

CTS 1133C A+ Comprehensive

Course Syllabus | Professor Ricardo Vargas

Fall 2026 (202670) | Session 1 | Reference #72980 | 4 Credit Hours | Fully Online in D2L

Welcome to CTS 1133C

This is a 4-credit-hour fully online course. In this class, you will engage in structured online activities; see the course schedule for a detailed description of activities. There are no on-campus meetings. Students are responsible for regularly reviewing the course schedule and completing all required assignments.

This course uses the **uCertify** platform, where you will review content and complete exercises and labs. To proceed through this course, log on to BC Online and use the embedded links in this course to access uCertify.

Printable version: all sections expanded.

Instructor Information

Ricardo Vargas, MS

- **Email:** D2L email tool (preferred); rvargas@broward.edu only if you cannot access D2L
- **Office Hours:** 4–7 PM, Monday–Friday; weekends on request
- **Office Location:** Zoom (online)

Email Statement

Please contact me through the D2L email tool. Use my Broward College email (rvargas@broward.edu) only if you are unable to access the course email. Your D2L email and Broward College email are two separate accounts and systems that do not communicate with each other.

Response time: The College standard is that class emails are answered within 24–36 hours. In practice, I typically respond within 12 hours, checking email several times a day

during the week and at least once a day on weekends. If you need information related to a test or assignment, plan ahead and send your questions well before the due date.

Course Description and Outcomes

Course Description

This course provides students with the knowledge required to assemble components based on customer requirements; install, configure, and maintain devices, PCs, and software for end users; understand the basics of networking and security/forensics; and properly and safely diagnose, resolve, and document common hardware and software issues while applying troubleshooting skills. Successful candidates will also provide appropriate customer support and understand the basics of virtualization, desktop imaging, and deployment.

Prerequisites and Corequisites

This course does not have any required prerequisites or corequisites.

General Course Outcomes

By the end of this course, students will be able to:

- 1.0** explain the different components of a mobile device.
- 2.0** describe and configure network hardware and settings.
- 3.0** describe and understand hardware components.
- 4.0** understand cloud concepts.
- 5.0** troubleshoot issues relating to hardware/network.
- 6.0** be familiar with modern operating systems.
- 7.0** describe common security concepts and threats.
- 8.0** troubleshoot issues related to software.
- 9.0** be familiar with operational procedures.



Textbook and Course Materials

REQUIRED

- **Title:** Complete A+ Guide to IT Hardware and Software (12th edition)
- **Author/Publisher:** uCertify
- **ISBN:** 978-1-644597903
- **Edition:** 220-1201-1202-SCH.AB1
- **Order online at a discount directly from uCertify:** [uCertify order page](#)

LinkedIn Learning

You will be required to watch LinkedIn Learning content to complete this course. You can access LinkedIn Learning through One Login. Sign-up instructions are in the **Registering for LinkedIn Learning** document in the Start Here folder.

N2K (CyberVista) IT Training

In Modules 11 and 12 you will use N2K (CyberVista) practice exams to prepare for the final exam and the CompTIA A+ certification exams. Access instructions are in the N2K Code Redemption Guide.



Technology and Honorlock Requirements

For the most effective learning environment, you will need:

- A reliable internet connection
- Regular access to a laptop or desktop computer with an updated operating system and web browser. Visit the [technical requirements page](#) for a complete list of system and software requirements, and run the [D2L System Check](#) to make sure your browser is configured for online learning.
- Microsoft Office 365, available for download for all Broward College students. [Follow the directions to download and access Microsoft 365.](#)
- A webcam and microphone for proctored exams, class activities, and virtual sessions

Honorlock Proctored Exams

One or more exams for this course are proctored using Honorlock. You must test in a quiet, private area, with only permitted materials and no people present. You will need a working computer with Honorlock enabled, a whiteboard (if required), and a webcam and microphone that meet the required specifications. Before your exam begins, you must complete a thorough room scan showing the full testing area, including desk, floor, and surroundings.

Failing to follow any proctoring rules, or having unapproved items, may be considered academic dishonesty and could result in disciplinary action. If you have approved accommodations, notify your professor before taking an exam.

Computer Knowledge and Skills

By taking an online course, your computer literacy skills will grow. Skills you will need at the beginning of the course include:

- Working knowledge of multiple web browsers (Chrome, Firefox, Safari, etc.) to navigate the internet and locate information
- Sending and receiving email using your D2L email (within the online course) and your BC email address
- File management skills, including downloading and saving files, uploading files to D2L, and sending email messages with attachments



Course Schedule



Important: Read and refer to this section regularly. The submission of all work is the sole responsibility of the student. Plan your workload accordingly and do not wait until the last minute to meet deadlines. If you are unsure of a due date, contact your instructor for clarification.

 Review

- Syllabus

 Activities / Requirements

- Syllabus Quiz
- Student Introduction
- Honorlock Practice and Compatibility Check
- Enter your uCertify Code

All due by 11:59 PM on 8/27 for attendance verification

 Ebook Readings and Videos

- Lesson 1: Introduction to the World of IT
- Lesson 2: Connectivity

 Activities / Requirements

- Discussion 1 Part 1
- uCertify Labs
- uCertify Quizzes

All module activities are due by 11:59 PM on 9/06

Module 2

9/08 to 9/13

Ebook Readings and Videos

- Lesson 3: On the Motherboard
- Lesson 4: Introduction to Configuration

Activities / Requirements

- Discussion 1 Part 2
- uCertify Labs
- uCertify Quizzes

All module activities are due by 11:59 PM on 9/13

Module 3

9/14 to 9/20

Ebook Readings and Videos

- Lesson 5: Disassembly and Power
- Lesson 6: Memory
- Lesson 7: Storage Devices

Activities / Requirements

- Discussion 2 Part 1
- uCertify Labs
- uCertify Quizzes

All module activities are due by 11:59 PM on 9/20

Module 4

9/21 to 9/27

Ebook Readings and Videos

- Lesson 8: Video and Multimedia Devices
- Lesson 9: Printers and Multifunction Devices
- Lesson 10: Mobile Devices

Activities / Requirements

- Discussion 2 Part 2
- uCertify Labs
- uCertify Quizzes

All module activities are due by 11:59 PM on 9/27

 Ebook Readings and Videos

- Lesson 11: Computer Design and Troubleshooting Review
- Lesson 12: Internet Connectivity, Virtualization, and Cloud Technologies

 Activities / Requirements

- Discussion 3 Part 1
- uCertify Labs
- uCertify Quizzes

All module activities are due by 11:59 PM on 10/04

 Ebook Readings and Videos

- Lesson 13: Networking

 Activities / Requirements

- Discussion 3 Part 2
- uCertify Labs
- uCertify Quizzes

 Midterm

- Complete the uCertify Midterm Practice Exam
- The Midterm is an Honorlock-proctored uCertify exam: 50 questions, 90 minutes. You may have two attempts, and your highest score counts.

All module activities are due by 11:59 PM on 10/18

Module 7

10/19 to 10/25

Ebook Readings and Videos

- Lesson 14: Introduction to Operating Systems

Activities / Requirements

- Discussion 4 Part 1
- uCertify Labs
- uCertify Quizzes

All module activities are due by 11:59 PM on 10/25

Module 8

10/26 to 11/01

Ebook Readings and Videos

- Lesson 15: Introduction to Scripting

Activities / Requirements

- Discussion 4 Part 2
- uCertify Labs
- uCertify Quizzes

All module activities are due by 11:59 PM on 11/01

Module 9

11/02 to 11/08

Ebook Readings and Videos

- Lesson 16: Advanced Windows
- Lesson 17: macOS and Linux Operating Systems

Activities / Requirements

- Discussion 5 Part 1
- uCertify Labs
- uCertify Quizzes

All module activities are due by 11:59 PM on 11/08

Module 10

11/09 to 11/15

Ebook Readings and Videos

- Lesson 18: Computer and Network Security
- Lesson 19: Operational Procedures

Activities / Requirements

- Discussion 5 Part 2
- uCertify Labs
- uCertify Quizzes

All module activities are due by 11:59 PM on 11/15

Module 11

11/16 to 11/22

Practice, Practice, Practice

- N2K CompTIA A+ IT Training Practice Exam: CompTIA A+ Core 1 (220-1201)

Activities / Requirements

- Discussion 6 Part 1
- uCertify Final Practice Exam
- Complete a 50-question custom N2K quiz
- Complete a 60-question custom N2K quiz
- Complete a 75-question custom N2K quiz

All module activities are due by 11:59 PM on 11/22

 Practice, Practice, Practice

- N2K CompTIA A+ IT Training Practice Exam: CompTIA A+ Core 1 (220-1201)

 Activities / Requirements

- Discussion 6 Part 2
- Complete the uCertify Practice Exam
- Complete a 100-question custom N2K quiz

 Final Exam

- Proctored in D2L; covers material from uCertify, LinkedIn Learning, and N2K. Complete all practice exams and review all course materials before attempting it.
- 100 questions, 180 minutes; worth 15% of your final grade.

All module activities are due by 11:59 PM on 12/13

 CTS 1133C A+ Institute: Earn a FREE Voucher and Become A+ Certified

After completing CTS 1133C (CompTIA A+) coursework, you will want to join the A+ Institute. The institute is your bridge from classroom learning to professional certification, designed to help you prepare for and pass both the CompTIA A+ 220-1201 (Core 1) and 220-1202 (Core 2) exams.

The Institute provides structured support and resources to help you move from classroom learning to professional certification. Our goal is to ensure you have the tools, knowledge, and confidence to pass your certification exams on the first attempt.

Discussion and Orientation Due Dates

Due Date	Assessment	Type	Points
8/27/26	Student Introductions	Discussion	1
8/27/26	Syllabus Quiz	Quiz	10
First week	Honorlock Practice and Compatibility Check	Quiz	—
9/13/26	Discussion 1 (Modules 1 and 2)	Discussion	100
9/27/26	Discussion 2 (Modules 3 and 4)	Discussion	100
10/18/26	Discussion 3 (Modules 5 and 6)	Discussion	100
11/1/26	Discussion 4 (Modules 7 and 8)	Discussion	100
11/15/26	Discussion 5 (Modules 9 and 10)	Discussion	100
12/13/26	Discussion 6 (Modules 11 and 12)	Discussion	100
12/13/26	Final	Quiz	100
Ongoing	Course Café	Discussion	—
End of term	End of Course Survey	Survey	—



Assignment Descriptions

Every graded assignment, discussion, and assessment in the course, by module, with the readings or videos that prepare you for it.

Start Here

Assignment	Type	Description	Required Readings / Videos
Syllabus Quiz: Course Policies and Expectations	Quiz	Confirms students have read and understood the course syllabus, policies, and expectations.	Course Syllabus
Discussion: Student Introductions and Course Goals	Discussion	Students introduce themselves via video (2–3 min) or text, sharing their degree/major, inspiration for choosing it, experience with building computers, A+ certification timeline, and any additional personal information. Subject line must follow the format: {FirstName} {LastName}'s Course Goals.	None

Module 1

Assignment	Type	Description	Required Readings / Videos
Quiz 1: Introduction to the World of IT	Quiz	Assesses understanding of foundational IT concepts including qualities of a technician, basic Windows skills, important computer parts, terminology, computer ports, connectors, and cables.	uCertify Lesson 1 Ebook: Introduction to the World of IT
Lab 1: Introduction to the World of IT	Lab	Hands-on virtual labs applying foundational IT concepts and technician skills covered in Lesson 1.	uCertify Lesson 1 Ebook: Introduction to the World of IT

Assignment	Type	Description	Required Readings / Videos
Quiz 2: Connectivity	Quiz	Assesses understanding of computer ports, connector types, cables, and device connectivity options covered in Lesson 2.	uCertify Lesson 2 Ebook: Connectivity
Lab 2: Connectivity	Lab	Hands-on virtual labs connecting a desktop computer and configuring a wireless mouse and keyboard.	uCertify Lesson 2 Ebook: Connectivity
Discussion 1: CompTIA A+ Certification Requirements and Career Value	Discussion	After watching the LinkedIn Learning A+ Core 1 Cert Prep video, students post an original response (at least 7 sentences) addressing A+ certification requirements, reasons to pursue certification, and key career benefits. Part 1 (original post) is due during Module 1; Part 2 (responses to two classmates) is due during Module 2.	LinkedIn Learning Video: CompTIA A+ Core 1 (220-1101) Cert Prep; CompTIA A+ Certification page

Module 2

Assignment	Type	Description	Required Readings / Videos
Quiz 3: On the Motherboard	Quiz	Assesses understanding of motherboard components, processor basics, GPUs, PCI/PCIe adapters, multicore configurations, form factors, BIOS/UEFI, system resources, and troubleshooting symptoms.	uCertify Lesson 3 Ebook: On the Motherboard
Lab 3: On the Motherboard	Lab	Hands-on virtual labs connecting internal desktop components and troubleshooting a slow performance issue.	uCertify Lesson 3 Ebook: On the Motherboard

Assignment	Type	Description	Required Readings / Videos
Quiz 4: Introduction to Configuration	Quiz	Assesses understanding of installing and configuring peripheral devices, USB, eSATA, and network cards, as well as troubleshooting configuration and device issues.	uCertify Lesson 4 Ebook: Introduction to Configuration
Lab 4: Introduction to Configuration	Lab	Hands-on virtual lab enabling and disabling a device driver.	uCertify Lesson 4 Ebook: Introduction to Configuration

Module 3

Assignment	Type	Description	Required Readings / Videos
Quiz 5: Disassembly and Power	Quiz	Assesses understanding of ESD prevention, tools needed to work on computers, computer disassembly and reassembly, voltage and continuity checks, and power supply installation and replacement.	uCertify Lesson 5 Ebook: Disassembly and Power
Lab 5: Disassembly and Power	Lab	Hands-on virtual labs replacing a switching mode power supply (SMPS) and protecting a computer using a UPS.	uCertify Lesson 5 Ebook: Disassembly and Power
Quiz 6: Memory	Quiz	Assesses understanding of memory technologies, planning and performing memory installations and upgrades, removing memory modules, optimizing Windows memory, and troubleshooting memory problems.	uCertify Lesson 6 Ebook: Memory

Assignment	Type	Description	Required Readings / Videos
Lab 6: Memory	Lab	Hands-on virtual labs replacing the RAM in a laptop, configuring virtual memory, troubleshooting a desktop memory issue, installing an SD card, inserting and ejecting a USB drive, and connecting an external hard disk.	uCertify Lesson 6 Ebook: Memory
Quiz 7: Storage Devices	Quiz	Assesses understanding of SATA, eSATA, SSD, and SSHD technologies, installing and configuring storage devices including RAID, maintaining drive health, and using Windows Storage Spaces.	uCertify Lesson 7 Ebook: Storage Devices
Lab 7: Storage Devices	Lab	Hands-on virtual labs replacing an internal HDD, formatting and cleaning a disk, creating and managing dynamic disks, converting a basic disk to a dynamic disk, creating a volume with Disk Management, and creating RAID arrays.	uCertify Lesson 7 Ebook: Storage Devices
Discussion 2: Small Business Workstation Build Scenario	Discussion	After watching LinkedIn Learning Core 1 Cert Prep video segments covering motherboards through mass storage, students design a complete workstation solution for a photography studio with a \$2,000 budget and 10TB storage requirement, addressing motherboard selection, power supply, storage, and	LinkedIn Learning Video: CompTIA A+ Core 1 (220-1101) Cert Prep (Parts covering motherboards, CPUs, RAM, power supplies, and mass storage)

Module 4

Assignment	Type	Description	Required Readings / Videos
Quiz 8: Video and Multimedia Devices	Quiz	Assesses understanding of installing, configuring, and troubleshooting video cards, sound cards, projectors, optical drives, and scanners.	uCertify Lesson 8 Ebook: Video and Multimedia Devices
Lab 8: Video and Multimedia Devices	Lab	Hands-on virtual labs adjusting display settings, installing a sound card, and connecting external speakers and headphones.	uCertify Lesson 8 Ebook: Video and Multimedia Devices
Quiz 9: Printers and Multifunction Devices	Quiz	Assesses understanding of printer operation types, installation steps, preventive maintenance, controlling printers from Windows, and troubleshooting common printer problems.	uCertify Lesson 9 Ebook: Printers and Multifunction Devices
Lab 9: Printers and Multifunction Devices	Lab	Hands-on virtual labs setting up a wireless inkjet printer, installing a printer, and sharing a printer.	uCertify Lesson 9 Ebook: Printers and Multifunction Devices
Quiz 10: Mobile Devices	Quiz	Assesses understanding of mobile device operating systems, configuration, backup, security, and troubleshooting.	uCertify Lesson 10 Ebook: Mobile Devices
Lab 10: Mobile Devices	Lab	Hands-on virtual labs installing an app and configuring permission settings, connecting an iPhone to Wi-Fi, setting a data-usage limit, connecting a laptop to a personal mobile hotspot, pairing an iPhone to a laptop via Bluetooth, and configuring email and synchronization on mobile devices.	uCertify Lesson 10 Ebook: Mobile Devices

Module 5

Assignment	Type	Description	Required Readings / Videos
Quiz 11: Computer Design and Troubleshooting Review	Quiz	Assesses understanding of selecting computer components for specific environments, designing for subsystems, basic troubleshooting procedures, BIOS/UEFI boot sequence, and POST error codes.	uCertify Lesson 11 Ebook: Computer Design and Troubleshooting Review
Lab 11: Computer Design and Troubleshooting Review	Lab	Hands-on virtual lab joining a workstation to an Active Directory (AD) domain.	uCertify Lesson 11 Ebook: Computer Design and Troubleshooting Review
Quiz 12: Internet Connectivity, Virtualization, and Cloud	Quiz	Assesses understanding of dial-up and broadband internet options (satellite, cable, DSL, fiber, cellular, Wi-Fi), browser configuration, cloud computing concepts, and virtualization basics.	uCertify Lesson 12 Ebook: Internet Connectivity, Virtualization, and Cloud Technologies
Lab 12: Internet Connectivity, Virtualization, and Cloud Technologies	Lab	Hands-on virtual labs connecting to an Ethernet network, connecting to a cable modem, connecting to a DSL network, creating a VM in Azure, securing the browser, and setting up Azure storage and sharing a file.	uCertify Lesson 12 Ebook: Internet Connectivity, Virtualization, and Cloud Technologies

Assignment	Type	Description	Required Readings / Videos
Discussion 3: Security vs. Accessibility Tradeoff	Discussion	After watching LinkedIn Learning Core 1 Cert Prep video segments on internet technologies and virtualization, students compare VPN-only access with strict firewall rules vs. cloud-based applications with proxy server filtering for a small business, recommending and justifying one solution. Part 1 (original post) is due during Module 5; Part 2 (responses to two classmates) is due during Module 6.	LinkedIn Learning Video: CompTIA A+ Core 1 (220-1101) Cert Prep (Parts covering Internet Connectivity and Virtualization)

Module 6 and Midterm

Assignment	Type	Description	Required Readings / Videos
Quiz 13: Networking	Quiz	Assesses understanding of network cables and connectors, Ethernet, OSI and TCP/IP models, protocols, TCP/UDP ports, MAC/IPv4/IPv6 addressing, wired and wireless network setup, troubleshooting tools, network printers, servers, SDN, and data sharing.	uCertify Lesson 13 Ebook: Networking
Lab 13: Networking	Lab	Hands-on virtual labs configuring an IPv6 address, configuring an IPv4 address, creating a VLAN, configuring the SSID, changing passwords for the router, and configuring a router manually.	uCertify Lesson 13 Ebook: Networking

Assignment	Type	Description	Required Readings / Videos
Midterm Practice: A+ Core 1 Readiness Assessment	Assessment	A practice midterm exam used to assess student readiness in CompTIA A+ Core 1 (220-1101) content covered in Modules 1–6. Students submit a screenshot of results in a PDF document showing name, number of questions, and score.	uCertify Lessons 1–13 Ebooks and LinkedIn Learning A+ Core 1 (220-1101) Cert Prep video
Midterm Exam: A+ Core 1 Readiness Assessment	Assessment	A 50-question proctored midterm exam administered through Honorlock (90-minute time limit) covering material from uCertify, LinkedIn Learning, and N2K (CyberVista). Worth 10% of the final grade.	All uCertify Lessons 1–13; LinkedIn Learning A+ Core 1 (220-1101) Cert Prep videos; N 2K (CyberVista) practice exam content

Module 7

Assignment	Type	Description	Required Readings / Videos
Quiz 14: Introduction to Operating Systems	Quiz	Assesses understanding of OS types and purposes, desktop and mobile OSes, application installation, end-of-life and compatibility considerations, Windows editions, desktop icons, file	uCertify Lesson 14 Ebook: Introduction to Operating Systems

Assignment	Type	Description	Required Readings / Videos
Lab 14: Introduction to Operating Systems	Lab	Hands-on virtual labs using BitLocker to encrypt a drive, encrypting a file using EFS, compressing and extracting files using 7-Zip, configuring display language, region, and keyboard layout, personalizing Windows, and exploring the Windows Registry.	uCertify Lesson 14 Ebook: Introduction to Operating Systems
Discussion 4: OS Maintenance – Lessons Learned and Best Practices	Discussion	After watching LinkedIn Learning Core 2 Cert Prep video segments on maintaining and optimizing operating systems, students identify the most valuable maintenance tip or backup strategy and explain how they would apply it in a real IT support scenario, including a specific situation where that knowledge would be critical. Part 1 (original post) is due during Module 7; Part 2 (responses to two classmates) is due during Module 8.	LinkedIn Learning Video: CompTIA A+ Core 2 (220-1102) Cert Prep (Parts covering OS maintenance and optimization)

Module 8

Assignment	Type	Description	Required Readings / Videos
Quiz 15: Introduction to Scripting	Quiz	Assesses understanding of command prompt usage, common commands, shell scripting, Python, JavaScript, VBScript, batch files, PowerShell, scripting use cases, environment variables, variables and data types, programming constructs (sequence, selection, repetition), and relational and logical operators.	uCertify Lesson 15 Ebook: Introduction to Scripting
Lab 15: Introduction to Scripting	Lab	Hands-on virtual labs using system commands, diagnosing network issues using command-line utilities, using the ipconfig and ifconfig commands, creating a volume with Diskpart, and creating and executing shell and Python scripts.	uCertify Lesson 15 Ebook: Introduction to Scripting

Module 9

Assignment	Type	Description	Required Readings / Videos
Quiz 16: Advanced Windows	Quiz	Assesses understanding of installing and troubleshooting Windows, hardware and software installation, System Restore, driver rollback, WinRE, Windows security settings, Control Panel utilities, the boot process, Computer Management, Task Manager, Event Viewer, and backup and recovery.	uCertify Lesson 1 6 Ebook: Advanced Windows

Assignment	Type	Description	Required Readings / Videos
Lab 16: Advanced Windows	Lab	Hands-on virtual labs creating a swap partition, enabling the Shadow Copies feature, configuring Windows Update, creating a restore point, configuring and using File History, and creating and scheduling a backup in Windows.	uCertify Lesson 1 6 Ebook: Advanced Windows
Quiz 17: macOS and Linux Operating Systems	Quiz	Assesses understanding of alternative operating systems beyond Windows, macOS and Ubuntu Linux user interfaces, graphical and command-line file manipulation, system backups, finding Unix/Linux software, and working from a Linux command line.	uCertify Lesson 17 Ebook: macOS and Linux Operating Systems
Lab 17: macOS and Linux Operating Systems	Lab	Hands-on virtual labs configuring an IP address in Linux, creating backups in Linux, using the SET tool, implementing malware protection on Linux, performing symmetric and asymmetric encryption, and implementing PGP for secure email and file encryption.	uCertify Lesson 17 Ebook: macOS and Linux Operating Systems

Assignment	Type	Description	Required Readings / Videos
Discussion 5: Layered Security Approach for a Small Business	Discussion	After watching LinkedIn Learning Core 2 Cert Prep video segments on securing computers, students discuss which combination of physical, technical, and administrative security controls would be most effective for a small business with 25 employees, including a scenario where one security layer fails and others provide protection. Part 1 (original post) is due during Module 9; Part 2 (responses to two classmates) is due during Module 10.	LinkedIn Learning Video: CompTIA A+ Core 2 (220-1102) Cert Prep (Parts covering Security and Securing Computers)

Module 10

Assignment	Type	Description	Required Readings / Videos
Quiz 18: Computer and Network Security	Quiz	Assesses understanding of security policies, OS and data protection, data sharing and protection, Windows security optimization, data destruction and disposal, wireless security configuration, and building customer trust.	uCertify Lesson 18 Ebook: Computer and Network Security
Lab 18: Computer and Network Security	Lab	Hands-on virtual labs implementing physical security, configuring port security on an access port, examining Kerberos settings, implementing MFA on mobile devices, defending against IP spoofing, and simulating a DDoS attack.	uCertify Lesson 18 Ebook: Computer and Network Security

Assignment	Type	Description	Required Readings / Videos
Quiz 19: Operational Procedures	Quiz	Assesses understanding of personal and workplace safety procedures, protecting equipment from airborne pollutants, waste disposal (computers, batteries, toner, monitors), IT documentation types, change management processes, and professional communication.	uCertify Lesson 19 Ebook: Operational Procedures
Lab 19: Operational Procedures	Lab	Hands-on virtual labs reporting an issue, enforcing password settings, and creating a bus topology.	uCertify Lesson 19 Ebook: Operational Procedures

Module 11

Assignment	Type	Description	Required Readings / Videos
N2K (CyberVista) Practice Assignment 1: 50-Question A+ Custom Quiz	Assignment	Formative 50-question custom practice quiz through the N2K (CyberVista) platform covering CompTIA A+ Core 1 domains. Students submit a screenshot of results (name, question count, and score) as a PDF.	All uCertify Lessons 1–19 and LinkedIn Learning A+ Core 1 and Core 2 video content
N2K (CyberVista) Practice Assignment 2: 60-Question A+ Custom Quiz	Assignment	Formative 60-question custom practice quiz through the N2K (CyberVista) platform. Students submit a screenshot of results as a PDF.	All uCertify Lessons 1–19 and LinkedIn Learning A+ Core 1 and Core 2 video content

Assignment	Type	Description	Required Readings / Videos
N2K (CyberVista) Practice Assignment 3: 75-Question A+ Custom Quiz	Assignment	Formative 75-question custom practice quiz through the N2K (CyberVista) platform simulating near full-exam coverage. Students submit a screenshot of results as a PDF.	All uCertify Lessons 1–19 and LinkedIn Learning A+ Core 1 and Core 2 video content
Discussion 6: Comprehensive Disaster Planning	Discussion	After watching LinkedIn Learning Core 2 Cert Prep video segments on operational procedures, students discuss how to create a comprehensive disaster recovery plan combining backup strategies and power protection, addressing both data loss and equipment damage from power events. Part 1 (original post) is due during Module 11; Part 2 (responses to two classmates) is due during Module 12.	LinkedIn Learning Video: CompTIA A+ Core 2 (220-1102) Cert Prep (Parts covering Operational Procedures and backup/recovery); uCertify Lesson 19 Ebook: Operational Procedures

Module 12

Assignment	Type	Description	Required Readings / Videos
N2K (CyberVista) Practice Assignment 4: 100-Question Comprehensive A+ Quiz	Assignment	Formative 100-question comprehensive custom practice quiz through the N2K (CyberVista) platform covering all CompTIA A+ Core 2 domains. Students submit a screenshot of results (name, question count, and score) as a PDF. See the N2K Code Redemption Guide for access instructions.	All uCertify Lessons 1–19 and LinkedIn Learning A+ Core 2 video content
Final Exam: CompTIA A+ Comprehensive Assessment	Assessment	A 100-question proctored final exam administered through Honorlock (180-minute time limit) covering material from uCertify, LinkedIn Learning, and N2K (CyberVista). Worth 15% of the final grade. Students must also submit the CompTIA Final Exam Scoresheet upon completion.	All uCertify Lessons 1–19; LinkedIn Learning Core 2 (220-1102) Cert Prep videos; N2K (CyberVista) practice exam content

Course Activities

Discussions

Discussions are public, and everyone in your course can read what you post. Review the [D2L discussion tutorial](#) for general support with the discussion tool.

- There are **6 discussions** worth 100 points each.
- Complete your original post before the Part 1 deadline. Respond to the topic with an original post of at least **7 sentences** that shows your understanding of the video's topic. Include

examples and links to additional resources if appropriate. Initial posts made after the due date will lose points for being late.

- For Part 2, react to **two posts** from fellow students. Responses should be at least **5 sentences** each and must either clarify points or suggest additional considerations. A simple “I agree” statement will result in no credit.
- Refer to the discussion rubric for specific grading criteria. Grades will be posted within 5 days of the Part 2 due date.

Missing posts reduce your grade as follows (and override the discussion rubric): No original post (–50%) • Missing one response post (–25%) • Missing two response posts (–50%)

Assignments

Assignments must be submitted by the due dates in your syllabus. Submitting an assignment is your sole responsibility, and you should keep an electronic copy of all assignments. Review the [D2L assignment tutorial](#) for general support.

- See the course schedule for assignment due dates.
- Refer to the assignment resources for grading criteria.
- Grades will be posted within 5 days of the assignment due date.

Quizzes and Tests

Quizzes and tests may be taken only during the availability dates in the course schedule. Give yourself plenty of time, pay close attention to time limits, and make sure you have a reliable internet connection. Review the [D2L quizzes and tests tutorial](#) for general support. Most quizzes are taken in uCertify. **The Midterm and the Final are both proctored.**

Honorlock Proctored Tests

Honorlock is an online proctoring service that lets you take exams from home, available 24/7. You need a computer, webcam, and stable internet connection. You do **not** need to create an account, download separate software, or schedule an appointment.

How it works: Log into D2L and click the quiz. You will be prompted to add the Honorlock Chrome Extension, which is required, and you must use Google Chrome. You will take a picture, show your ID, and scan your room. Honorlock records you via webcam and records your screen, and its integrity algorithm can detect search-engine use, even on a secondary device.

How to get started: Review the Honorlock Guide in your Student Toolbox.

- Honorlock is not a live proctoring service; no appointment is needed.
- Check that your computer, webcam, and microphone meet the Honorlock technical requirements.
- Use Google Chrome and install the Honorlock Chrome Extension.
- When ready, open your exam in D2L and click **Launch Proctoring** to begin authentication.
- If you see a page asking for an access code, the extension is not installed or you are not using Chrome.
- 24/7/365 support: (855) 828-4004, chat, or support@honorlock.com

All Honorlock sessions are recorded, and grades are considered tentative until your instructor has finished reviewing the recorded sessions.



Grade Distribution and Grading Scale

Assessment	Percent of Final Grade
Course Overview Activities Syllabus Quiz, Student Introduction, Pre-Assessment	2%
Participation Grade 19 required uCertify lesson/chapter eBook readings	10%
Discussions Six two-part discussions based mainly on LinkedIn Learning video clips	18%
uCertify Quizzes 19 uCertify lesson/chapter quizzes	15%
uCertify Labs Various labs for each of the 19 uCertify lessons/chapters	15%

Assessment	Percent of Final Grade
Midterm Practice and Midterm Exam uCertify Midterm Practice Exam and uCertify Midterm Exam	10%
Practice Exams uCertify Final Practice Exam and 4 N2K final practice exams	15%
Final Exam (in D2L) Based on all material: uCertify, LinkedIn Learning, but mostly N2K	15%
Total	100%

Grading Scale

Grade	Scale
A	90–100%
B	80–89.9%
C	70–79.9%
D	60–69.9%
F	0–59.9%



Student Expectations and Course Policies

Attendance Verification

You are expected to participate in an academic activity to be considered present in the course. You must complete an academic activity during the first week of the course, before the attendance verification date. The academic activity is usually the syllabus quiz or a discussion post. **Just logging into the course or sending an email to your instructor will not satisfy the attendance requirement.**

If you are reported for non-attendance in an online course and then withdrawn, you are still responsible for paying for the course. If for any reason you cannot complete attendance verification before the deadline, drop the course by the official drop/add deadline, or you will still have to pay for it.

Participation

To succeed in this course, log in and participate multiple times throughout the week (check email, announcements, class discussions, feedback, etc.) so you do not miss critical course information and updates. Communication with your professor is very important and plays a vital role in your success.

Withdrawal Policy

It is your responsibility to withdraw from this course. If you stop participating and do not withdraw by the deadline, you may receive an F.

Late Work Policy

Unless otherwise noted by the instructor, late work is permitted only under qualifying circumstances and only with prior notification and supporting documentation (original funeral notice, original doctor's note, etc.). Computer and internet connectivity problems are not valid reasons for late work. It is the student's responsibility to be technologically prepared to take an online course.

Changes to the Syllabus

The instructor reserves the right to make changes to the syllabus as necessary to support student learning and course objectives. If changes become necessary, students will be notified within 24–48 hours.



Academic Honesty

When you log into D2L, you do so with the understanding and agreement that you will produce your own work, complete class assignments and discussions yourself, and take class exams, tests, or quizzes without the assistance of others. All academic work must be the result of your own thought, research, or self-expression. Academic misconduct includes, but is not limited to:

- **Sharing access or passwords to D2L:** keep your username and password confidential.
- **Cheating:** obtaining, attempting to obtain, or aiding another to obtain credit for work by dishonest or deceptive means.
- **Plagiarism:** using the words or ideas of the original creator without attribution as if they were your own, from copying someone else's work verbatim to elaborating on or altering someone else's work.
- **Self-plagiarism:** submitting or reusing parts of a previous paper without referencing the source to which it was first submitted, including when retaking a course.
- **Unacceptable collaboration:** using answers, solutions, or ideas that are the results of collaboration without citing the collaboration.
- **Falsification of data:** making up or falsifying information and data, including citing sources you did not actually use.
- **Pay/outourcing services:** employing an assignment writing service or having another person, student, or artificial intelligence (AI) program write the paper for you.
- **Enabling:** aiding and abetting another student in an act of academic dishonesty, such as giving someone a paper to copy or allowing someone to access your account.
- **Unauthorized or malicious interference:** deliberately interfering with the work or activities of another person to cause harm or irreparable damage.
- **Inappropriate use of course materials:** redistributing class materials (syllabus, exams, slides, handouts, study aids, presentations) for purposes not approved by the instructor, including posting course materials, quiz or exam questions, or discussions on commercial websites.

Online courses use tools such as Turnitin and remote proctoring to deter and detect academic dishonesty. **The first time you are found being academically dishonest, you will receive a zero for the assignment. A second time, you will receive an F in the course.** Academic dishonesty may result in further disciplinary action and/or referral to the Dean of Student Services.

For more information, refer to the [Student Code of Conduct Policy](#) and the Student Code of Conduct section of the [Student Handbook](#).



Communication and Faculty Response

Communication

During the semester, course communications should be restricted to D2L email. Do not send class-related emails to the instructor's BC email address. Post class-related questions in the **Course Café** discussion area; other students may have the same questions or may be able to answer yours.

Netiquette

- Follow the rules of online netiquette, a guideline for polite online behavior. Review the [general netiquette rules](#).
- Individuals who violate netiquette rules or engage in disruptive online behavior, such as flaming (posting disrespectful or hostile comments), posting inappropriate comments, or shouting (posting in all capitals), may have their class access revoked and/or be referred to the Dean of Student Services. Students who continue after being warned may be permanently denied access to the class and/or receive an F.
- Avoid email shorthand and text-style writing. Not everyone knows what abbreviations mean, so keep your communication clear.
- Use discretion when posting or sending emails, and check spelling, punctuation, grammar, capitalization, and sentence structure.

Faculty Response

Class emails will be answered within 24–36 hours, the College standard; in practice, I typically respond within 12 hours. If you need information related to a test or assignment, plan ahead and submit your questions in advance of the due date. If the class communication tools are unavailable for more than 24 hours, the instructor will communicate with students (if necessary) through their BC email address. After the semester ends, and only if necessary, you may contact the instructor at his BC email address.



Accessibility, Support, and Safety

Academic Accommodations

Broward College is committed to fostering a learning environment that supports all students. Any student seeking academic accommodations due to a disability can [register here](#) or [contact the](#)

[office](#) on your primary campus as soon as possible. If approved, and in accordance with [Broward College Policy 6Hx2-5.09](#), it is the student's responsibility to approve delivery of their accommodation plan to each instructor they choose. Accommodations are not retroactive.

[Assistive Technologies \(AT\)](#) are available for students with disabilities registered with the Accessibility Resources Office. All registered students are encouraged to complete an AT assessment as early as possible.

Learning Technologies for All Students

[Read&Write](#) is a set of reading and writing tools available to all students, including reading text aloud, defining unfamiliar words, researching assignments, creating outlines and study guides, and proofing written work. [Ally](#), embedded in all D2L courses, converts electronic text into alternative formats such as MP3 files and readable PDFs at the click of a button.

Mental Health Support

As a Broward College student, you have access to confidential counseling and mental health support already paid for by your student fees. Whether you are feeling stressed, overwhelmed, anxious, or simply want someone to talk to, support is available 24/7.

Immediate help: call 833-398-0805 • [Mental Health & Wellness website](#) • [Mental Health Services flyer](#)

Safety, Security, and Emergency Preparedness

Safety is everyone's responsibility. Visit the [Campus Safety & Security website](#) for information and resources on crime prevention, active shooter preparedness, reporting suspicious activity, [hurricane preparedness](#), and how to respond in an emergency. Campus Safety is available 24/7 at **954-201-HELP (4357)**. If the College closes due to weather or another major event, the instructor will post an announcement and/or send an email explaining any changes to the course schedule and due dates.

Help Desk (Service Portal)

If you need help using D2L:

- [D2L Support at Broward College](#)
- [24/7 Help Desk \(Service Portal\)](#) for 24-hour technical assistance
- BC Help Desk (Service Portal): **954-201-7521**

Questions? Post them in the Course Café or send me a D2L email. I'm here to help you succeed!

Professor Ricardo Vargas