

## COMPUTER SCIENCE 934- INTRODUCTION TO OPERATING SYSTEM COURSE OUTLINE

Instructor: Anna Chiang, MS in Computer Science  
Microsoft Certified System Engineer, CompTIA A+ and Security+

Section # Summer 2015 section # 8529

Class Schedule: June 16-July 23 on T & TH 6:45-9:30 pm in CE105A plus 5 hour on-line  
Course syllabus can be accessed on June 16 via ETUDES.  
ETUDES [www.myetudes.org](http://www.myetudes.org), see next page for login instruction.

Office Hour: M/T/W/TH 12:00-6:00 pm  
(please e-mail [ChiangA@wlac.edu](mailto:ChiangA@wlac.edu) to make an appointment)

Office/e-mail : CE 229, 310-287-4253      [ChiangA@wlac.edu](mailto:ChiangA@wlac.edu)

### Important and useful information

**Honor Program**-<http://www.wlac.edu/Transfer-Programs/Transfer-Honors-Program.aspx>

\*Contact the instructor for honor credit project

**LACCD student's e-mail system**      <http://www.wlac.edu> -> current student ->e-mail

**Disabled Students Assistance** <http://www.wlac.edu/DSPS>- Student with disability must contact DSPS office who will send "accommodation request" to the instructor.

**CSU Dominguez Hills transfer** see the web site <http://www.wlac.edu/pathways-csudh/index.aspx>

**CS Division Web Site**      <http://www.wlac.edu/computer-science> with the following useful information:  
Student support and resource like tutoring service, lab open hour, software download, etc.

### Important dates to remember:

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Last day to drop class with a refund/no fee owed is June 19, 2015

Last day to drop class w/o a "W" is June 19, 2015

Last day to drop a class with a "W" is July 16, 2015

College closed on the following holidays:

Independence day-July 4<sup>th</sup>

## Exclusion and incomplete policy

Based on the college and District's policy, students who have missed the first and the second class meeting will be excluded. However **it is your responsibility** to drop the class if you have missed the first & the second class meeting or you have stopped attending the class. Failure to drop the class in a timely manner will result in "F" on the transcript.

### Incomplete Policy

A Student who has successfully completed more than 80% of the entire semester course work except the final exam at the end of semester and has communicated with the instructor with a justifiable explanation and has agreed the timeline to complete missing assignments/exams may be considered for an incomplete grade. With "incomplete" grade, the student must complete all missing assignments/exams/projects and notify the instructors to change grade within one year grace period.

## Student learning outcomes

- 1) At the end of course, successful students will be able to install and set up modern operating system.
- 2) At the end of course, successful students will be able to manage system resources and configure security settings
- 3) At the end of course, successful students will be able to use system tools and utilities to perform administrative and troubleshooting tasks.

## Course description

This course covers basic to intermediate desktop operating system topics in CompTIA A+. It provides students with the knowledge and skills necessary to perform post installation day-to-day administration and security tasks.

These skills include OS installation & configuration, user account security policy, disk & storage management, file system security, networking & firewall, system management & protection, monitoring and troubleshooting. It also provides students with the knowledge and skills to enter advanced network courses.

**Suggestion: Students are encouraged to take CS934, CS965, CS916 concurrently to complete A+ and Network+ training.** Please note that CompTIA A+ certification exam includes hardware and operating system; CS934 covers operating system and CS 916 covers hardware topics.

## Required course material and equipment

Testout PC Pro 220-801 and 220-802 ISBN#978-1-935080-42-8

**The bundled subject will be used for CS934 & 916, note that students must enter the right promotion code 14-346ta to get the bundled (801 & 802) for total \$89.**

Please note that CS916 covers the hardware topics in PC PRO, Network PRO and CompTIA A+ & Network+ certification exam.

CS934 and 916 are designed to prepare PC PRO and CompTIA A+ certification exam.

CS965 and 916 are designed to prepare Network PRO and CompTIA Network+ certification exam.

The instructor suggests students to take CS934, CS965 and CS916 (hardware) concurrently to build a solid foundation and prepare Testout PC PRO & Network PRO and CompTIA A+ & Network+ certification exam. These courses also prepare students to move on to CS935 (Linux), CS951 (Apple Admin), CS972 (CISCO), CS980 (Security), and CS982 (Server OS) the following semester.

## **PC Pro and A+ certification by taking CS934 & 916**

CS934 and CS916 are designed to help students prepare Testout PC PRO and CompTIA A+ certification.

Testout is offering PC Pro certification exam free to students who are studying Testout A+801/802. PC Pro is a performance-based assessment for PC hardware, software, and Windows operating system management. The exam covers contents that are taught in CS934 & CS916. Students who have done the lab simulations and exam simulations should be able to complete PC Pro certification exam. PC pro certification exam will be used as the final exam option for students who are taking CS934 & CS916.

## **How to purchase the course material on-line?**

To access the student discount pricing (**\$89**) students need to go to [www.testout.com](http://www.testout.com) and enter the promotional code **14-346ta**. This will take students to a page designed for West Los Angeles' students. Here students will need to enter the school name **West Los Angeles College**. This will check with Testout's database to verify if the school is authorized to purchase at this price. The student will also need to enter the instructor's name Anna Chiang. The course material is now browser based, it works on Apple computer too. You can access the course material via [LabSim.Testout.com](http://LabSim.Testout.com) without downloading client program. The program may prompt you to download Microsoft Silverlight to enhance multimedia effects.

If for any reason students need to purchase the required material from WLAC bookstore, please order it via the web site of WLAC's bookstore <http://store450.collegestoreonline.com> or contact Nilhson Zelaya or Kenny Lawal in bookstore (310-287-4381).

In order for the instructor to keep track of students performance on Testout LabSim PC Pro, each student must add himself or herself to "**West Los Angeles College**" and the class of "**CS934 Summer15**" first time login into [LabSim.Testout.Com](http://LabSim.Testout.Com).

### **Testout Product Activation Code**

Once you place the order on-line, you will receive an e-mail confirmation and product activation code in a few minutes. Please note that Testout no longer sends out DVD or LabSim manual, everything is online now.

### **Publisher and Account Information**

TestOut Corporation 1-800-877-4889 or e-mail the representative Kelly Jorgensen via [KJorgensen@testout.com](mailto:KJorgensen@testout.com) if you have any questions about your account or subject software.

If the student has an account with Testout previously set up, the same account will be used for this class;

## Important notes for West LA College course shell ETUDES Logon

To logon to West LA College on-line course shell, go to [www.myetudes.org](http://www.myetudes.org) where you will find links to on-line tutorial, course information including required materials, login instructions and technical requirements.

Example: Juan Straub, 88-459-0210, born on July 4th

(User ID will be first2 of first name+first2 of last name+last5 of student ID, password is birthday)

- User ID: just90210
- Password: 0704

If you do not know your Student Identification Number you can look it up using the Student Information System (SIS) at <http://www.wlac.edu->registration>. If you are the first-time on-line student, make sure your browser settings are as follow:

Tools->Internet Option->general->security setting->add <http://www.myetudes.org> as trusted site.

### **Email Communication**

If you have a valid personal email address in ETUDES, the instructor's announcement will be sent to your personal email. Otherwise, you should check the instructor's announcement every time you log on to course shell. You might want to update your email address under

**MyWorkspace-> Account-> Modify to update your personal e-mail address.**

### **Trouble login to ETUDES**

If you have trouble accessing the course on, or after the semester start date, you can visit the Online Student Help Desk at <http://www.wlac.edu/online/helpdesk.asp>. Click on Helpdesk Rules where your issue is likely addressed in the Frequently Asked Questions section. If not, post a message explaining the problem or contact the WLAC Distance Learning Program Office at (310)287-4305 or via email: [shemwer@wla.edu](mailto:shemwer@wla.edu) or [Cyrus Helf HelfCo@wla.edu](mailto:Cyrus Helf HelfCo@wla.edu).

### **Course Syllabus and Assignment & Exam posted on ETUDES**

**Syllabus**-Course Syllabus is attached in this section.

**Announcement**-Weekly announcement is posted.

**Assignment & Tests**-Assignment is posted here and you will be taking exam via ETUDES on campus.

**Message**- You can communicate with the instructor in this section, however for urgent issue, e-mail instructor via [ChiangA@wla.edu](mailto:ChiangA@wla.edu)

## Class rules and guideline on assignment and exam

**By taking this class, you agree to follow the CLASS RULES listed below:**

- 1) NO FOOD or DRINKS or CELL PHONE ON in the classroom. Please keep your area clean, violators of these rules will be automatically dropped from this class.
- 2) The use of cell phones inside the classroom is prohibited.
- 3) Cheating or plagiarism on assignments/labs/exams will result in “failure”
- 4) Exams are held on campus using course shell ETUDES. Once you have viewed or taken the exam, you can't open or retake it. **THERE IS NO MAKE-UP or RE-MAKE EXAM** except when you have obtained the instructor's consent and agree to receive 30% points off for making up the missed exam.
- 5) Late assignment will receive 20-50% points off (within one week 20%, within 2 weeks 30%..etc.) late assignment will not be accepted after 2 weeks.
- 6) All other College/Class rules will be enforced.
- 7) CS934 is designed for students who:
  - Have basic desktop operating system background, i.e. Windows.
  - Can commit to spend 6 hours on campus for exams, classroom lab & lecture.
  - Can commit to spend hours off-campus working on video lecture, demo, lab simulation and exam simulation

## Grading scale

Testout Exam and Lab Simulation Assignments - 40%  
 In\_Class Lab and ETUDES Exam ( on\_campus and closed book) - 45% (closed book)  
 Final Exam-15% (comprehensive or PC Pro certification exam)

**The weekly announcement and assignments & exams schedule will be posted on ETUDES**

## Topics in Testout PC Pro CS934 and CS916

Chapter	Topics	Instructor
Chapter 1	1.3 Hardware basics 1.4 Operating system basics	K.Chanda-cs916 A. Chiang-cs934
Chapter 2	2.1 Protection & safety 2.3 PC tools 2.4 PC maintenance 2.2 Professionalism 2.5 Troubleshooting	K.Chanda-cs916 K.Chanda-cs916 K.Chanda-cs916 Johnson & Chiang Johnson & Chiang
Chapter 3	System Components-cases & form factors, motherboard, buses, processors, memory, bios, video & cooling	K.Chanda-cs916
Chapter 4	Peripheral devices & installation -serial, parallel, USB, Firewire, display, sound, device installation	K.Chanda-cs916
Chapter 5	5.1-5.7 Storage devices, parallel ATA, serial STA,	K.Chanda-cs916

	SCSI, optical media. 5.8-5.10 RAID, adding storage, disk optimization	A.Chiang-cs934
Chapter 6	6.1-6.4 Network overview, hardware, media, Ethernet 6.10-Infrared, Bluetooth, internet connection  6.5-6.9 Network addressing, IP address, protocols 6.12-6.14 SOHO, network utility, home group	K.Chanda-cs916 K.Chanda-cs916  A. Chiang-cs934 A. Chiang-cs934
Chapter 7	7.1/7.2/7.5 Printer, printer configuration & maintenance  7.3/7.4 Network printing & printer management	B.Johnson-cs992  A.Chiang-cs934
Chapter 8	8.1-8.4 Notebook computer, components, power management and mobile devices	K.Chanda-cs916
Chapter 9	9.1-9.7 Windows system tools, preference & settings, performance monitoring, users & groups, remote services, applications	A. Chiang-cs934
Chapter 10	10.1-10.5 System implementation, pre installation, installation, post installation and virtualization	A. Chiang-cs934
Chapter 11	11.1-11.5 File location, managing files, NTFS permission, shared folders, offline files	A. Chiang-cs934
Chapter 12	12.1-12.10 Security best practices, physical security, social engineering, bios security, malware protection, authentication, encryption, network security, firewall, proxy servers	A. Chiang-cs934
Chapter 13	13.1-13.4 Motherboard, CPU, RAM, storage, video, network troubleshooting 13.9-13.11 Notebook & printer troubleshooting 13.5-13.8 OS troubleshooting, system errors, security and Windows recovery	K.Chanda-cs916  A.Chiang-cs934

## **CS934 Topics Schedule by Anna Chiang**

**\*note that CS916 is offered in spring & fall semester only**

Chapter	Topics	Instructor
June 16	1.3 Hardware basics 1.4 Operating system basics	K.Chanda-cs916* A. Chiang-cs934
June 16	2.1 Protection & safety 2.3 PC tools 2.4 PC maintenance 2.2 Professionalism 2.5 Troubleshooting	K.Chanda-cs916* K.Chanda-cs916* K.Chanda-cs916* Chanda & Chiang Chanda & Chiang
Skip Chapter 3	System Components-cases & form factors, motherboard, buses, processors, memory, bios, video & cooling	K.Chanda-cs916*
Skip Chapter 4	Peripheral devices & installation -serial, parallel, USB, Fire wire, display, sound, device installation	K.Chanda-cs916*
June 18	5.1-5.7 Storage devices, parallel ATA, serial STA, SCSI, optical media. 5.8-5.10 RAID, adding storage, disk optimization	K.Chanda-cs916 * A.Chiang-cs934

June 23,25	6.1-6.4 Network overview, hardware, media, Ethernet 6.10-Infrared, Bluetooth, internet connection  6.5-6.9 Network addressing, IP address, protocols 6.12-6.14 SOHO, network utility, home group	K.Chanda-cs916* K.Chanda-cs916*  A. Chiang-cs934 A. Chiang-cs934
June 30	7.1/7.2/7.5 Printer, printer configuration & maintenance  7.3/7.4 Network printing & printer management	K. Chanda-cs916*  A.Chiang-cs934
Skip	8.1-8.4 Notebook computer, components, power management and mobile devices	K.Chanda-cs916*
July 2	9.1-9.7 Windows system tools, preference & settings, performance monitoring, users & groups, remote services, applications	A. Chiang-cs934
July 2	10.1-10.5 System implementation, pre installation, installation, post installation and virtualization	A. Chiang-cs934
July 7, 9	11.1-11.5 File location, managing files, NTFS permission, shared folders, offline files	A. Chiang-cs934
July 14	12.1-12.10 Security best practices, physical security, social engineering, bios security, malware protection, authentication, encryption, network security, firewall, proxy servers	A. Chiang-cs934
July 16	13.1-13.4 Motherboard, CPU, RAM, storage, video, network troubleshooting 13.9-13.11 Notebook & printer troubleshooting 13.5-13.8 OS troubleshooting, system errors, security and Windows recovery	K.Chanda-cs916*  A.Chiang-cs934
July 21	Introduction to Server Operating System and Microsoft Domain Network	
July 23	Final Exam ( comprehensive or PC Pro certification exam)	

## College policies

### Academic Integrity (Plagiarism)

In accordance with code 9803.28, **academic dishonesty is prohibited and will not be tolerated in this class.** Violations of academic integrity include, but are not limited to, the following actions: cheating on an exam, plagiarism, working together on an assignment, paper or project when the instructor has specifically stated students should not do so, submitting the same term paper to more than one instructor, or allowing another individual to assume one's identity for the purpose of enhancing one's grade. Academic dishonesty of any type, such as cheating or knowingly furnishing false information, by a student provides grounds for disciplinary action by the instructor or college. In written work, no material may be copied from another without proper quotation marks, footnotes, or appropriate documentation.

- o **Plagiarism will result in a zero for the assignment, possible dismissal from the class and disciplinary action from the college.**

**Student Conduct**

According to code 9803.15, disruption of classes or college activities is prohibited and will not be tolerated. Refer to the catalog and the Standards of Student Conduct in the Schedule of Classes for more information.

**Recording Devices**

State law in California prohibits the use of any electronic listening or recording device in a classroom without prior consent of the instructor and college administration. Any student who needs to use electronic aids must secure the consent of the instructor. If the instructor agrees to the request, a notice of consent must be forwarded to the Vice President of Academic Affairs for approval.

**For more information refer to the attached link:**

[http://www.wlac.edu/academics/pdf/WLAC\\_10-12Catalog\\_Policies.pdf](http://www.wlac.edu/academics/pdf/WLAC_10-12Catalog_Policies.pdf)

## Campus resources:

As stated earlier in this syllabus, **if you are having problems, don't let them snowball.** Come and talk with me and check out some of the campus resources available to you.

**Office of Disabled Student Programs and Services (DSP&S)**

Heldman Learning Resources Center (HLRC), Room 119 | (310) 287-4450.

West Los Angeles College recognizes and welcomes its responsibility to provide an equal educational opportunity to all disabled individuals. The Office of Disabled Students Programs and Services (DSP&S) has been established to provide support services for all verified disabled students pursuing a college education. DSP&S students may qualify for: priority registration, registration assistance, special parking permits, sign language interpreters and assistive technology.

**Instructional Support (Tutoring) & Learning Skills Center**

Heldman Learning Resources Center (HLRC) | (310) 287-4486

Improve your reading, language, vocabulary, spelling, math fundamentals and chemistry knowledge with convenient, self-paced computer-aided courses in the Learning Skills Center. Increase your knowledge and learning success: sign up for tutoring in various college subjects.

**Library Services**

Heldman Learning Resources Center (HLRC) | (310) 287-4269 & (310) 287-4486

The WLAC Library provides instruction on how to use the online catalog, periodical and research databases. In addition to a large collection of books, periodicals and videos the WLAC Library has course textbooks which students may use while in the Library. Web access is available in LIRL as well as meeting rooms. The upper floors provide a beautiful view ideal for study.

**for more information refer to attached link:**

[http://www.wlac.edu/academics/pdf/WLAC\\_10-12Catalog\\_Services.pdf](http://www.wlac.edu/academics/pdf/WLAC_10-12Catalog_Services.pdf)