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 #: 8502
Class Schedule: Aug 31-Dec 14 on Saturday 9-12 pm in CE105A plus 1 hour on-line
Course syllabus can be accessed after Aug 23.
ETUDES www.myetudes.org, see next page for login instruction.

Office Hour: Mon/Tues/Wed/Thurs 11:30 am-5:30 pm (in CE229)
Sat afternoon by appointment only (e-mail ChiangA@wlac.edu)

Office/e-mail: CE 229, 310-287-4253 ChiangA@wlac.edu

Important and useful information

UC/CSU Transfer Honor Credit http://www.wlac.edu/transfer/index.html#honors-
Contact the instructor for honor credit project

LACCD student’s e-mail system http://www.wlac.edu -> for student -e-mail- student can forward
LACCD e-mail to another personal e-mail- click on “instruction” and “video”.

Job Placement Assistance will be announced in ETUDES soon

Disabled Students Assistance http://www.wlac.edu/DSPS-
Student must contact DSPS to obtain an approved accommodation request

CS Division Web Site http://www.wlac.edu/CSIT with the following useful information:
Division Announcement –Scholarship and Internship Opportunities
CS Instructor Office Hour and Computer Lab Open Hour
Petition for Degree & Certificate
Petition for Prerequisite Challenge
Declare a Major – to be eligible for scholarship and internship
Discount Voucher for CompTIA A+ Network+ Security+ Linux+
Free Software Download (Windows 7, Server 2008, VMWare, Microsoft ACCESS and Visio Studio)
Requirement for AA/AS degree and Certificate of Achievement in the following:
  Degree and Certificate in Computer Science (10 major courses)
  Degree and Certificate in Computer Network and Security Management (10 major courses)
  Degree and Certificate in Computer Web Support and Database Administration (10 major courses)
  Certificate of Achievement in Computer Network Management (requires 6 courses)
  Certificate of Achievement in Information System Security (requires 6 courses)
  Certificate of Achievement in Business Application and Database Management (requires 6 courses)
  Certificate of Achievement in Web Support and Administration (requires 6 courses)
Faculty advisor and major declaration

Please note that students must declare a major in order to become eligible for CS scholarship and internship opportunities. To declare a major, please obtain the form of change request from CS division website www.wlac.edu.csit click the link on the left menu.

By default, your instructor can be the faculty advisor; please see your instructor during the posted office hour OR you can make an appointment with the following fulltime faculty advisor:

Ashok Patil –Degree, transfer, and certificate in Computer Science- PatilA@wlac.edu
Anna Chiang-Degree, transfer and certificate in Computer Information Science/Computer Network and Security Management- ChiangA@wlac.edu
Marcus Butler-Microsoft, CISCO, VMWare training ButlerM@wlac.edu
Manish Patel-Degree and certificate in Web development and Database Administration- PatelM@wlac.edu

Important dates to remember:

Last day to drop class w/o a “W” is Sept 6
Last day to drop a class with a “W” is Nov 15

College closed on
Labor day Sept 12
Veterans Nov 11
Thanksgiving Nov 28-Dec 1

Exclusion and incomplete policy

Based on the college and District’s policy, students who have missed the first class meeting will be excluded the second week of semester. It is your responsibility to drop the class if you stop attending the class. Failure to drop the class in a timely manner will result in a “W” or “F” on your transcript.

Incomplete Policy
A Student who has successfully completed more than 75% of the course work and has communicated with the instructor with a justifiable explanation 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

Install, configure, administer and troubleshoot a computer operating system including security settings
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 and security settings, system management & protection, monitoring & troubleshooting. It also provides students with the knowledge and skills to enter advanced network courses.

**Suggestion:** Students are encouraged to take CS934, CS965, CS992 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 992 covers hardware topics.

Required course material and equipment

Do not purchase the old version A+ 701/702 which will expire in August 2013

The bundled subject will be used for CS934 & 992, note that students must enter the right promotion code 14-346ta to get the bundled two subjects for total $89.

Certification Exam and Course Advice: knowledge of PC hardware architecture & computer operating system.

The instructor suggests students to take CS934, CS965 and CS992 (A+ Network+ hardware) concurrently to build a solid foundation and get ready for CS972 (CISCO), CS980 (Security), and CS982 (Server OS) the following semester.

To complete CompTIA A+ and Network+ hardware training, students should take CS992 ( Sat 1-3 pm in CE104)-hardware lab on Saturday afternoon. The instructor (Mr. Chanda) will cover hands-on lab and hardware topics in CompTIA A+ and Network+ certification exam. For exam discount voucher, please see division web site www.wlac.edu/csit under the left menu.

PC Pro certification exam for students who take CS934 & 992

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 & CS992. Students who have done the lab simulations and exam simulations should be able to complete PC Pro certification exam. This exam requires the instructor to set up and supervise. I will be giving the PC Pro certification exam on the day of final exam, students who finish final exams can continue to take PC Pro certification exam. I will print the certificate and sign it once you pass. Students who are not ready to take PC Pro have another opportunity during winter break in January 2014.
How to purchase the course material on-line?

To access the student discount pricing ($89) students need to go to 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. Because of this, it needs to be entered EXACTLY as above (including capitalizations). 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 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 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 Fall 2013” first time login into LabSim.Testout.Com. See instruction on the left menu “resource” of ETUDES course shell.

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 Information
TestOut Corporation 1-800-877-4889 or e-mail the representative Jeff Hanks via JHanks@testout.com if you have any questions about your account.

Testout LabSim account
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 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 email address in the LACCD system, ETUDES’ announcement will be sent to your personal email. You should check the announcement each time when you log on to ETUDES course shell.
You might want to update your email address under MyWorkspace-> Account-> Modify if you change 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](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@wlac.edu.

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

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

**Announcement**- Weekly announcement is posted.

**Tests**- 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@wlac.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 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 - No make-up exam. Once you have viewed or taken the exam, you can’t open or retake it. **THERE IS NO MAKE-UP or RE-TAKE EXAM.**

(5). All other College/Class rules will be enforced.

(6). CS934 is designed for students who:
  - Have basic desktop operating system background, i.e. Windows.
  - Can commit to spend three hours on campus for exams, classroom lab & lecture.
  - Can commit to spend one hours off campus working on “Testout LabSim” - Video Lecture, Demo, Lab Simulation and Exam Simulation

**Grading Scale**

Testout Exam Simulation Assignments - 20%
ETUDES Exam (closed book) - 35% (closed book)
In-Class Lab Assignments - 35%
Final Exam-10% (closed book)
The weekly announcement and assignments & exams schedule will be posted on ETUDES.
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<th>Chapter</th>
<th>Topics</th>
<th>Instructor</th>
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| Chapter 1 | 1.3 Hardware basics  
1.4 Operating system basics                                           | K.Chanda-cs992       |
|           |                                                                        | 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-cs992       |
|           |                                                                        | K. Chanda-cs992       |
|           |                                                                        | K. Chanda-cs992       |
|           |                                                                        | Chanda & Chiang       |
|           |                                                                        | Chanda & Chiang       |
| Chapter 3 | System Components-cases & form factors, motherboard, buses, processors, memory, bios, video & cooling | K.Chanda-cs992       |
| Chapter 4 | Peripheral devices & installation -serial, parallel, USB, Firewire, display, sound, device installation | K. Chanda-cs992       |
| Chapter 5 | 5.1-5.7 Storage devices, parallel ATA, serial STA, SCSI, optical media.  
5.8-5.10 RAID, adding storage, disk optimization | K. Chanda-cs992       |
|           |                                                                        | 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-cs992       |
|           |                                                                        | K. Chanda-cs992       |
|           |                                                                        | 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 | K. Chanda-cs992       |
|           |                                                                        | A. Chiang-cs934       |
| Chapter 8 | 8.1-8.4 Notebook computer, components, power management and mobile devices | K. Chanda-cs992       |
| 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-cs992       |
<p>|           |                                                                        | A. Chiang-cs934       |</p>
<table>
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| Aug. 31 | 1.3 Hardware basics  
1.4 Operating system basics | K.Chanda-cs992  
A. Chiang-cs934 |
| Sept 7 | 2.1 Protection & safety  
2.3 PC tools  
2.4 PC maintenance  
2.2 Professionalism  
2.5 Troubleshooting | K. Chanda-cs992  
K. Chanda-cs992  
K. Chanda-cs992  
Chanda & Chiang  
Chanda & Chiang |
| Skip | System Components-cases & form factors, motherboard, buses, processors, memory, bios, video & cooling | K.Chanda-cs992 |
| Skip | Peripheral devices & installation -serial, parallel, USB, Firewire, display, sound, device installation | K. Chanda-cs992 |
| Sept 14  
Sept 21 | 5.1-5.7 Storage devices, parallel ATA, serial STA, SCSI, optical media.  
5.8-5.10 RAID, adding storage, disk optimization | K. Chanda-cs992  
A.Chiang-cs934 |
| Sept 28  
Oct 5 | 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-cs992  
K. Chanda-cs992  
A. Chiang-cs934  
A. Chiang-cs934 |
| Oct 12 | 7.1/7.2/7.5 Printer, printer configuration & maintenance  
7.3/7.4 Network printing & printer management | K.Chanda-cs992  
A.Chiang-cs934 |
| Skip | 8.1-8.4 Notebook computer, components, power management and mobile devices | K. Chanda-cs992 |
| Oct 19 &26 | 9.1-9.7 Windows system tools, preference & settings, performance monitoring, users & groups, remote services, applications | A. Chiang-cs934 |
| Nov 2 | 10.1-10.5 System implementation, pre installation, installation, post installation and virtualization | A. Chiang-cs934 |
| Nov 9 & 16 | 11.1-11.5 File location, managing files, NTFS permission, shared folders, offline files | A. Chiang-cs934 |
| Nov 23 | 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 |
| Nov 30 | 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-cs992  
A.Chiang-cs934 |
Dec 7  Introduction to Server Operating System and Microsoft Domain Network
Dec 14  Final 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.

- 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:*
  