



Course Syllabus

ITSC 1405 – PC Operating Systems

Catalog Description: This course is an introduction to personal computer operating systems including installation, configuration, file management, memory and storage management, control of peripheral devices, and use of utilities.

Lecture hours = 3, Lab hours = 3

Prerequisites: None

Semester Credit Hours: 4

Lecture Hours per Week: 3

Lab Hours per Week: 3

Contact Hours per Semester: 96

State Approval Code: 11.0101

Instructional Goals and Purposes:

Panola College's instructional goals include 1) creating an academic atmosphere in which students may develop their intellects and skills and 2) providing courses so students may receive a certificate/an associate degree or transfer to a senior institution that offers baccalaureate degrees.

The purpose of this course is to: 1) fulfill academic requirements of an Associate of Applied Science degree or a technical certificate at Panola College, 2) provide learners with a knowledge base regarding operating systems upon which they can build, and expose learners to real-world examples and procedures that will prepare them to be skilled users of a computer operating system.

Learning Outcomes:

1. Install, configure, and maintain the operating system.
2. Perform basic file management operations.
3. Organize and allocate primary and secondary storage.
4. Access and control peripheral devices
5. Run utilities.

Specific Course Objectives (includes SCANS)

After studying all materials and resources presented in the course, the student should be able to complete all objectives listed below with a minimum competency of 70% on assignments and exams.

- 1) Introduce Windows 10 (1a-i, 1b-v, 1c-i, 2c-i, 2c-ii, 2c-iv)
 - a) Identify various components of the Windows 10 Environment including Apps, Platforms, and User Accounts.
 - b) Use File Explorer and Desktop Apps to Create a New Folder and Save a File.
 - c) Identify the Functions of the Windows 10 Operating System.
 - d) Use Windows 10 features including Apps, Task View, Snap Assist, Virtual Desktops, Cortana, and the MS Edge Browser.
 - e) Sign Out of Windows 10, Turn Off Your Computer, and Manage User Accounts.
 - f) Manage Windows Updates, Notifications, Backup, Defender, and Firewall.
 - g) Download and Extract Files and Folders
 - h) Use File Explorer to Display Locations, Folders, and Files.
 - i) Start Programs and Open Data Files.

- j) Use File Explorer to Search, Pin, Sort, and Filter.
 - k) Create, Rename, and Copy Files and Folders
 - l) Use OneDrive as Cloud Storage
- 2) Use Backup and Recovery Tools and Discover Windows Apps (1a-i, 1b-v, 1c-i, 2c-i, 2c-ii, 2c-iv)
 - a) Use File History to Restore Previous Versions from File History and Add/Exclude Folders to Back Up.
 - b) Create a System Image
 - c) Use System Restore and Create a Recovery Drive.
 - d) Create a USB Recovery Drive.
 - e) Use PC Reset.
 - f) Use Windows Entertainment Apps (Solitaire, Groove Music, Movies/TV, Photos).
 - g) Use Information Apps (Maps, News, Weather).
 - h) Use Windows Productivity Apps (Contact Support, Get Started, Mail, Phone Companion, Snipping Tool).
 - 3) Advanced File Management and Advanced Searching (1a-i, 1b-v, 1c-i, 2c-i, 2c-ii, 2c-iv)
 - a) Navigate by Using the Address Bar and Quick Access List.
 - b) Manage Folder Options and Views.
 - c) Recognize File Types and Associate Files with Programs.
 - d) Use Search Tools in File Explorer.
 - e) Use the Taskbar Search Box and Search with Cortana.
 - 4) Searching the Web, Using Apps for Utility and Accessibility, and Securing a Computer (1a-i, 1b-v, 1c-i, 2c-i, 2c-ii, 2c-iv)
 - a) Change the Default Search Engine in Windows 10.
 - b) Conduct Google Searches in Microsoft Edge.
 - c) Use Windows Utility Apps (Using Alarms & Clock, Steps Recorder, Voice Recorder).
 - d) Use Windows Ease of Access Apps (Narrator, Magnifier, On-Screen Keyboard, Windows Speech Recognition).
 - e) Discuss Viruses and Spyware.
 - f) Discuss Windows Defender.
 - g) Discuss Protecting a Computer by Using Windows Firewall.
 - h) Discuss Windows Update and Privacy Settings.
 - 5) Monitoring and Tracking System Performance (1a-i, 1b-v, 1c-i, 2c-i, 2c-ii, 2c-iv)
 - a) View Applications and Manage Processes by Using Task Manager.
 - b) View Performance and App History in Task Manager.
 - c) View Startup Programs and Users in Task Manager.
 - d) View Details and Services in Task Manager.
 - e) Track Performance by Using the Resource and Performance Monitors.
 - f) Create a System Diagnostics Report.
 - g) Manage Services by Using the Services Console.
 - 6) Final Topics (1a-i, 1b-v, 1c-i, 2c-i, 2c-ii, 2c-iv)
 - a) Install Windows 10
 - b) Manage Windows 10 memory and storage

Course Content:

A general description of lecture/discussion topics included in the course are listed in the Learning Objective / Specific Course Objectives section of this syllabus.

Students in all sections of this course will be required to do the following:

1. Complete reading activities and other activities assigned to meet the course outcomes.
2. Complete terms and concepts quizzes
3. Complete assigned skills activities/quizzes.
4. Complete other assigned activities required to meet the outcomes.
5. Complete a MINIMUM of two proctored skills exams.
6. Complete a Final exam.

Methods of Instruction/Course Format/Delivery:

Learners in the traditional class, hybrid class, and online class will have access to this course via the current Learning Management System. Learners in the traditional class and hybrid class will meet regularly for discussion on the new material. Learners in the online class will only be required to meet with the instructor or the proctor in a verified testing center for exams. Details will be posted in the Learning Management System.

All assignments will be completed and submitted via the current Learning Management System or MyITLAB.

Learners may complete the following using the current Learning Management System or MYITLAB site: a) a MINIMUM of two proctored exams; b) Skills training and quizzes; c) Graded project homework and assessment quizzes; d) Concepts Quizzes

Learners in the hybrid, traditional, and Internet classes should use the messaging (email) component of the current Learning Management System to communicate with the instructor and others in the learning community. If you are unable to contact the instructor using this method, you may use the instructor's Panola College email address. Panola College instructors attempt to respond to all email within 24 hours when on campus or during virtual office hours. Always include a subject line and your name in your email.

Major Assignments / Assessments:

The following items will be assigned and assessed during the semester and used to calculate the student's final grade.

Assignments

1. Concepts Activities/Quizzes
For each chapter (or group of chapters) assigned, the learner may complete an activity or quiz on the terms and concepts introduced.
2. Skills Activities/Quizzes
For each chapter assigned, the learner may complete an activity or quiz on the skills introduced.
3. The learner may complete other activities required to fulfill course outcomes requirements.

Assessment(s)

Major Exams

1. A minimum of two proctored exams will be assigned per semester.
2. A final exam will be assigned.

Course Grade:

The grading scale for this course is as follows:

Major Exams	60%
Other Activities	40%
90 and above	A
80 – 89	B
70 – 79	C
60 – 69	D
Under 60	F

Texts, Materials, and Supplies:

- GO! with Microsoft Windows 10 Introductory (the spiral-bound, physical text is required for this course)
- Publisher: Pearson
- Authors: Gaskin & Vargas
- ISBN-13: 9780134685281

NOTES:

1. **THIS ISBN INCLUDES:** A spiral-bound, physical text of GO! with Windows 10 Introductory and the access code for MyITLab 2016.
 2. **IMPORTANT:** For this course (PC Operating Systems course--ITSC 1405), the **SPIRAL-BOUND text is required.**
 3. The **access code** bundled with GO! with Microsoft Windows 10 Introductory allows access to BCIS 1305 (Business Computer Applications), ITSW 1407 (Database), and ITSW 1410 (Intro to Presentation Graphics).
- Access to a reliable computer and high-speed Internet.
 - Access to Window 10

Required Readings:

Textbook listed in this syllabus.

Any additional documents required to meet the outcomes of the course will be announced in the course Learning Management System.

Recommend Readings:

None

Other:

- For current texts and materials, use the following link to access bookstore listings: <http://www.panolacollegestore.com>
- For testing services, use the following link: <http://www.panola.edu/elearning/testing.html>
- If any student in this class has special classroom or testing needs because of a physical learning or emotional condition, please contact the ADA Student Coordinator in Support Services located in the Administration Building or go to <http://www.panola.edu/student-success/disability-support-services/> for more information.
- Withdrawing from a course is the student's responsibility. Students who do not attend class and who do not withdraw will receive the grade earned for the course.
- Student Handbook, *The Pathfinder*: <http://www.panola.edu/student-success/documents/pathfinder.pdf>

SCANS CRITERIA

1) Foundation skills are defined in three areas: basic skills, thinking skills, and personal qualities.

- a) **Basic Skills:** A worker must read, write, perform arithmetic and mathematical operations, listen, and speak effectively. These skills include:
 - i) **Reading:** locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.
 - ii) **Writing:** communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.
 - iii) **Arithmetic and Mathematical Operations:** perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.
 - iv) **Listening:** receive, attend to, interpret, and respond to verbal messages and other cues.
 - v) **Speaking:** Organize ideas and communicate orally.
- b) **Thinking Skills:** A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. These skills include:
 - i) **Creative Thinking:** generate new ideas.
 - ii) **Decision Making:** specify goals and constraints, generate alternatives, consider risks, and evaluate and choose the best alternative.
 - iii) **Problem Solving:** recognize problems and devise and implement plan of action.
 - iv) **Visualize ("Seeing Things in the Mind's Eye"):** organize and process symbols, pictures, graphs, objects, and other information.
 - v) **Knowing How to Learn:** use efficient learning techniques to acquire and apply new knowledge and skills.
 - vi) **Reasoning:** discover a rule or principle underlying the relationship between two or more objects and apply it when solving a problem.
- c) **Personal Qualities:** A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.
 - i) **Responsibility:** exert a high level of effort and persevere toward goal attainment.
 - ii) **Self-Esteem:** believe in one's own self-worth and maintain a positive view of oneself.
 - iii) **Sociability:** demonstrate understanding, friendliness, adaptability, empathy, and politeness in group settings.
 - iv) **Self-Management:** assess oneself accurately, set personal goals, monitor progress, and exhibit self-control.
 - v) **Integrity and Honesty:** choose ethical courses of action.

2) Workplace competencies are defined in five areas: resources, interpersonal skills, information, systems, and technology.

- a) **Resources:** A worker must identify, organize, plan, and allocate resources effectively.
 - i) **Time:** select goal-relevant activities, rank them, allocate time, and prepare and follow schedules.
 - ii) **Money:** Use or prepare budgets, make forecasts, keep records, and make adjustments to meet objectives.
 - iii) **Material and Facilities:** Acquire, store, allocate, and use materials or space efficiently.Examples: construct a decision time line chart; use computer software to plan a project; prepare a budget; conduct a cost/benefits analysis; design an RFP process; write a job description; develop a staffing plan.
- b) **Interpersonal Skills:** A worker must work with others effectively.
 - i) **Participate as a Member of a Team:** contribute to group effort.
 - ii) **Teach Others New Skills.**
 - iii) **Serve Clients/Customers:** work to satisfy customer's expectations.
 - iv) **Exercise Leadership:** communicate ideas to justify position, persuade and convince others, responsibly challenge existing procedures and policies.
 - v) **Negotiate:** work toward agreements involving exchange of resources, resolve divergent interests.
 - vi) **Work with Diversity:** work well with men and women from diverse backgrounds.Examples: collaborate with a group member to solve a problem; work through a group conflict situation, train a colleague; deal with a dissatisfied customer in person; select and use appropriate leadership styles; use effective delegation techniques; conduct an individual or team negotiation; demonstrate an understanding of how people from different cultural backgrounds might behave in various situations.
- c) **Information:** A worker must be able to acquire and use information.
 - i) **Acquire and Evaluate Information.**
 - ii) **Organize and Maintain Information.**
 - iii) **Interpret and Communicate Information.**
 - iv) **Use Computers to Process Information.**Examples: research and collect data from various sources; develop a form to collect data; develop an inventory record-keeping system; produce a report using graphics; make an oral presentation using various media; use on-line computer data bases to research a report; use a computer spreadsheet to develop a budget.
- d) **Systems:** A worker must understand complex interrelationships.
 - i) **Understand Systems:** know how social, organizational, and technological systems work and operate effectively with them.
 - ii) **Monitor and Correct Performance:** distinguish trends, predict impacts on system operations, diagnose deviations in systems' performance and correct malfunctions.
 - iii) **Improve or Design Systems:** suggest modifications to existing systems and develop new or alternative systems to improve performance.Examples: draw and interpret an organizational chart; develop a monitoring process; choose a situation needing improvement, break it down, examine it, propose an improvement, and implement it.
- e) **Technology:** A worker must be able to work with a variety of technologies.
 - i) **Select Technology:** choose procedures, tools or equipment including computers and related technologies.
 - ii) **Apply Technologies to Task:** understand overall intent and proper procedures for setup and operation of equipment.
 - iii) **Maintain and Troubleshoot Equipment:** Prevent, identify, or solve problems with equipment, including computers and other technologies.Examples: read equipment descriptions and technical specifications to select equipment to meet needs; set up and assemble appropriate equipment from instructions; read and follow directions for troubleshooting and repairing equipment.