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		02-81d	App 4/15/03	App 4/29/03

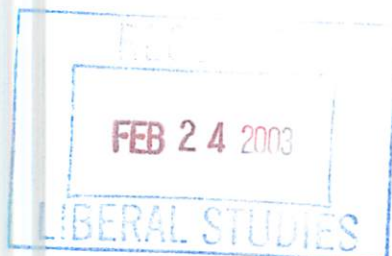
Curriculum Proposal Cover Sheet - University-Wide Undergraduate Curriculum Committee

Contact Person LeAnn Wilkie	Email Address wilkie@iup.edu
Proposing Department/Unit Technology Support and Training	Phone 724.357.3003

Check all appropriate lines and complete information as requested. Use a separate cover sheet for each course proposal and for each program proposal.

1. Course Proposals (check all that apply) ☐ New Course ☐ Course Prefix Change ☐ Course Deletion ☒ Course Revision ☒ Course Number and/or Title Change ☒ Catalog Description Change																																
BTST 283 Microcomputer Software Solutions		BTST 383 Microcomputer Software Solutions																														
<u>Current Course prefix, number and full title</u>		<u>Proposed course prefix, number and full title, if changing</u>																														
2. Additional Course Designations: check if appropriate ☐ This course is also proposed as a Liberal Studies Course. ☐ Other: (e.g., Women's Studies, Pan-African) ☐ This course is also proposed as an Honors College Course.																																
3. Program Proposals ☐ New Degree Program ☐ Program Title Change ☐ Program Revision ☐ New Minor Program ☐ New Track ☐ Other																																
<u>Current program name</u>		<u>Proposed program name, if changing</u>																														
4. Approvals <table border="1"> <thead> <tr> <th></th> <th></th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Department Curriculum Committee Chair(s)</td> <td>LeAnn Wilkie</td> <td>2-14-03</td> </tr> <tr> <td>Department Chair(s)</td> <td>Linda Spil</td> <td>2-19-03</td> </tr> <tr> <td>College Curriculum Committee Chair</td> <td>Jeffery Smith</td> <td>2-20-03</td> </tr> <tr> <td>College Dean</td> <td>R. Long</td> <td>2/20/03</td> </tr> <tr> <td>Director of Liberal Studies *</td> <td></td> <td></td> </tr> <tr> <td>Director of Honors College *</td> <td></td> <td></td> </tr> <tr> <td>Provost *</td> <td></td> <td></td> </tr> <tr> <td>Additional signatures as appropriate: (include title)</td> <td></td> <td></td> </tr> <tr> <td>UWUCC Co-Chairs</td> <td>Gail S. Sechrist</td> <td>4/15/03</td> </tr> </tbody> </table>					Date	Department Curriculum Committee Chair(s)	LeAnn Wilkie	2-14-03	Department Chair(s)	Linda Spil	2-19-03	College Curriculum Committee Chair	Jeffery Smith	2-20-03	College Dean	R. Long	2/20/03	Director of Liberal Studies *			Director of Honors College *			Provost *			Additional signatures as appropriate: (include title)			UWUCC Co-Chairs	Gail S. Sechrist	4/15/03
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* where applicable



Course Revision: BTST 383 Microcomputer Software Solutions

Part II. Description of Curriculum Change

1. Syllabus of Record.

The new syllabus of record for this revised course is attached in Appendix A.

2. Summary of proposed revisions:

- a. Course Description has been changed to reflect changes in course objectives as specified below.

Old Course Description:

Advanced utilization of the microcomputer to enhance productivity of office employees: executive and managerial, professional, and support personnel through optimization of hardware and software. Comparative and evaluative techniques for appropriate selection and implementation of software. Operating environment, integrated suites, multimedia, internet, and utility software will be emphasized.

New Course Description:

This course offers an in-depth study of all the salient functions and features of selecting, installing, configuring, and maintaining the microcomputer operating systems and resolving conflicts. Students will also develop skills for installing, customizing and optimizing a variety of application, multimedia, Internet and utility software programs, as well as configuring, managing and troubleshooting PC security issues.

- b. Objective 5 of old syllabus of record, "Students will develop techniques for writing user documentation," was deleted because this topic is covered in BTST 311.
- c. New Objective 5 five reflects adding the management of security issues to the course.
- d. Time allocations were changed so that more time will be devoted to installation and troubleshooting operating system software.
- e. Outline has been changed to include hours spent on each topic.
- f. An updated list of supplemental reading material was included.

g. An updated list of textbooks was included.

3. Justification/rationale for the revisions.

Many changes have occurred within the area of technology since the construction of the old syllabus of record. For example, the move toward networked enterprises is reflected within the updated course content.

Due to significant revisions made to the course, the course number changed to the 300-level to more logically align subject matter among major courses within the curriculum. The revisions made reflect a higher level of knowledge in terms of software maintenance and troubleshooting than previously offered in the course.

4. Old Syllabus of Record

The old syllabus of record is attached in Appendix B.

5. Liberal Studies course approval.

These changes do not affect the Liberal Studies requirements.

Part III. Letters of Support or Acknowledgment

See letter from MIS Department (p.11).

Appendix A: New Syllabus of Record

BTST 383 Microcomputer Software Solutions

3 class hours
0 lab hours
3 credits
(3c-01-3cr)

Prerequisite: BTST 273 or permission of instructor

I. Catalog Description

This course offers an in-depth study of all the salient functions and features of selecting, installing, configuring, and maintaining the microcomputer operating systems and resolving conflicts. Students will also develop skills for installing, customizing and optimizing a variety of application, multimedia, Internet and utility software programs, as well as configuring, managing and troubleshooting PC security issues.

II. Course Objectives

1. Students will develop skills for selecting appropriate software for a variety of environments.
2. Students will develop skills for installing, customizing and optimizing the latest microcomputer operating system.
3. Students will develop skills for installing, customizing and optimizing a variety of application, multimedia, Internet and utility software programs.
4. Students will develop techniques for resolving conflicts when software problems occur.
5. Students will configure, manage, and troubleshoot PC security issues.

III. Course Outline

- A. Selecting Appropriate Software 6 hours
1. Recognizing and Identifying Needs
 2. Defining Expected Benefits/Return on Investment
 3. Developing Selection Plan
 4. Preparing Budget
 5. Identifying Selection Criteria
 6. Evaluating Software
 7. Making Recommendation

Exam 1 1.5 hours

B. Installing, Customizing, and Optimizing Operating System Software	8.5 hours
1. System Utilities	
2. File Systems and Storage	
3. Users, Groups, Profiles, and Policies	
4. Security and Access Controls	
5. Printing and Faxing	
6. Performance Tuning	
7. Working with the Registry	
8. Booting	
9. Fault Tolerance	
Laboratory Project 1	1.5 hours
C. Installing, Customizing and Optimizing a Variety of Application, Multimedia, Internet and Utility Software Programs.	8 hours
1. Integrated Suites	
2. Multimedia Applications	
3. Internet Software	
4. Utility Software	
Laboratory Project 2	1.5 hours
Exam 2	1.5 hours
D. Resolving Conflicts When Software Problems Occur	6 hours
1. Software Conflicts	
2. Updates, Patches, Service Packs	
3. Anti-Virus Software	
4. Dynamic Link Libraries (application extensions)	
E. Configure, Manage, and Troubleshoot PC security issues	6 hours
1. Assessing Risks:	
2. Antivirus Software	
3. Software Updates	
4. Security Settings	
5. Using Firewalls	
6. Passwords	
7. Security Maintenance	
Final Laboratory Project	1.5 hours
Final Exam	2 hours
Total Hours	44 hours

IV. Evaluation Methods

The final grade for this course will be determined as follows:

45% Laboratory projects—two projects during the term and a third during exam week. Each laboratory project will deal with application of processes and concepts covered during laboratory sessions.

45% Exams—two examinations during the term and a third during exam week. Each exam may consist of true false, multiple choice, fill-in-the-blank, and essay.

10% Quizzes—(announced and unannounced)

Grading scale is as follows:

A =	90-100%
B =	80-89%
C =	70-79%
D =	60-69%
F =	59% and below

V. Attendance Policy

University policy expects all students to attend class. Three unexcused absences will be permitted during the semester. Excused absences must be submitted immediately upon return to class. Unexcused absences in excess of three will result in a full letter grade reduction from your final grade. In addition, missing an exam or hands-on evaluation activity without prior approval will result in a zero for that activity.

VI. Required Textbooks

Hollander, N. (2000). *A guide to software package evaluation and selection: The R2ISC Method*. New York, NY: AMACOM.

Keding, M. & Reimer, S. (2002). *MCSE lab manual for Microsoft Windows XP Professional*. Boston: Course Technology.

Tittel, E. & Stewart, J. (2001). *Microsoft Windows XP Professional*. Boston: Course Technology.

VII. Bibliography

- Anonymous, (2002). *Maximum security*. Upper Saddle River, NJ: Prentice Hall.
- Bacon, J. & Harris, T. (2002). *Operating systems*. Boston, MA: Addison-Wesley.
- Balter, D., Melber, D. & Tittel, E. (2002). *MCSE Windows XP Professional exam cram 2*. Indianapolis, IN: Que Publishing.
- Barton, P., Alley, B., & Brooks, C. (2003). *MCSA/MSCE Windows XP Professional Exam Guide*. Upper Saddle River, NJ: Prentice Hall.
- Bogue, R. & Barker, G. (2002). *MCSE training guide (70-270): Windows XP Professional*. Upper Saddle River, NJ: Prentice Hall.
- Ford, J. (2002). *Microsoft Windows XP professional administrator's guide*. Boston, MA: Course Technology.
- Levine, J.R. & Levine-Young, M. (2001). *Windows XP: The complete reference*. Columbus, OH: McGraw-Hill.
- MCSA/MCSE training kit: Microsoft Windows XP Professional*. (2001). Redmond, WA: Microsoft Press.
- Minasi, M. (2003). *Windows XP and server 2003 resource kit*. Alameda, CA: Sybex, Incorporated.
- New perspectives on desktop operating systems*. (2003). Boston, MA: Course Technology.
- Nutt, G. (2001). *Operating systems: A modern perspective*. (2002). Boston, MA: Addison Wesley Higher Education.
- Pfleeger, C. & Pfleeger, S. (2002). *Security in computing*. Upper Saddle River, NJ: Prentice Hall.

Pipkin, D.L. (2002). *Halting the hacker: A practical guide to computer security*.

Upper Saddle River, NJ: Prentice Hall.

Putnam, L. (1992). *Measures for excellence: Reliable software on time, within*

budget. Upper Saddle River, NJ: Prentice Hall.

Sagman, S.W. (2001). *Troubleshooting Windows XP*. Redmond, WA: Microsoft

Press.

Silberschatz, A., Gagne, G. & Galvin, P.B. (2001). *Operating system concepts*

(6th ed.). Somerset, NJ: John Wiley & Sons, Incorporated.

Skoudis, E. (2002). *Secrets of the information security world*. Upper Saddle

River, NJ: Prentice Hall.

Tyson, G. (2002). *Planning smarter: Creating blueprint-quality software*

specifications. Upper Saddle River, NJ: Prentice Hall.

Verville, J. & Halington, A. (2001). *Acquiring enterprise software: Beating the*

vendors at their own game. Upper Saddle River, NJ: Prentice Hall.

Whitman, M.E. & Mattord, H.J. (2003). *Principles of information security*.

Boston, MA: Thomson Publishing.

Appendix B: Old Syllabus of Record

I. Catalog Description

BTST 283 Microcomputer Software Solutions

**3 credits
3 lectures
(3c-01 -3sh)**

Prerequisite: BTED/COSC/IFMG 101 or permission of instructor

Advanced utilization of the microcomputer to enhance productivity of office employees: executive and managerial, professional, and support personnel through optimization of hardware and software. Comparative and evaluative techniques for appropriate selection and implementation of software. Operating environment, integrated suites, multimedia, internet, and utility software will be emphasized.

II. Course Objectives

1. Students will develop skills for customizing and optimizing a variety of software programs.
2. Students will become familiar with software used to maintain and enhance a PC system.
3. Students will demonstrate an understanding of selecting appropriate software for a variety of environments.
4. Students will develop techniques for resolving conflicts when software problems occur.
5. Students will develop techniques for writing user documentation.

III. Course Outline

- A. Operating Environment (12 hrs)
 1. Preparing for Installation
 2. Operating System Installation Process
 3. Upgrading To A New Operating System
 4. Troubleshooting Process
 5. Configuring Hardware/Software Settings
 6. Optimizing Memory, Video, and File System Performance
 7. Identifying And Using Utility Programs for Solving Problems
- B. Integrating Suites (1 3hrs)
 1. Software Selection Process
 2. Preparing for Installation
 3. Integrated Suite Installation Process

4. Configuring Various User Preferences
5. Using Advanced Functions of Integrated Suite Software
6. Troubleshooting Problems of Integrated Suite Software
7. Uninstalling software

C. Systems Configuration and Optimization (10 hrs)

1. Multimedia Add-ons
2. Multimedia Support
3. System Configuration Utilities
4. File and Disk Maintenance Utilities
5. Security, Protection System Utilities and Virus
6. Desktop and PC Optimization
7. Full-Motion Digital Video
8. Desktop Video Conferencing
9. Web Page Enhancements
10. Emerging Technologies

D. Creating User Documentation (7 hrs)

1. Types of Documentation
2. Audience Analysis
3. Content Analysis
4. Writing Styles
5. Applications
6. On-Line Delivery

H. Final Activity (2 hrs)

Total Hours: 44 hrs

IV. Evaluation Methods

The final grade for this course will be determined as follows:

1. Laboratory projects--300 points
2. Exams--three exams--estimated 300 points
3. Quizzes--estimated 75 points

Grading scale is as follows:

A	-	90-100%
B	-	80-89%
C	-	70-79%
D	-	60-69%
F	-	59% and below

V. Required Textbooks

Required Textbooks: Skibbe, *Optimizing Your Multimedia PC*, Compaq Press; Mastering Windows 95 Visually, IDG; Plumley, *Microsoft Office 97, Quick Reference*, Que.

VI. Teaching Methodology

Daily activities will consist of hands-on experience using the microcomputer. Class attendance is important. Lectures will be integrated with hands-on activities. Unannounced quizzes may be given throughout the semester to check your understanding of essential concepts. It is your responsibility to be in class when quizzes and assignments are given. No make-ups will be given unless *prior* arrangements have been made with the instructor. Assignments will include readings from class texts and laboratory projects.