Course Description

COURSE DESCRIPTION

CISM 210 Information Technology Applications I (3)
Students gain an understanding of personal computer components and their functions in desktop and other systems. Areas of emphasis include computer data storage and retrieval; classifying, installing, configuring, optimizing, upgrading, diagnosing, and troubleshooting printers, laptops, and portable devices; recommending appropriate tools, diagnostic procedures, preventative maintenance and troubleshooting techniques for personal computer components in a desktop system; strategies for identifying, preventing, and reporting safety hazards and environmental/human accidents in technological environments; effective communication with colleagues and clients; and job-related professional behavior. Corequisite: CISM 100 Introduction to Information Technology. Insert course description located in the Course Design Worksheet (CDW) from academic catalog. Include the purpose of this course, pre-requisites, and co-requisites (if not already stated within the catalog’s description).

Online Learning

ONLINE LEARNING

Point University’s College of Graduate & Professional Studies (CGPS) specializes in “distance education” for working adults and others who need a flexible learning schedule. It offers university courses and degree programs in both fully-online and hybrid formats (partly online and partly face-to-face).

CGPS delivers coursework via Sakai, a leading online Learning Management System (LMS) and Collaborative Learning Environment designed specifically for higher education. Each course has its own website through which students interact with their professor and classmates, access course materials, explore digital library resources, engage in a variety of learning activities, submit assignments, and receive grades. The latest technology enables participants to do virtually everything online that they could do in an on-ground classroom setting.

A hybrid course typically includes one face-to-face session per week using video conference technology along with online follow-up activities. Fully-online courses are primarily designed for “asynchronous” learning, which enables students to log-in and complete their studies at whatever time of the day or night they wish. Occasionally, online courses include “synchronous” sessions where students may interact with one another in real time.

Each “course week” begins on a Monday and ends on Sunday. Students should log in several times throughout the week to participate in online discussions and other activities. CGPS recommends that students
complete the various readings and assignments in the order in which they are presented, but the format does allow some flexibility for students to modify their approach or even to work ahead.

Active participation in every assignment and every online discussion is expected. Students should be careful of any assignments that have specific “opening” or “closing” times, and they should regularly consult the Course Schedule to ensure they complete all work in a timely manner.

Students access all course materials via Point University's Sakai site, which includes minimum system requirements and orientation tutorials designed to equip class members for online study.

**Disability Services**

Point University offers disability services in compliance with the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973. The Director of Disability Services determines reasonable accommodations for students with documented disabilities. She then communicates the approved accommodation to the student and the student's instructors. The Educational Resource Center provides appropriate assistance with accommodations. For more information, see the Point University website (https://point.edu/disability) or contact Ms. Jessica Mazaheri, the Director of Disability Services, by telephone (1-706-385-1480) or email (Jessica.Mazaheri@point.edu). The website includes the application process for disability services, frequently asked questions, and the grievance policy and procedure.

**Faculty Information**

**FACULTY INFORMATION**

The preferred method of contact for this course is email. Please allow 24 hours for responses to email and phone messages. Keep in mind that the online discussion forums are reserved for shared classroom posts and you should email the instructor directly if there is a question, concern, or emergency.

**Required Texts & Resources**

**REQUIRED TEXTS & RESOURCES**

All materials are provided within the course.

**Technology Guidelines**

**TECHNOLOGY GUIDELINES**

Point University's College of Graduate and Professional Studies (CGPS) is dedicated to providing high quality education and learner-centered experience while managing diverse instructional delivery modes and various
academic technologies. The College strives to equip students, faculty, and staff with the development of technology skills and competencies needed within these modalities. Since almost all CGPS courses include significant online components, students are required to provide their own hardware and software for online learning (see below for minimum system requirements). CGPS asks students to adhere to the following technology policies and guidelines to ensure optimum user experience for those taking and teaching Point Online and Point Connect courses.

**Acceptable Use of Technology**

Technology equipment, network connections, and resources are to be used for supporting the mission, instruction, and services of Point University. Any use which compromises or interferes with the mission, character, and security of Point University is prohibited, regardless of whether the equipment is Point University property or private property. This policy applies to all physically present, virtual, and/or remote transmissions of data within any Point University network or resource. Participation in activities that are disruptive, illegal, or destructive to the Point University mission, students, faculty, or employees will result in disciplinary action, revocation, and/or referral to appropriate law enforcement agencies and authorities. Point reserves the right to define and apply what is considered to be acceptable use of technology and its resources under these policies and guidelines.

**Minimum System Requirements**

Sakai is the current Learning Management System (LMS) used for Point's online courses. For best user results, Point recommends that students evaluate their computer or device with the following checklist prior to logging into courses:

- Windows PC or Mac with the most recent version of these browsers:
  - Google Chrome (www.google.com/intl/en/chrome)
  - Mozilla Firefox (www.mozilla.org/en-US/firefox/new)
- Windows PC or Mac with audio (sound card with speakers or headphones/ear buds).
  - Typically found in most computers by clicking on the Start icon, then Control Panel, and/or Sound.
- Windows PC or Mac with video capabilities (webcam and microphone within device or stand-alone)
- High-speed internet access.
  - Typically found in most computers by clicking on the Start icon, then Control Panel, and Network or Internet.
- Adobe Reader (https://get.adobe.com/reader)
- Adobe Flash Player (https://get.adobe.com/flashplayer)
- Access to a printer or scanner (depending on course activities)

It is the users’ responsibility to maintain their personal internet connection, computer, or device with the necessary hardware, software, and browser updates. There may be occasions in which students need an alternate technology plan due to unforeseen circumstances, such as internet outages at home. In preparation for such circumstances, students should identify an alternate location with free WiFi, a computer lab, and/or
other needed accommodations. Examples include a Point University education site during facility hours, public library, or restaurant.

**Technology Help**

The Information Technology (IT) staff and CGPS Educational Technology staff provide 24x7 technical support via email, the online helpdesk, or telephone:

- For help and technical support, send an email to itsupport@point.edu. Include as many details as possible in your message.
- Users may access the online SysAid helpdesk by logging into the single sign-on portal (http://my.point.edu), entering their Point username and password, and then clicking on the “SysAid” icon.
- Users may also telephone the helpdesk at any time (706-385-1493) to speak with a live representative who can assist with issues such as password resets and basic assistance with Point Online and other computer applications. After hours (5:00 p.m. - 8:00 a.m.), weekend, and holiday telephone support are currently limited to password resets and basic user functions for the Single Sign On portal to ensure that users can access learning resources. Some support questions may require escalation from the afterhours support desk. In this case, a ticket will be created and a technician will contact the user the following business day.

**Course Learning Goals & Objectives**

**COURSE LEARNING GOALS & OBJECTIVES**

**TIME REQUIREMENTS & COMMITMENTS**

This course is 3 credit hours. Regarding time on task, students can expect to spend approximately 16 hours per week for an undergraduate course.

1. Identify the PC hardware components BIOS, CPU, RAM, and the motherboard.
2. Define the purpose and interaction of BIOS, CPU, RAM, and the motherboard.
3. Explore advantages and disadvantages of desktop vs. laptop computers.
4. Compare the Windows and Macintosh operating systems for business use.
5. Understand the definition and purpose of computer peripherals.
6. Identify common I/O devices encountered in business environments.
7. Classify different types of printers and their method of operation.
8. Discuss the operation, maintenance, and troubleshooting of printers.
9. Recognize the OSI model as it relates to computer networking.
10. Identify various media used for data storage.
11. Describe ways to provide redundancy for data.
12. Recognize when SANs or NAS solutions should be implemented.
13. Recall how data is stored on and retrieved from standard hard drives.
14. List currently supported versions of the Windows operating system.
15. Discuss system management tools provided with the Windows OS.
16. Describe configuration tasks, methods, and considerations for the Windows OS.
17. Describe tools and best practices for Macintosh OSX and Linux system management.
18. Discuss the integration and management of mobile devices in the IT environment.
19. Explain the methodology and tools for troubleshooting devices and operating systems.
20. Describe electrical hazards to computing equipment and IT Professionals.
21. Discuss the various types of security threats that IT Professionals must mitigate.
22. Explain data integrity, how it's assured, and why it's a core security principle.
23. Discuss effective and professional written and verbal communication.
24. Demonstrate effective and professional communication methods utilized in technical writing.
25. Explain how the audience, the message, and the delivery method determine the communication style.

Course Schedule

COURSE SCHEDULE

CGPS courses begin on a Monday. Accordingly, a CGPS course week extends from Monday through Sunday. Unless stated otherwise, graded assignments are due on the last day of the course week (Sunday).

http://point.edu/course-schedules/

<table>
<thead>
<tr>
<th>Week</th>
<th>Learning Activities</th>
<th>Graded Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>Personal Computing Systems</td>
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<tr>
<td></td>
<td>Discussion Forum 1</td>
<td>Day 7</td>
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<tr>
<td></td>
<td>Discussion Forum 2</td>
<td>Day 7</td>
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<tr>
<td></td>
<td>Reflection Paper</td>
<td>Day 7</td>
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<tr>
<td>Week 2</td>
<td>Peripherals</td>
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<td></td>
<td>Discussion Forum 1</td>
<td>Day 7</td>
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<tr>
<td></td>
<td>Discussion Forum 2</td>
<td>Day 7</td>
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<tr>
<td></td>
<td>Reflection Paper</td>
<td>Day 7</td>
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<tr>
<td>Week 3</td>
<td>Data Storage and Retrieval</td>
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<td></td>
<td>Discussion Forum 1</td>
<td>Day 7</td>
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<tr>
<td></td>
<td>Discussion Forum 2</td>
<td>Day 7</td>
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<tr>
<td></td>
<td>IT Analysis Paper 1</td>
<td>Day 7</td>
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<tr>
<td>Week 4</td>
<td>Managing Computing Systems I - Windows</td>
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<td></td>
<td>Discussion Forum 1</td>
<td>Day 7</td>
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<tr>
<td></td>
<td>Discussion Forum 2</td>
<td>Day 7</td>
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<tr>
<td></td>
<td>Reflection Paper</td>
<td>Day 7</td>
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<tr>
<td>Week 5</td>
<td>Managing Computing Systems II- Additional Operating Systems &amp; Troubleshooting</td>
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<tr>
<td></td>
<td>Discussion Forum 1</td>
<td>Day 7</td>
</tr>
<tr>
<td></td>
<td>Discussion Forum 2</td>
<td>Day 7</td>
</tr>
<tr>
<td></td>
<td>IT Analysis Paper 2</td>
<td>Day 7</td>
</tr>
<tr>
<td>Week 6</td>
<td>Managing the Computing Environment</td>
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<tr>
<td></td>
<td>Discussion Forum 1</td>
<td>Day 7</td>
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<tr>
<td></td>
<td>Reflection Paper</td>
<td>Day 7</td>
</tr>
<tr>
<td>Week 7</td>
<td>Effective and Professional Communications</td>
<td></td>
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</tbody>
</table>
Grading Policies

Course Evaluation Plan
An assessment instrument (checklist, rubric, quiz, etc.) will accompany each major graded assignment. See the instructions for specific assignment criteria and accompanying grading instruments.

Points Distribution
Graded assignments will be distributed as follows:

<table>
<thead>
<tr>
<th>Graded Assignments</th>
<th>Points Possible</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Analysis Paper (3 x 100)</td>
<td>300</td>
</tr>
<tr>
<td>Discussion Forums (12 X 35pts)</td>
<td>420</td>
</tr>
<tr>
<td>Reflection Papers (4 X 70pts)</td>
<td>280</td>
</tr>
<tr>
<td><strong>Total Points:</strong></td>
<td><strong>1000</strong></td>
</tr>
</tbody>
</table>

Final Grades
The following scale will be used when calculating final grades:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>90-100%</td>
<td>D</td>
<td>60-69%</td>
</tr>
<tr>
<td>B</td>
<td>80-89%</td>
<td>F</td>
<td>0-59%</td>
</tr>
<tr>
<td>C</td>
<td>70-79%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Final grades will be posted according to the Academic Calendar. [http://point.edu/academic-calendar/](http://point.edu/academic-calendar/)
Please consult with your program of study or advisor ([http://point.edu/academic-advising/](http://point.edu/academic-advising/)) if you are required to maintain a specific GPA to successfully complete this course.

Checking Grades
Be sure to check your grades often via the Sakai online Gradebook.
For academic policies governing attendance, late assignments and student support, please refer to the Academic Catalog directly ([https://point.edu/catalogs/](https://point.edu/catalogs/))

Course Expectations

EXPECTATIONS
Attendance

Point’s attendance regulations are based on the belief that students benefit from the discussion and interaction that take place within a community of learners. By missing live class sessions and/or online interactions, students experience a loss that may not be reflected in a final grade, but is nevertheless real. Sharing personal work, life, and experience is a critical part of adult education. If one student does not participate, it impacts other students. Active participation in every assignment and every online discussion is expected. Students should be careful of any assignments that have specific “opening” or “closing” times, and they should regularly consult the Course Schedule to ensure they complete all work in a timely manner.

Etiquette & Netiquette

Students are expected to be respectful and well-mannered towards the instructor and their peers, whether in the physical classroom or the online course site. For guidance on meeting this expectation, particularly in the online environment, please review these resources:

- Netiquette
- What every online student needs to know
- Netiquette guide for online courses
- Discussion board netiquette

Turnitin Requirement

It is especially important that students write their papers with the utmost integrity. Point University and the Access program have high expectations regarding academic dishonesty and plagiarism. It is vital that students demonstrate that they are citing sources correctly and that they are avoiding the different types of plagiarism.

Therefore, CGPS classes will rely on Turnitin to check for originality and plagiarism of written papers. Turnitin will check student papers for originality and will highlight places where text is identical to other sources. The instructor can then determine whether the highlighted text has been used and cited properly.

Papers will be submitted using the regular assignment submission process. If Turnitin is turned on you will be able to see a percentage indicating similarity to other sources after Turnitin has processed the paper.

Policies

For academic policies governing attendance, late assignments and student support, please refer to the Academic Catalog directly (https://point.edu/catalogs/).

Suggested Resources for Further Study

SUGGESTED RESOURCES FOR FURTHER STUDY

Copyright Statement

https://sakai.point.edu/portal/tool/fb609f3b-6710-49a2-a451-a68ff2ae6ef6/printFriendly
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