CompTIA ITF+/A+

Instructor
Mike Boggs

Email
mboggs@byteback.org

Course Zoom Link
TBD

Course Overview

This 17-week course is designed for students who wish to follow an IT career path, developing knowledge and skills needed in a variety of IT oriented jobs. Students will review a combination of CompTIA ITF+ an A+ objectives through a combination of lectures, videos, in-person labs, virtual labs, and in-home practice. Specifically, students will study the following topics:

- IT concepts and terminology
- Mobile devices
- Applications
- Hardware and software
- Networking
- Troubleshooting
- Virtualization and cloud computing
- Operating systems and procedures
- Security

In addition, students will complete professionalism training that prepares students to apply and interview for jobs as well as to excel in an office work environment. By the end of the course, students will be prepared to take the CompTIA A+ Core 1 and Core 2 exams and interview for IT jobs.

Course Materials

- CompTIA ITF+ student guides
- CompTIA A+ Core 1 and Core 2 student guides
- CompTIA A+ Core 1 and Core 2 CertMaster Practice accounts
- CompTIA A+ Core 2 Labs accounts
- Professor Messer Core 1 and Core 2 notes

Our Class

- **Consistent** attendance and punctuality.
- One **conversation** at a time.
- **Considerate** and **courteous**.
- **Committed** to each other's success.

Attendance

There are 68 classes in this course. Because attendance and participation is key to learning, only four absences are allowed. Students who miss more than four classes will be automatically dropped. If you must miss a class for whatever reason, please notify your instructor in advance via email or text.

The class will start promptly at 5:30 PM and ends no later than 9:30 PM each day. Students are expected to be in their seat by the start of class. Students who arrive within the first 30 minutes will be marked tardy and students who arrive later will be marked absent. Note earning two tardies equals one absence.

Academic Progress

Academic progress will be assessed throughout the class using a combination of weekly quizzes and CertMaster Practice exercises. Students must maintain a minimum quiz average of 75% or risk being dropped. Once every three weeks students will meet with their instructor for a 1x1 progress check. If a student is below the 75% threshold they will have until the next progress check – three weeks later – to raise their average score. If a student is still below 75% at the next check-in date, they will be dropped from the class.

Certification Exams

All students are expected to take the Core 1 and Core 2 exams by the final day of class. To qualify for a free certification exam voucher, students must maintain a weekly quiz average of 75%, complete at least 75% of the corresponding CertMaster activities with "yellow" level proficiency, and earn a minimum grade of 80% on the corresponding CertMaster pre-exam. Students may test for the Core 1 and/or Core 2 exam as soon as they qualify for either one.

Students who don't complete both tests by the final day of class will not be eligible for free vouchers, but must pay half of the voucher cost. In cases where a student doesn't complete both tests within two weeks of the final day of class, they will no longer be eligible for a discounted voucher, but must pay the full voucher cost.

Hands-On Learning Lab Days

To enhance classroom learning, students are required to participate in several in-person labs. These activities will always be held on designated Tuesdays and split into two sections: 2:00 PM – 5:00 PM and 6:00 PM – 9:00 PM. Section assignments will depend on student schedules.

- Lab 1 – PC Dissection, Desktop
- Lab 2 – PC Dissection, Laptop
- Lab 3 – Setup and Configure a SOHO Network
- Lab 4 – Survey of Virtualization and Cloud Tools
- Lab 5 – Windows 10 - Install, Configure, and Secure
- Lab 6 – Windows Scripting Fundamentals

Career Skills Training

As part of the A+ course experience, students will participate in professionalism training classes on designated Mondays. These classes are designed to provide you with the tools to effectively identify, obtain, and keep a job upon earning your A+ certification.

Homework

Spending time each day studying outside of class is an essential part of the learning process. In addition to completing reading assignments and practice activities, students are expected to reserve time to study key concepts on their own. Please do not limit your studying outside of class to just those readings; take advantage of the other resources provided.

CertMaster Practice

CertMaster Practice accounts are user specific, providing an adaptive learning experience that reinforces what you read in the book and study in class. It is very important that you stay on track with CertMaster via the website and/or app. Also, do not skip ahead of sections where you earn a "red" level score because this indicates you are not proficient in the topic. If you are not current with your CertMaster progress and/or have not demonstrated sufficient mastery of key concepts, you may be excluded from taking certification exams.

Tutoring

If you would like additional assistance with a specific topic and/or if you find that you are not doing well on assessments, please schedule a tutor session. These are free to you and a great additional resource. Tutor sessions are also helpful as you prepare for exams.

- Matt Walters – https://calendly.com/mwalters-byteback
- Nate Solloway – https://calendly.com/nsolloway-byteback

Study Groups

Students are expected to meet with fellow classmates for at least one hour every week to discuss course materials. These small study groups are determined on the first day of class and will be formed according to schedule needs.

Special Accommodations

Students with learning and/or physical disabilities are entitled to special accommodations. If you have a disability, please inform your instructor on the first day of class so special accommodations can be arranged.

Student Services

If you are at risk of missing class for whatever reason please inform your instructor so they can connect you with our Student Services department, which is available to help students overcome a variety of challenges.

Typing

Students are expected to practice typing skills throughout the course in order to achieve a minimum of 35 words per minute by the end of the course. Students who fail to achieve this threshold may be ineligible for certification level classes.

Communication with Byte Back

Occasionally students will receive important announcements and/or updates from Byte Back or the instructor via email. To ensure you receive these messages we recommend checking your email account at least once a day for the duration of the class.

If you need to contact your instructor for whatever reason, please use their preferred method of communication and allow up to 48 hours for a response.

Tentative Course Outline