

Course: Carroll: Computer Repair & Support 2

Cyber Pathways Across Maryland SME Rubric

Reviewer Name: Constance Chasteen

Date: 09/15/2018

This course is offered by Carroll Community College (<https://www.carrollcc.edu/Programs-and-Courses/Credit-Programs/Cybersecurity/>). The goal for this review is to validate that the curriculum is complete, current, and relevant to industry cybersecurity needs. Please use the comments sections for each category to explain your overall impressions, whether positive or negative.

COURSE STRUCTURE AND SYLLABUS	Y	N	N/A
Course description is factually complete and accurate		X	
Course structure includes major lessons and assignments		X	
Prerequisite requirements are included and appropriate	X		
Required facilities and equipment are included and appropriate	X		
Required course texts are listed	X		
Appropriate supplementary materials and resources are provided	X		
Course organization and design is clear, coherent, and appropriately structured	X		
Concepts and skills build logically, with appropriate transitions between course sections	X		
Learning outcomes are clearly stated, measurable, and appropriate for the level of the course	X		
Learning outcomes emphasize application of knowledge and skills	X		

Comments about the course structure and syllabus:

Summarize your impressions of the syllabus and course structure including errors, suggestions for revisions, or gaps in the curriculum in regard to industry standards and needs:

- Course description and objectives should include customer service initiatives as it is not resident in Course I, even though listed in the Computer Support & Repair I course description, and is more applicable with the troubleshooting portion of this course. Additionally, questions relating to customer service initiatives are resident in the final exam document found in this course.
- The syllabus is laid out well and easy to comprehend the initiatives and the order the initiatives should take place. The grading scheme is clear. However, the quizzes

listed in the Grading Breakdown are not resident in these materials for review concerning applicability to the subject matter.

LECTURE MATERIALS: INSTRUCTOR SLIDES OR AUDIO/VIDEO PRESENTATIONS	Y	N	N/A
Content is accurate.			x
Materials accurately reflect course content.			x
Materials are presented in a logical order.			x
Materials reflect the major learning points and objectives for the related lesson.			x

Comments about the instructor slides or video presentations:

Summarize your impressions of the instructor slides including errors or suggestions for revisions:

There are no teaching materials, other than labs which are referenced below, in this course packet.

STUDENT ACTIVITIES: LABS/EXERCISES/HOMEWORK			
Activities as a whole:	Y	N	N/A
<ul style="list-style-type: none"> Contribute to the achievement of the stated course objectives. 	x		
<ul style="list-style-type: none"> Are comprehensive enough to reinforce course objectives. 	x		
<ul style="list-style-type: none"> Are current. 		x	
Individual activities:	Y	N	N/A
<ul style="list-style-type: none"> Have a clearly explained purpose and learning goals. 	x		
<ul style="list-style-type: none"> Promote the achievement of their stated learning goals. 	x		
<ul style="list-style-type: none"> Include access to all necessary resources. 	x		

Comments about student activities:

Please summarize your impressions of the student activities including errors or suggestions for revisions:

- Lab 1
 - Should also address turning Hyper-V off in Windows features with Windows 8.x/10 OSs.
- Lab 2
 - Virtualbox is spelled wrong in #1 under “Running you Virtual Machine.”
- Lab 4
 - #6 should say “Internet Explorer will open” not “Notepad.”
- Lab 5
 - This should designate “Computer running Windows 7 or previous version” in the Materials sections, as the process is different in Windows 8.x/10.
 - In the Note section - 3rd sentence “will” should be “while.”
- Lab 7
 - The wrong description for the lab is provided at the top.
- Lab 8
 - There should be an arrow between the word Start and Control Panel in #1.
- Lab 9
 - #5 should include how to get to Folder Options by either going to the Control Panel or to click on Organize > Folder and Search options or Tools > Folder Options.
- Lab 12
 - #5 under “Make and edit to the Windows Registry,” replace the “o” with a “0.”
 - #2 under “How to restore the Windows Registry from an Export File,” “is” should be “in.”
- Lab 13
 - #4 under “Using Task Manager to shut down an unresponsive program,” should designate to “click End Task” instead of “Close/End Program.”
- Lab 14
 - A note should be added to this lab to remove any counters when they are no longer needed.
- Lab 17
 - #3 under “Using Remote Desktop,” should specify that the steps for getting to Remote Desktop in the GUI are relative to Windows 7, because the steps are different for Windows 8.x/10.
- Lab 19 is missing
- Lab 21
 - #8 should say “user” not “users.”
- Lab 23
 - This lab does not go into the process related to using the software GWSCAN. Therefore, I would consider it incomplete.
- Lab 28
 - F8 does not always work on all devices to get into safe mode if it has been disabled by the manufacturer; especially in newer Windows OSs. There is an

alternate method of going through MSCONFIG when in the GUI and choosing Safe Boot under the Boot tab and selecting the Network radio button. This will enter into Safe Mode with Network on restart.

- Lab 30
 - The directions to get to an elevated command prompt for Windows 10 is incorrect. You must click Start > Windows System > Right-click Command Prompt > More > Run as Administrator. It is NOT the same as Windows 7.
- Lab 35
 - Command information for Mac is taken from this book: **CompTIA A+ Complete Deluxe Study Guide: Exams 220-901 and 220-902 By Quentin Docter, Emmett Dulaney, Toby Skandier**. Attributions should be given at the bottom of this lab.

I think the labs are excellent hands-on learning concerning the topics and abilities that should be acquired in this course. Many of them are still focused on Windows 7, however, and need to be updated to reference the processes as they apply to Windows 8.x and 10.

EXAMS AND ASSESSMENTS	Y	N	N/A
Assessments measure the stated learning objectives.	X		
Assessments are consistent with module activities and resources.	X		
Assessments are varied	X		
Assessments are appropriate to the student work being assessed.	X		

Comments about exams and assessments:

Please summarize your impressions of the assessments and any suggestions including errors or suggestions for revisions:

Exams ask questions relative to the material, but are on the short side concerning the amount of questions as there is a lot more information that could be tested concerning this material. I would suggest 30+ questions for an exam such as this with the 5 XC questions remaining at the end for a total of at least 35 questions.

- Exam 1 & 2
 - Two versions, but only a few questions are different.
- Exam 2
 - #15, second sentence - "The" should be "They."

- Second exam should be marked ALT like the alternate for Exam 1 to delineate between the two.
- Final Exam (?)
 - There are only 3 exams and they are referenced as Exam 1, Exam 2 and Exam 3 in the Syllabus. Is the Final Exam an alternate for Exam 3 with the wrong name applied?
- Capstone Project Part II
 - Typo in third sentence - “They” should be “The.”

Overall Summary:

Based on your expertise and knowledge of the course, please write a summary of your overall impressions, the strengths of the material, and your recommendations for future iterations. Please keep in mind suggestions for revisions or gaps in the curriculum in regard to industry standards and needs. If your course is meant to prepare students for a certification exam, please indicate whether or not you feel the course will do so.

Overall, I found this course to possess the information needed for training toward the current CompTIA A+ exam (220-902) in conjunction with the Computer Support & Repair I course (220-901). There were a few areas that could be improved upon. One would be the integration of information related to customer service skills. Another would be integrating more situational questions related to troubleshooting scenarios in the exams that help to convey or reinforce the troubleshooting methodology. Additional areas of improvement are just related to advancing technology. Integration of Windows 8.x/10 in the hands-on labs to familiarize students with their interfaces. Windows 10 has changed a lot of the pathways and abstracted the Control Panel behind System Settings. The sooner we begin to introduce students to these changes, the better for the student.