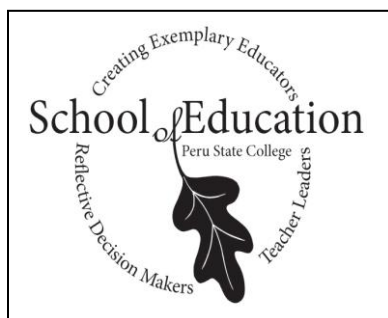


**Department: Education**  
**Course Number: EDUC 555**  
**Course Title: Maintenance and Troubleshooting**  
**Credit Hours: 3**  
**Web Page: www.peru.edu**

---



### Teacher Leaders

- Enhancement of Student Learning
- Collaborative Reflection
- Professional Growth

### **Mission Statement**

The Peru State College undergraduate conceptual framework focuses on three broad themes of professional development: grounding in foundational knowledge, a professional disposition appropriate for teaching, and a strong professional awareness. The heart of our undergraduate framework presents the teacher as a reflective decision-maker. The School of Education believes that if the undergraduate conceptual framework is to be optimally valued, then it is a strong foundation for our graduate program. Our graduate program enhances and extends reflective decision-making to evolve into a framework for reflective change. It is our desire that the Masters degree candidates become master teachers who can effect positive change in their classrooms, schools, and communities.

Our mission in the graduate program focuses on building upon the strengths and expertise of experienced teachers. The reflective change agent framework is intended to extend the teachers' skills and competencies in order to improve the performance of the students they teach. Graduate students will develop greater technological and pedagogical competencies. Graduate students will be exposed to the reflective thinking processes necessary to be competent facilitators of change in an ever-changing social and cultural milieu.

**Prerequisites:** None

### **Objectives:**

1. The student will develop a basic knowledge of troubleshooting techniques for computer systems.
2. The student will acquire the knowledge to perform system fundamentals including configuring, installing and removing applications.
3. The student will visually recognize and understand the functions of specific parts of the computer – internal and external.
4. The student will demonstrate an understanding of memory issues as relates to hardware and software applications.
5. The student will discover and work with many data storage devices and be able to distinguish the best use for various situations.
6. Students will develop a working knowledge on how to install printers, digital cameras, CD burners etc. and associated software.
7. Students will develop a basic working knowledge on how a local area network (LAN) works and how a user's computer works in relation to the LAN.
8. The student will explore the topic of computer viruses, related software and the importance of a protected system.
9. Students will explore power supply issues and discover the variations of system protection.
10. Students will be introduced to "extras" such as the SmartBoard, PDA's, Elmo etc. and develop an understanding of their role in education.
11. Students will explore how other institutions provide technology maintenance and troubleshooting.

12. Students will be introduced to recent technologies that minimize the need for computer maintenance and troubleshooting.
13. Students will explore the relationship between technology and the curriculum.

### **Tentative Course Outline (Major topics to be covered on given day)**

<u>Day</u>	<u>Topic(s) To Be Covered</u>
1.	Introduction, Orientation to the Computer
2.	How do computers work?
3.	Examining the Control Panel, Memory and disk maintenance
4.	Viruses, spyware
5.	Storage and backup
6.	Local Area Network, home networking
7.	Printers, scanners and installing applications
8.	Troubleshooting techniques
9.	“New Computer in the Home” scenario and school building support systems
10.	Final & submission of required work

### **Instruction Method/Mode of Delivery:**

Instruction will be delivered by teacher presentations, discussions, demonstrations, and hands-on practice of applications. Windows computers will be used along with selected hardware components (printers, scanners, CD burners, digital cameras etc.). Students will be involved in individual as well as group troubleshooting and maintenance assignments. Selected workstations will be disassembled and practiced on by the students. Students will be given a specific topic as well as goals for the day and class time to practice applications and to achieve goals. Instructors and students will work together to develop a comfort level with each topic.

### **Student Requirements:**

Attend and Participate  
Quizzes – There will be a minimum of three  
Technical Journal  
Topic Discussions/Article Reviews –Two \*\*\*  
Final

### **Assessment Method:**

Students will be evaluated according to this scale:

1. Attendance (20%)
2. Participation in class activities (20%)
3. Assignments (20%)
4. Quizzes (15%)
5. Technical Journal (10%)
6. Final (15%)

### **Portfolio Policy**

All students entering the Masters program are required to purchase a membership in LiveText, attend orientation and training sessions in the use of LiveText and to develop an electronic portfolio. The portfolio contains artifacts and reflections as required in each of the courses of their program. These artifacts represent mastery of specific standards. Checkpoints are used to evaluate student progress in the portfolio process. Students are required to meet with an advisor three times during their program to assess the progress and quality of their portfolio. Although instructors are required to assess the artifacts, standards and reflections required in their specific courses, students are ultimately responsible for the completion of all aspects of their portfolios. As part of the graduation requirements of the Masters program, all portfolios must attain a minimum final evaluation score at or above acceptable.

### **Textbook:**

Understanding and Troubleshooting Your PC, Shelly, Cashman, Andrews, Jedlicka, ISBN: 0-619-20223-8

**Grading Policy:**

A	90-100
B+	85-89
B	80-84
C+	75-79
C	70-74

**Attendance Policy:**

Students are expected to attend class regularly, to arrive punctually, and to complete all assigned work.

Attendance is a privilege and a responsibility represented by not only the student's investment, but also by a significant investment by the State of Nebraska.

**Incomplete Coursework:**

To designate a student's work in a course as incomplete at the end of a term, instructors record the incomplete grade (I). Students may receive this grade only when serious illness, hardship, death in the immediate family, or military service during the semester in which they are registered prevents them from completing course requirements. In addition, to receive an incomplete, a student must have completed a majority of the course's major requirements. Unless extenuating circumstances dictate otherwise, students must initiate requests for an incomplete by filing out an Incomplete Grade Completion Contract, which requires the student and faculty signature.

The Incomplete Grade Completion Contract cites the reason(s) for the incomplete and details the specific obligations the student must meet to change the incomplete to a letter grade. If students agree to complete required work prior to the normal deadline for making up an incomplete – the end of the subsequent semester – this date must appear in the contract. The division chair, the instructor, and the student receive signed copies of the incomplete Grade Completion Contract.

Even if the student does not attend Peru State College, all incomplete course work must be finished by the end of the subsequent semester. Unless Faculty Senate approves an extension, if the student does not fulfill contract obligations in the allotted time, the incomplete grade automatically becomes an F.

Students who have filed an application for graduation are not eligible for a grade of Incomplete.

**Accommodation Statement:**

The Rehabilitation Act of 1973 (public law 93-112) section 504, provides that “no otherwise qualified disabled individual in the United States...shall solely by reason...disabled, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

1. It is the student's responsibility to notify the institution of any special circumstances that would affect his/her ability to compete equally in the college environment. Learning disabilities must be appropriately documented.
2. Students are encouraged to self-identify at the earliest possible time upon enrollment at Peru State College.
3. Students should contact the Academic Resource Center (ARC), TJ Majors 316/317 in order to present documentation and request appropriate accommodation.
4. Following the verification of diagnosis and documentation, PSC personnel will work with the student to provide the appropriate accommodation.

**Academic Dishonesty:**

Academic integrity is a basic principle that requires the student to take credit only for ideas and efforts that are his/her own. Cheating is defined as the submission of materials in assignments, exams, or other academic work that is based on sources prohibited by the faculty member. Cheating shall include, but is not limited to, situations in which a student:

1. Refers during an academic evaluation to material sources not authorized by the faculty member.
2. Utilizes devices during an academic evaluation that are not authorized by the faculty member.

3. Provides assistance to another student or receives assistance from another student during an academic evaluation in a manner not authorized by the faculty member.
4. Presents as his/her own the ideas or words of another person without customary and proper acknowledgment of sources.
5. Knowingly permits his/her words to be submitted by another person without the faculty member's permission.
6. Acts as a substitute or utilizes a substitute in any academic evaluation.
7. Fabricates data in support of laboratory or field work.
8. Possesses, buys, sells, obtains, or uses a copy of any materials intended to be used as an instrument of academic evaluation in advance of its administration.
9. Alters grade records of his/her own or another student's work in a course or a component of a course.