Nazarene University is approved to conduct activities regulated by that state. In certain states outside California, Point Loma Nazarene University is not authorized to enroll online (distance education) students. If a student moves to another state after admission to the program and/or enrollment in an online course, continuation within the program and/or course will depend on whether Point Loma Nazarene University is authorized to offer distance education courses in that state. It is the student's responsibility to notify the institution of any change in his or her physical location. Refer to the map on **State Authorization (https://www.pointloma.edu/offices/office-institutional-effectiveness-research/disclosures)** to view which states allow online (distance education) outside of California.

Copyright Protected Materials:

Point Loma Nazarene University, as a non-profit educational institution, is entitled by law to use materials protected by the US Copyright Act for classroom education. Any use of those materials outside the class may violate the law.

Use of Technology

In order to be successful in the online or hybrid environment, you'll need to meet the minimum technology and system requirements, which include a working computer with the Chrome browser and a stable internet connection. Additionally, students are required to have headphone speakers, microphone, or webcams compatible with their computer available to use. Please note that any course with online

proctored exams require a computer with a camera (tablets are not compatible) to complete exams online.

Problems with technology do not relieve you of the responsibility of participating, turning in your assignments, or completing your class work.

Email and Messages:

It is expected that students regularly use email. The instructor will periodically send you information and updates via email and/or Canvas. In the first week of class, you **must** activate your PLNU email account if you are not currently using it. Please send questions about specific problems or course details to the instructor by posting them in Canvas so that all members of the class can see the response.

Some Tips About This Class:

- Set aside at least one to two hours each week to complete learning sessions.
- Quizzes and assignments can be redone as many times as you like. Maximize your points by redoing assignments that do not receive full credit.
- If you have a question, ***ASK***.

Recommended Course Schedule

Week 1	Take the pre-assessment Core 1 exam.
Week 2-4	Study mandatory review material.
Week 5	Practice Exam A Core 1 with a score of 80% or better is due.
Week 6	Practice Exam B Core 1 with a score of 80% or better is due.
Week 7	Core 1 Exam Appointment Confirmation is due. Post Assessment Core 1 Exam with a score of 80% or better is due.
Week 8	Core 1 Exam results are due

Course Summary:

Date	Details	Due
Mon May 6, 2024	Home Page (https://canvas.pointloma.edu/courses/75459/assignments/1036040)	to do: 11:59pm
Sun May 12, 2024	Core 1 Pre-Assessment Exam	due by 11:59pm
	Course Overview and Syllabus Quiz (Score of 10/10 Needed) (https://canvas.pointloma.edu/courses/75459/assignments/1036015)	due by 11:59pm
Sun May 19, 2024	Core 1 Lesson 04 - Labs (https://canvas.pointloma.edu/courses/75459/assignments/1036021)	due by 11:59pm
	Core 1 Lesson 04 - Printers and Multifunction Devices (https://canvas.pointloma.edu/courses/75459/assignments/1036022)	due by 11:59pm
	Core 1 Lesson 04-09 - Quiz (80% or better) (https://canvas.pointloma.edu/courses/75459/assignments/1036023)	due by 11:59pm
	Core 1 Lesson 09 - Labs (https://canvas.pointloma.edu/courses/75459/assignments/1036028)	due by 11:59pm
	Core 1 Lesson 09 - Laptop and Mobile Device Hardware (https://canvas.pointloma.edu/courses/75459/assignments/1036029)	due by 11:59pm
Sun May 26, 2024	Core 1 Lesson 10 - Labs (https://canvas.pointloma.edu/courses/75459/assignments/1036030)	due by 11:59pm
	Core 1 Lesson 10 - Mobile Connectivity and Application Support (https://canvas.pointloma.edu/courses/75459/assignments/1036031)	due by 11:59pm
	Core 1 Lesson 10 - Quiz (80% or better) (https://canvas.pointloma.edu/courses/75459/assignments/1036032)	due by 11:59pm
Sun Jun 2, 2024	Core 1 Lesson 11 - Troubleshooting Methodology and Resolving Core Hardware	due by 11:59pm

Date	Details	Due
	Problems (https://canvas.pointloma.edu/courses/75459/assignments/1036033)	
	Core 1 Lesson 11-12 - Quiz (80% or better) (https://canvas.pointloma.edu/courses/75459/assignments/1036034)	due by 11:59pm
	Core 1 Lesson 12 - Hardware and Network Troubleshooting (https://canvas.pointloma.edu/courses/75459/assignments/1036035)	due by 11:59pm
	Core 1 Lesson 12 - Labs (https://canvas.pointloma.edu/courses/75459/assignments/1036036)	due by 11:59pm
Sun Jun 9, 2024	Core 1 Practice Exam A (80% or better) (https://canvas.pointloma.edu/courses/75459/assignments/1036038)	due by 11:59pm
Sun Jun 16, 2024	Certification Exam Instructions Quiz (Score of 5/5 Needed) (https://canvas.pointloma.edu/courses/75459/assignments/1036014)	due by 11:59pm
	Core 1 Practice Exam B (80% or better) (https://canvas.pointloma.edu/courses/75459/assignments/1036039)	due by 11:59pm
	Core 1 Exam Instructions and Strategies - Review Required	to do: 11:59pm
Tue Jun 18, 2024	Core 1 Exam Appointment Confirmation (https://canvas.pointloma.edu/courses/75459/assignments/1036016)	due by 11:59pm
Sun Jun 23, 2024	Core 1 Post Assessment Exam (80% or better) (https://canvas.pointloma.edu/courses/75459/assignments/1036037)	due by 11:59pm
Sun Jun 30, 2024	Core 1 Exam Results (https://canvas.pointloma.edu/courses/75459/assignments/1036017)	due by 11:59pm
	Core 1 Lesson 01 - Motherboards, Processors, and	

Date	Details	Due
	Memory (https://canvas.pointloma.edu/courses/75459/assignments/1036018)	
	Core 1 Lesson 02 - Expansion Cards, Storage Devices, and Power Supplies (https://canvas.pointloma.edu/courses/75459/assignments/1036019)	
	Core 1 Lesson 03 - Peripherals, Cables, and Connectors (https://canvas.pointloma.edu/courses/75459/assignments/1036020)	
	Core 1 Lesson 05 - Networking Fundamentals (https://canvas.pointloma.edu/courses/75459/assignments/1036024)	
	Core 1 Lesson 06 - Introduction to TCP/IP (https://canvas.pointloma.edu/courses/75459/assignments/1036025)	
	Core 1 Lesson 07 - Wireless and SOHO Networks (https://canvas.pointloma.edu/courses/75459/assignments/1036026)	
	Core 1 Lesson 08 - Network Services, Virtualization, and Cloud Computing (https://canvas.pointloma.edu/courses/75459/assignments/1036027)	
	Deductions (https://canvas.pointloma.edu/courses/75459/assignments/1036041)	
	Exam Result Points (https://canvas.pointloma.edu/courses/75459/assignments/1036042)	