

Washtenaw Community College Comprehensive Report

CNT 201 Administering Microsoft Windows Client Operating Systems

~~Proposed Start Semester: Fall 2011~~
Effective *sp/su*

Course Cover

Division: Business and Computer Technologies

Department: Computer Instruction

Discipline: Computer Networking Technology

Course Number: 201

Org Number: 14310

Full Course Title: Administering Microsoft Windows Client Operating Systems

Transcript Title: Administering MS Win Clients

Is Consultation with other department(s) required: No

Publish in the Following: College Catalog , Time Schedule , Web Page

Reason for Submission:

Change Information:

Course description

Outcomes/Assessment

Objectives/Evaluation

Rationale: It is time for the three-year syllabus review

Proposed Start Semester: Fall 2011

Course Description: This course is designed to give students a strong foundation in installing, configuring and administering Windows client operating systems. Topics covered include configuring file systems, security, networking protocols and network printing. Performance tuning and troubleshooting will be taught, with an emphasis on the boot process and application support. A basic understanding of Windows operating systems and networking principles is required.

Course Credit Hours

Variable hours: No

Credits: 3

Lecture Hours: Instructor: 45 **Student:** 45

Lab: Instructor: 0 **Student:** 0

Clinical: Instructor: 0 **Student:** 0

Other: Instructor: 0 **Student:** 0

Total Contact Hours: Instructor: 45 **Student:** 45

Repeatable for Credit: NO

Grading Methods: Letter Grades

Audit

Are lectures, labs, or clinicals offered as separate sections?: NO (same sections)

College-Level Reading and Writing

College-level Reading & Writing

Requisites

Prerequisite

Academic Reading and Writing Levels of 6

Prerequisite

Level II Prerequisite: CST 225, CNT 206, or CIS 117, minimum grade "C"

JN logged 9/22/10 *gjv*

General Education
Request Course Transfer
Proposed For:

Student Learning Outcomes

1. Identify Windows operating system features and components.

Assessment 1

Assessment Tool: Multiple-choice test questions

Assessment Date: Fall 2011

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 70% of the students will correctly answer 80% of these questions

Who will score and analyze the data: Scored electronically. The departmental faculty will review the data.

2. Plan and prepare the installation of the Windows client operating system in a corporate and SOHO environment.

Assessment 1

Assessment Tool: Multiple-choice test questions

Assessment Date: Fall 2011

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 70% of the students will correctly answer 80% of these questions

Who will score and analyze the data: Scored electronically. The departmental faculty will review the data.

Assessment 2

Assessment Tool: Lab Activities

Assessment Date: Fall 2011

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Task check list

Standard of success to be used for this assessment: At least 70% of the students will successfully install Windows client on a computer.

Who will score and analyze the data: The course instructor

3. Install Windows client operating system in a SOHO environment.

Assessment 1

Assessment Tool: Multiple-choice test questions

Assessment Date: Fall 2011

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 70% of the students will correctly answer 80% of these questions

Who will score and analyze the data: Scored electronically. The departmental faculty will review the data.

Assessment 2

Assessment Tool: Lab Activities

Assessment Date: Fall 2011

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Task check list

Standard of success to be used for this assessment: At least 70% of the students will successfully install Windows client on a computer.

Who will score and analyze the data: The course instructor

4. Configure Windows client operating system in a workgroup environment, including the configuration of users/groups, network protocols, file shares, encryption and printing.

Assessment 1

Assessment Tool: Multiple-choice test questions

Assessment Date: Fall 2011

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 70% of the students will correctly answer 80% of these questions

Who will score and analyze the data: Scored electronically. The departmental faculty will review the data.

Assessment 2

Assessment Tool: Lab Activities

Assessment Date: Fall 2011

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Task check list

Standard of success to be used for this assessment: At least 70% of the students will successfully configure Windows client to meet the specified requirements.

Who will score and analyze the data: The course instructor

5. Troubleshoot various configuration problems in a Windows Workgroup peer-to-peer network.

Assessment 1

Assessment Tool: Multiple-choice test questions

Assessment Date: Fall 2011

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 70% of the students will correctly answer 80% of these questions

Who will score and analyze the data: Scored electronically. The departmental faculty will review the data.

Assessment 2

Assessment Tool: Lab Activities

Assessment Date: Fall 2011

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Task check list

Standard of success to be used for this assessment: At least 70% of the students will successfully troubleshoot and repair instructor inserted problems in a Windows client environment

Who will score and analyze the data: The course instructor

Course Objectives

1. Describe the features of Windows client: multitasking, multitreading, compatibility, etc.

Methods of Evaluation

Activity or Exercise

Exams/Tests

Lab Activity, Report or Test

Matched Outcomes

1. Identify Windows operating system features and components.

2. Assess and evaluate existing computer hardware against Microsoft's Hardware Compatibility list and system requirements.

Methods of Evaluation

Activity or Exercise

Exams/Tests

Lab Activity, Report or Test

Matched Outcomes

1. Identify Windows operating system features and components.
2. Plan and prepare the installation of the Windows client operating system in a corporate and SOHO environment.

3. Compare and contrast the two different networking models used with Windows client.

Methods of Evaluation

Activity or Exercise

Discussion

Exams/Tests

Matched Outcomes

1. Identify Windows operating system features and components.
2. Plan and prepare the installation of the Windows client operating system in a corporate and SOHO environment.

4. Assess the benefits/problems of installing a fresh copy of Windows client as opposed to upgrading another operating system to Windows client.

Methods of Evaluation

Discussion
Exams/Tests
Quizzes

Matched Outcomes

2. Plan and prepare the installation of the Windows client operating system in a corporate and SOHO environment.

5. Prepare the preliminary planning of a Windows client install to insure a trouble-free installation.

Methods of Evaluation

Activity or Exercise
Exams/Tests
Lab Activity, Report or Test

Matched Outcomes

2. Plan and prepare the installation of the Windows client operating system in a corporate and SOHO environment.

6. Perform a complete installation of Windows client on a bare hard disk.

Methods of Evaluation

Activity or Exercise
Exams/Tests

Matched Outcomes

3. Install Windows client operating system in a SOHO environment.

7. Install a new piece of hardware and configure different hardware profiles in the Windows Client Operating System.

Methods of Evaluation

Activity or Exercise
Exams/Tests

Matched Outcomes

3. Install Windows client operating system in a SOHO environment.

8. Compare and contrast the FAT, FAT32, and NTFS file systems, and explain where each would be appropriate to use.

Methods of Evaluation

Activity or Exercise
Discussion
Exams/Tests

Matched Outcomes

2. Plan and prepare the installation of the Windows client operating system in a corporate and SOHO environment.

4. Configure Windows client operating system in a workgroup environment, including the configuration of users/groups, network protocols, file shares, encryption and printing.

9. Differentiate between NTFS Security Permissions and Share Permissions - where they apply and how they interact with each other.

Methods of Evaluation

Activity or Exercise
Discussion
Exams/Tests

Matched Outcomes

4. Configure Windows client operating system in a workgroup environment, including the configuration of users/groups, network protocols, file shares, encryption and printing.

10. Create Users and configure their properties such as passwords.

Methods of Evaluation

Activity or Exercise
Exams/Tests

Matched Outcomes

4. Configure Windows client operating system in a workgroup environment, including the configuration of users/groups, network protocols, file shares, encryption and printing.

11. Describe, install and configure the various types of Network Access Protocols (PPP, etc.)

Methods of Evaluation

Matched Outcomes

4. Configure Windows client operating system in a workgroup environment, including the configuration of users/groups, network protocols, file shares, encryption and printing.

12. Describe a "Print Server" comparing the differences between a "Network" Printer and a "Local" printer.

Methods of Evaluation

Matched Outcomes

4. Configure Windows client operating system in a workgroup environment, including the configuration of users/groups, network protocols, file shares, encryption and printing.

13. Install printers, manage print jobs and manage printers.

Methods of Evaluation

Matched Outcomes

4. Configure Windows client operating system in a workgroup environment, including the configuration of users/groups, network protocols, file shares, encryption and printing.

14. Troubleshoot and fix printer problems, both local and over the network.

Methods of Evaluation

Matched Outcomes

5. Troubleshoot various configuration problems in a Windows Workgroup peer-to-peer network.

15. Troubleshoot and repair performance bottlenecks on Windows client machines.

Methods of Evaluation

Activity or Exercise

Exams/Tests

Matched Outcomes

5. Troubleshoot various configuration problems in a Windows Workgroup peer-to-peer network.

16. Modify the Registry through the use of Regedit and Regedit 32 to alter settings which can't be changed anywhere else.

Methods of Evaluation

Activity or Exercise
Exams/Tests

Matched Outcomes

4. Configure Windows client operating system in a workgroup environment, including the configuration of users/groups, network protocols, file shares, encryption and printing.
5. Troubleshoot various configuration problems in a Windows Workgroup peer-to-peer network.

17. Back Up the Registry and implement other Fault Tolerance Schemes.

Methods of Evaluation

Activity or Exercise
Exams/Tests

Matched Outcomes

4. Configure Windows client operating system in a workgroup environment, including the configuration of users/groups, network protocols, file shares, encryption and printing.
5. Troubleshoot various configuration problems in a Windows Workgroup peer-to-peer network.

18. Install and test the Recovery Console, the Emergency Repair Process and a Remote OS Installation.

Methods of Evaluation

Activity or Exercise
Exams/Tests

Matched Outcomes

4. Configure Windows client operating system in a workgroup environment, including the configuration of users/groups, network protocols, file shares, encryption and printing.
5. Troubleshoot various configuration problems in a Windows Workgroup peer-to-peer network.

19. Troubleshoot and repair problems with Windows client installations, printers, RAS, Networks, Disks, etc.

Methods of Evaluation

Activity or Exercise

Matched Outcomes

5. Troubleshoot various configuration problems in a Windows Workgroup peer-to-peer network.
20. Install Service Packs and Hot Fixes, and describe various sites, etc. where information can be obtained on various types of problems.

Methods of Evaluation

Activity or Exercise

Matched Outcomes

3. Install Windows client operating system in a SOHO environment.
4. Configure Windows client operating system in a workgroup environment, including the configuration of users/groups, network protocols, file shares, encryption and printing.

New Resources for Course

Course Textbooks/Resources

Textbooks

Stewart, J., M.. *MCSE Guide to Microsoft Windows XP Professional Enhanced Edition*, Second ed. Course Technology Cengage Learning, 2004, ISBN: 9780619217518.

Manuals

Downen, Gary. Administering Microsoft Windows XP Pro CNT201 Labs, Washtenaw Community College, 07-01-2010

Periodicals

Software

Other

Equipment/Facilities

Level III classroom

Computer workstations/lab

Reviewer	Action	Date
Originator:	<i>Originator</i>	
Department Chair/Area Director: <i>Clem. Hasselbach</i>	<i>Recommend Approval</i>	<i>Sep 21, 2010</i>
Dean: <i>Rosemary Wilson</i>	<i>Recommend Approval</i>	<i>Sep 22, 2010</i>
Vice President for Instruction: <i>Stuart Blacklaw</i>	<i>Approve</i>	<i>Dec 02, 2010</i>
President:		