

Fall 9-1-2018

## ITS 289.01: Professional A+ Certification

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**Missoula College UM****Department of Applied Computing and Engineering Technology****Course Number and Title** .....ITS 289 Professional A+ Certification -**Section** .....01 (CRN 72164) -**Term** ..... Fall 2018 -**Semester Credits** .....1 -**Co/Prerequisites** .....ITS 150, ITS 165, ITS 210, and ITS 280 or consent of instructor -**Faculty Contact Information****Faculty**

Steven (Steve) L. Stiff

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Email: [steven.stiff@umontana.edu](mailto:steven.stiff@umontana.edu)**Office**

MC322

**Office Hours**

MWF, 11:30 AM – 12:30 PM -

or by appointment -

**Class Meeting Times and Final****Lecture Day, Time, and Location** ..... TR, 10:00 AM – 10:50 AM, MC 401**Final Exam Date, Time, and Location** ..... R, 12/13/18, 10:10 AM – 12:10 PM, MC 401**Course Description**

Reviews objectives of an information technology industry-based professional certification. A thorough review of certification objectives, preparation strategies, and exam strategies will be covered. Course can be repeated for different industry-based professional certifications.

**Course Overview**

Students prepare for A+ certification through completion of ITS 150, ITS 165, ITS 210, and ITS 280. The courses listed provide students with 120 hours of classroom instruction and 120 hours of lab-based experience prior to entering the course. The A+ certification process is a capstone activity for students completing the Computer Support CAS Program. This class will consist of a 1-hour classroom session, twice weekly, with the intent to review the content found in the preceding four courses, as well as identifying appropriate testing strategies. Students are encouraged to form study groups that meet outside class to further prepare for A+ certification.

**Course Objectives**

Upon completion of this course, the student will be able to:

- Identify the career benefits of industry-based certification for information technology professionals.
- Identify, describe, and practice multiple testing strategies found in professional examinations.
- Identify personal strengths and areas of weakness in an information-technology subject area.
- Analyze the domain objectives in a technical subject area and design a strategy to obtain personal proficiency.
- Build a study plan and timetable to complete a professional exam.
- Complete a certification exam

**Required Materials**

- *TestOut PC Pro* electronic courseware (18 month subscription). It is available for \$117 when purchased directly from the TestOut website using the Price Code: **14-232TA**. <http://www.testout.com/> Personal headphones or “ear-buds” or recommended.
- *CompTIA A+ Examination Fees* A course fee is levied upon registration into this course. This fee is classified as a “pass-through” expense. All funds collected are used to purchase exam vouchers. By purchasing testing vouchers through the UM CompTIA Academy, we are able to provide students with a substantial savings as compared to the retail expense of the certification exam(s).

### Optional Materials

- *Managing and Troubleshooting PCs Exams 220-901 & 220-902, 5<sup>th</sup> Ed.*, Mike Meyers, McGraw-Hill (2016), ISBN 9781259589546

### Evaluation and Grading Criteria

- A Complete 901 and 902 exams with passing scores.
- B Complete PC Pro  
Complete both 901 and 902 exams and pass one of 901 or 902  
Have 4 or less absences.
- C Complete PC Pro  
Complete both 901 and 902 exams and pass none  
Have 4 or less absences.
- F Do not meet any of the above criteria.

*Special Assessment Note:* Students choosing not to complete the CompTIA certification exam process will not pass the course.

**Exam results must be submitted to the instructor on or before January 18, 2019.**

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### Course Policies

#### Online Component

Various components of the course will be delivered via UOnline (<http://umonline.umt.edu>) using the Moodle Course Management Software. It is the responsibility of the student to be familiar with, and able to work in, the Moodle **shell**. Moodle training is available through UOnline at [Moodle 101 for Students](#).

#### Careers and Professional Development

As you progress through the IT program coursework towards a certificate in IT and an Associate of Applied Science degree in IT, never lose sight of the fact that you are pursuing a career choice. A number of the topics covered in this Course Policies section of the syllabus discuss the expectations of this course, similar to the expectations of an employer. These topics emphasize particular aspects of professional development and personal responsibility such as attendance, assignment completion, and classroom behavior, much the same as an employer emphasizes being on time, on task, and representing the company.

Be sure to review the topic on ***Careers and Professional Development*** in the ***Course Information: Things You Need to Know*** section of this course's Moodle shell.

#### Attendance

- Regular classroom attendance is expected and attendance is taken.
- Students more than 5 minutes late for class will not receive credit for attendance.

#### Assignments and Exams

- All assigned work is due at the assigned time on the assigned date.
- All exams are to be taken at the assigned time on the assigned date.
- **All late or missed work receives a score of 0.** Late work is accepted only in extraordinary circumstances, and is accepted and graded at the instructor's discretion.

#### Electronic Communication Devices

- All electronic communication devices must be secured, muted, or tuned off prior to the start of class.
- Any use of an electronic communication device during an exam is considered cheating and will be handled at the instructor's discretion (refer to *Student Conduct*).
- Audio and/or video recording of class sessions is not permitted without prior approval of the instructor (refer to *Students with Disabilities*).

**Email**

This course uses your student email account for all course email communication. Therefore, you are - required to monitor and use your student email account for all course email communication. -

**Student Conduct**

- *All students must practice academic honesty. Academic misconduct is subject to an academic penalty by the course instructor and/or disciplinary sanction by the University.*
- *Student conduct is governed by the Student Conduct Code. All students need to be familiar with the Student Conduct Code. It is available for review or can be downloaded at <http://www.umt.edu/vpesa/Dean%20of%20Students/default.php>.*

**Students with Disabilities**

- Eligible students with disabilities will receive appropriate accommodations in this course when requested in a timely manner. Please be prepared to provide me a copy of your *Letter of Verification* supplied by your *Disability Services for Students (DSS)* Coordinator for my records. Refer to <http://life.umt.edu/dss> or call **406-243-2243** (voice/text) for information regarding your rights.
- When requesting accommodations, please contact me after class or in my office to discuss your needs. This is done in order to maintain your privacy and minimize class disruptions.
- For students requesting examination accommodations, you must supply me the completed Learning Center (LC) scheduling form for my signature at least 3 days prior to the scheduled test date (the LC requires the signed form at least two days prior to testing). LC contact information is available at <http://mc.umt.edu/learning-center/> or call **406-243-7826**.

**Policies for Dropping and Adding Courses, Changing Sections, Grading, and Credit Status**

- The University Policy for dropping courses or requesting grading/credit status changes can be found in the academic catalog or on the web at <http://www.umt.edu/registrar/students/dropadd.php>. All students should be familiar with this policy.
- If you are having difficulty with the course for any reason and decide not to continue, please complete a drop form. A properly completed and approved drop form will prevent you from receiving a failing grade on your college transcript.
- Please note: if you are receiving financial aid, dropping a course may affect your financial aid status.

**Changes to Syllabus**

NOTE: The instructor reserves the right to modify the syllabus and assignments as needed based on faculty, student, and/or other circumstances. When changes are made to the syllabus, a dated, amended copy will be made available to the class.

**Semester Dates**

Mon, August 27..... Autumn Semester Classes Begin -  
 Mon, September 3 ..... Labor Day – No Classes, Offices Closed -  
 Tue, November 6 ..... Election Day – No Classes, Offices Closed -  
 Mon, November 12..... Veterans Day Observed – No Classes, Offices Closed -  
 Wed-Fri, November 22-23 ..... Thanksgiving Break – No Classes, Offices Closed -  
 Mon-Fri, December 10-14..... Final Exams -

**ITS 289 Course Outline and Schedule**

(tentative)

- Week 1: Review Course Syllabus and Introduction to CompTIA A+  
901 Domain 2: Networking 2.1 – 2.4
- Week 2: Labor Day  
No Class  
901 Domain 2: Networking 2.5 – 2.9
- Week 3: Review Networking  
901 Domain 3: Mobile Devices 3.1 – 3.3
- Week 4: 901 Domain 3: Mobile Devices 3.4 – 3.5  
Review Mobile Devices
- Week 5: 902 Domain 5: Operational Procedures 5.1 – 5.3  
902 Domain 5: Operational Procedures 5.4 – 5.5
- Week 6: 902 Domain 2: Other OS 2.1 – 2.3  
902 Domain 2: Other OS 2.4 – 2.7
- Week 7: Review: Other OS and Operational Procedures  
902 Domain 3: Security 3.1 – 3.2
- Week 8: 902 Domain 3: Security 3.3 – 3.5  
902 Domain 3: Security 3.6 – 3.7
- Week 9: Review: Security Exam 1  
901 Domain 1: Hardware 1.1 – 1.3
- Week 10: 901 Domain 1: Hardware 1.4 – 1.6  
901 Domain 1: Hardware 1.7 -1.10
- Week 11: Election Day  
901 Domain 1: Hardware 1.11-1.15  
Review: Hardware
- Week 12: Veterans Day  
901 Domain 4: Troubleshooting 4.1 – 4.3  
901 Domain 4: Troubleshooting 4.4 – 4.6
- Week 13: 902 Domain 1: Windows OS 1.3-1.4  
Thanksgiving Break
- Week 14: 902 Domain 1: Windows OS 1.1-1.2  
902 Domain 1: Windows OS 1.5 - 1.7
- Week 15: 902 Domain 4: Software Troubleshooting 4.1 – 4.2  
902 Domain 4: Software Troubleshooting 4.3 – 4.4.
- Week 16: Final Exam, Thursday, 12/13/18, 10:10 AM – 12:10 PM, MC 401  
Confirmation of Certification Testing Appointment