

Syllabus

Course Information

- Semester and Year: Fall 2026
- Course Title: Computer Hardware Configuration and Support
- Course Prefix and Number: BPC170
- Section Number: 17984
- Credit Hours: 3.0
- Start Date: 9/9/2026
- End Date: 12/18/2026
- Room Number: CM449
- Meeting Days: Wednesday
- Meeting Times: 5:30pm – 7:30pm
- Class Format: In-Person

Instructor Information

- Instructor: Cristobal Romero
- Email: cristobal.romero@scottsdalecc.edu
- Phone: 480-423-6262
- Office Location: CM418, [Virtual Office](#)
- Office Hours: [See Faculty Page](#)

Course Description

Explore technical aspects of personal computers, including system components, installation, system configuration, peripheral devices, and notebooks. Emphasis placed on hardware installation, maintenance, mobile devices, and hardware troubleshooting. Helps prepare students for the CompTIA A+ Core 1 (220-1101) certification.

Prerequisites and/or Corequisites

CIS105 or permission of Instructor

Course Competencies

1. Identify the fundamental principles of using personal computers
2. Identify, install, configure, optimize, and upgrade personal computer components using appropriate tools.

3. Identify the fundamental principles of networks.
4. Identify and describe network hardware and network media and their uses in given scenarios.
5. Install, configure, and deploy wired and wireless networks using appropriate tools and network components based upon given scenarios.
6. Identify the fundamental principles of using laptops.
7. Install, configure, optimize, and upgrade laptops using appropriate tools.
8. Identify the fundamental principles of using printers.
9. Install, configure, maintain, and share printers based upon given scenarios.
10. Explain the theory, processes, and best practices for troubleshooting hardware components, peripherals, mobile devices, and networking.
11. Identify symptoms and use the tools needed to fix hardware components, peripherals, mobile devices, and networking based upon given scenarios

Texts and Course Materials

Title: A+ Core 1 CertMaster Learn v15

ISBN: 978-1-64274-601-3

Cost via Publisher: \$122

Publisher: CompTIA, Inc

Course Policies

The following are policies specific to this course. Students are also responsible for the college policies included on the [Student Regulations](#) page of the Maricopa Community College District website.

- Late work may be accepted with point deductions. Always communicate with your instructor if you have issues completing assignments according to scheduled due dates.
- No homework or lab submissions will be accepted after the Final Exam due date.
- Attendance for in-person labs is required, if you are unable to attend class and complete hands-on labs you must communicate with your instructor ahead of time and will be subject to point deduction.

Academic Conduct

In addition to the general college Academic Honesty policy stated in the Canvas course under the Course and College Policies section, the following additional policies apply to this course:

The highest standards of academic integrity are expected of all students. The failure of any student to meet these standards may result in suspension or expulsion from the College or other sanctions as specified in the Scottsdale Community College Academic Integrity Policy. Violations of academic integrity include, but are not limited to, cheating, fabrication, tampering, plagiarism, or facilitating such activities. Specific examples of academic misconduct relating to this course include:

- Copying another student's work and turning it in as one's own.

- Submitting another student's file as your own.
- Working jointly on an assignment, with each student turning in a copy of the joint product, creating the impression that each student completed the work independently.

Each student must complete his/her own work on his/her own computer with his/her own data files. If you are caught turning in another student's work, **both students will receive a zero and may be withdrawn for academic misconduct from the class with a grade of 'Y'.** **Cheating on an exam will result in immediate withdrawal for academic misconduct from the course with a grade of 'Y'.**

Withdrawal Policy

In addition to the general college withdrawal policy, the following additional withdrawal policies apply to this course:

- Students must attend the first class session to be assigned a lab partner and enroll in the CompTIA learning platform
- Students who do not participate for **two (2) weeks consecutively (or for one (1) week consecutively during an 8-week course)** will be withdrawn for attendance. Participation is defined as follows:
 - Submitting homework on or before due dates
 - Participating in discussions/critiques over the course of a due date
 - Completing exams/quizzes on or before due dates
 - Just logging into the Canvas course does **NOT** count as participation

The official refund date for this course is **September 15th, 2026**

Attendance Policy

You are required to attend all class meetings. You cannot be successful in a CIS class if you miss 20% or more of the meetings, even if the absences are excused. Therefore, after missing 20% of the class meetings – whether they are excused absences or unexcused – you will automatically be dropped from the course. If you miss, are late for class, or leave early you are responsible for ALL material covered during that class meeting. To successfully learn the course material, the student will need to invest significant time and effort in reading, key stroking and completing all the class assignments.

Instructional Contact Hours and Minimum Course Expectations

Instructional contact hours are the weekly time students spend directly learning with their instructor or course activities. These activities include, but are not limited to, lectures, discussions, labs, group work, and viewing recordings. Instructional contact hours vary by course; refer to the [MCCCD course bank](#) for your course's details.

Minimum course expectations include the number of hours students are expected to spend outside of class (weekly) completing coursework. Students are encouraged to use the [Time Management Calculator](#) to help estimate their weekly time commitment for classes.

Course Technologies

View the [Accessibility Statements & Privacy Policies](#) of the technologies used in this course. The [SCC Help Desk](#) provides students with a primary point of contact within SCC for college-supported technology services and technical assistance.

Maricopa Systems

This course uses key Maricopa systems for course management and communication.

- Canvas Learning Management System
- Student Maricopa Gmail Account

Synchronous Communication Tools

This course implements the use of web conferencing and/or other synchronous course tools.

- Big Blue Button

Streaming Media/Audio/Video Tools

This course uses webcasting, lecture capture systems, YouTube, and/or other streaming media services.

- YouTube
- MentiMeter

Student Assignment Tools

This course may require students to participate in or submit assignments using desktop or cloud-based applications.

- Google Products (or)
- [Microsoft Office 365](#)
- CompTIA CertMaster Learn Platform
- Adobe Reader

Generative Artificial Intelligence (AI) Policy

The World Economic Forum defines generative AI as “a category of artificial intelligence (AI) algorithms that generate new outputs based on the data they have been trained on. Unlike traditional AI systems that are designed to recognize patterns and make predictions, generative AI creates new content in the form of images, text, audio, and more.”

Some examples of generative AI tools include but are not limited to: ChatGPT, Google Gemini, Microsoft Copilot, Stable Diffusion, GrammarlyGo, and Adobe Firefly.

Some Generative Artificial Intelligence (AI) Allowed in Specific Circumstances

There are situations and contexts within this course where you may be permitted to use generative AI tools. In these cases, specific guidelines will be provided in the assignment

details. If you are unsure if the tool or website you are using is a generative AI tool or if it is permitted on a specific assignment, please contact the instructor for further clarification before submitting your work.

Grading Standards and Practices

Grade Scale

Table 1 Course Grading Scale

Letter Grade	Points Range
A	90 – 100%
B	80 – 89%
C	70 – 79%
D	60 – 69%
F	0 – 59%

Assignments

Table 2 List of Assignments

Assignment Name	Percent of Grade
Module Quizzes	20%
Lesson Review Quizzes	15%
In Class & Practical Labs	20%
Midterm Exam	10%
Final Project and Presentation	20%
Final Exam	15%
TOTAL:	100%

Student/Instructor Interaction

In this course, you can expect regular and substantive interaction (RSI) that aligns with Scottsdale Community College's mission to provide challenging and supportive learning experiences and the US Department of Education's requirement for regular and substantive interaction (RSI) for online courses. My commitment to your success includes the following:

- Being available during regularly scheduled office hours as stated in the syllabus.

- Sharing weekly information about the course materials, including key information, explanations, examples, and resources via in-person, recorded, and/or text-based lectures.
- Engaging in weekly discussions about course content within discussion boards in Canvas, forums in MOER, or other discussion-based tools.
- Providing group or individual feedback regularly on assignments.
- Promptly responding to student questions about the course sent via email, MOER messaging, or the Canvas inbox.
- Regularly posting announcements about the course content and activities.
- Monitor your academic progress and communicate concerns, as needed.

Response Time

Students can expect a response time of **24-48 hours** for the instructor to respond to messages sent via the Canvas Learning Management System or cristobal.romero@maricopa.edu email. Students can expect assignments to be graded within **one week** of the assignment's due date.

Tutoring

SCC's tutors are available online to help with your courses. You may work with an SCC tutor remotely using Google Meet, your phone, or email. Visit the [Tutoring & Learning Centers](#) page for detailed information on the five learning centers' hours and procedures.

If you need to work with a tutor outside regular hours, online and hybrid students now have access to a 24/7 online tutoring service called Brainfuse. To access Brainfuse and begin working with a tutor, visit the [SCC Online Tutoring Services Through Brainfuse](#) page.

CIS Study Lab

We urge CIS students to utilize the [CIS Study Lab](#). This lab is used for hands-on classwork and is staffed with CIS instructors. Any SCC student currently enrolled in a CIS course may use this lab. A detailed lab schedule with instructor-assigned times and locations is posted in your Canvas course.

We urge CIS students to utilize the CIS Study Lab located in CM446. This lab is used for hands-on classwork and is staffed with CIS instructors.

MCCCD Policies

MCCCD is committed to providing a safe, fair, and accessible environment for all students. This includes laws such as the ADA and Title IX, which protect against discrimination. These statements explain your rights, available support, and where to go for help or more information. Please review the following policies:

Classroom Accommodations for Students with Disabilities

In accordance with the Americans with Disabilities Act (ADA), the Maricopa County Community College District (MCCCD) and its associated colleges are committed to providing equitable access to learning opportunities to students with documented disabilities (e.g. physical, sensory, neurological, chronic illness, mental health, learning disabilities, or other health concerns). If you require accommodations for this course, please contact [Disability Resources and Services](#) (DRS) at your college.

Contact with [DRS](#) should be made as soon as possible to ensure academic needs are met in a reasonable time. Additional information can be found in the [Non-Discrimination Statement](#) and [MCCCD Non-Discrimination Policies](#).

[Addressing Incidents of Title IX Sexual Harassment](#)

Students are responsible for the information contained in this syllabus, the Syllabus page in your Canvas course and the **College Policies & Student Services** page found in the First Steps module of your Canvas course. Students will be notified by the instructor of any changes in course requirements or policies.