Document N: Course and Program Development:
IMPACT AND APPROVAL SIGNATURES
See Course and Program Development Policy and Procedures (www.ubalt.edu/provost) for instructions.

SCHOOL: Law  MSB  CAS  CPA
CONTACT NAME: Mohammed Ketel  PHONE: 410-837-5278
DEPARTMENT/DIVISION: Science, Information Arts and Technologies  DATE PREPARED: 3/23/12
PROPOSED SEMESTER OF IMPLEMENTATION: Fall  Spring  YEAR: 2013

TYPE OF ACTION: Add (new)  Deactivate  Modify  Other
LEVEL OF ACTION: Noncredit  Undergraduate  Graduate  Other

ACTION BEING REQUESTED (select one category, either Course Actions or Program Actions):
- [ ] COURSE ACTIONS
- [ ] PROGRAM ACTIONS

Original Subject Code/Course Number: COSC 210
Original Program Title:
Original Course Title:
Computer Hardware/Software Support

Select one or multiple actions from one of the lists below (review the list of necessary documents and signatures):

<table>
<thead>
<tr>
<th>COURSE ACTIONS</th>
<th>PROGRAM ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Experimental Course</td>
<td>10. Program Requirements</td>
</tr>
<tr>
<td>2. Course Title</td>
<td>11a. Undergraduate Specialization (24 credits or fewer)</td>
</tr>
<tr>
<td>3. Course Credits</td>
<td>11b. Master’s Specialization (12 credits or fewer)</td>
</tr>
<tr>
<td>4. Course Number</td>
<td>11c. Doctoral Specialization (18 credits or fewer)</td>
</tr>
<tr>
<td>5. Course Level</td>
<td>12. Minor (add or delete)</td>
</tr>
<tr>
<td>6. Pre- and Co-Prerequisite</td>
<td>13. Closed Site Program</td>
</tr>
<tr>
<td>7. Course Description</td>
<td>14. Program Suspension</td>
</tr>
<tr>
<td>8. New Course</td>
<td>15. Program Reactivation</td>
</tr>
<tr>
<td>9. Deactivate Course</td>
<td>16a. Certificate Program (UG/G) exclusively within existing degree program</td>
</tr>
<tr>
<td>22. Other</td>
<td>16b. Certificate Program (UG/G) outside of or across degree programs (12 or more credits)</td>
</tr>
</tbody>
</table>

ADDITIONAL DOCUMENTATION (check all appropriate boxes of documents included; review the list of necessary documents):
- [ ] Summary proposal (O)
- [ ] Course definition document (P)
- [ ] Full five-page MHEC proposal (Q)
- [ ] Financial tables (MHEC) (R)
- [ ] Other documents as may be required by MHEC/USM (S)
- [ ] Other (T)
**IMPACT REVIEW** (review the list of necessary signatures):

<table>
<thead>
<tr>
<th>Impacted Entity</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Library</td>
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<tr>
<td>□ no impact</td>
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<tr>
<td>□ impact statement attached</td>
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<td>b. OTS</td>
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<td>c. University Relations</td>
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<td>d. Admissions</td>
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<td>e. Records</td>
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</tr>
</tbody>
</table>

**APPROVAL SEQUENCE** (review the list of necessary signatures):

<table>
<thead>
<tr>
<th>Approval Level</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Department/Division (Chair)</td>
<td></td>
<td>5/24/13</td>
</tr>
<tr>
<td>B. General Education (for No. 7, 8)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. Final Faculty Review Body Within Each School (Chair)</td>
<td></td>
<td>5/19/13</td>
</tr>
<tr>
<td>D. Dean</td>
<td>Daniel B B</td>
<td>5/16/13</td>
</tr>
<tr>
<td>E. University Faculty Senate (Chair)</td>
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<tr>
<td>F. University Council (Chair)(^1)</td>
<td></td>
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</tr>
<tr>
<td>G. Provost and Senior Vice President for Academic Affairs</td>
<td>Beverly Schnell</td>
<td>9/11/13</td>
</tr>
<tr>
<td>H. President</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I. Board of Regents (notification only)</td>
<td></td>
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<tr>
<td>J. Board of Regents (approval)</td>
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<tr>
<td>K. MHEC (notification only)</td>
<td></td>
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<tr>
<td>L. MHEC (approval)</td>
<td></td>
<td></td>
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<tr>
<td>M. Middle States Association notification</td>
<td>Required only if the University’s mission is changed by the action</td>
<td></td>
</tr>
</tbody>
</table>

\(^1\) University Council review (for recommendation to the president or back to the provost) shall be limited to curricular or academic policy issues that may potentially affect the University’s mission and strategic planning, or have a significant impact on the generation or allocation of its financial resources.
Document O: Course and Program Development: SUMMARY PROPOSAL

See Course and Program Development Policy and Procedures (www.ubalt.edu/provost) for instructions.

SCHOOL: O LAW O MSB O CAS O CPA

CONTACT NAME: Mohammed Ketel PHONE: 410-837-5278

DEPARTMENT/DIVISION: Science, information Arts and Technologies

PROPOSED SEMESTER OF IMPLEMENTATION: FALL

DATE PREPARED: 3/23/12

PROPOSED SEMESTER OF IMPLEMENTATION: FALL

YEAR: 2013

ACTION BEING REQUESTED (select one category, either Course Actions or Program Actions):

COURSE ACTIONS

Original Subject Code/Course Number:

COSC 210

Original Course Title:

Computer Hardware/Software Support

Select one or multiple actions from one of the lists below (review the list of necessary documents and signatures):

1. Experimental Course
2. Course Title
3. Course Credits
4. Course Number
5. Course Level
6. Pre- and Co-Requisite
7. Course Description
8. New Course
9. Deactivate Course
10. Program Requirements
11. Undergraduate Specialization (24 credits or fewer)
12. Master's Specialization (12 credits or fewer)
13. Doctoral Specialization (18 credits or fewer)
14. Minor (add or delete)
15. Closed Site Program
16. Program Suspension
17. Program Reactivation
18. Certificate Program (UG/G) exclusively within existing degree program
19. Certificate Program (UG/G) outside of or across degree programs (12 or more credits)
20. Off-Campus Delivery of Existing Programs
21. Undergraduate Concentration (exceeds 24 credits)
22. Master's Concentration (exceeds 12 credits)
23. Doctoral Concentration (exceeds 18 credits)
24. Program Title Change
25. Program Termination
26. New Degree Program
27. Other

For changes to existing courses:

OLD TITLE

SUBJECT CODE/COURSE NO. CREDITS

NEW TITLE

SUBJECT CODE/COURSE NO. CREDITS
The Applied Information Technology program - Division Science, Information Arts and Technologies proposes a new course, COSC 210: Computer Hardware/Software Support.

COSC 210 is an AIT core and a foundation requirement for the Computer Networking and System Administration content track.

SET FORTH THE RATIONALE FOR THIS PROPOSAL:

The proposed course is a core requirement for Applied Information Technology majors; a major elective for Simulation and Digital Entertainment majors; a general elective for other UB undergraduates.

Computer hardware is a core skill for many workforce positions. The proposed course provides a comprehensive understanding of the essential components associated with computer hardware, troubleshooting, maintenance, and problem-solving issues involved in information technology, and gives students valuable hands-on experience with PC technology. It is a prerequisite for each student following the Network and System Administration track to possess a basic knowledge of information technology hardware and software. COSC 210 is also designed to prepare students to obtain the vendor-neutral Computing Technology Industry Association (CompTIA) A+ Certification.
DOCUMENT P: COURSE DEFINITION

See Course and Program Development Policy and Procedures (http://www.ubalt.edu/template.cfm?page=257) for instructions.

1. DATE PREPARED
3/2/12

2. PREPARED BY
Mohammed Ketel

3. DEPARTMENT/DIVISION
Division of Science, Information Arts and Technologies

4. COURSE NUMBER(S) with SUBJECT CODE(S)
COSC 210

5. COURSE TITLE
Computer Hardware/Software Support

6. CREDIT HOURS
3

7. CATALOG DESCRIPTION
Introduces students to the architecture and hardware components of modern computing systems such as PCs, servers and portable/mobile devices. Topics include hardware components and peripherals, installation, configuration and upgrading, diagnosing and troubleshooting, safety and preventive maintenance, portable systems, installation and optimization of system software, and basic networking. Course materials also prepare students for the vendor-neutral CompTIA A+ industry certification exam. Lab fee required.

8. PREREQUISITES
None

9. COURSE PURPOSE (how the course is to be used in the curriculum; e.g., required for the major, elective, etc.)
Requirement for Applied Information Technology majors; major elective for Simulation and Digital Entertainment majors; general elective for other UB undergraduates.

10. GENERAL EDUCATION AREA (if applicable; e.g., social sciences, humanities, mathematics, etc.)
one

11. COURSE TYPE/COMPONENT (clinical, continuance, discussion, field studies, independent study, laboratory, lecture, practicum, research, seminar, supervision, thesis research, tutorial or workshop; this must match PeopleSoft 9.0 coding, so check with your dean’s office if you are unsure of the correct entry)
Lecture

12. FACULTY QUALIFIED TO TEACH COURSE
M. Ketel, C. Wright Brown, and adjuncts.

Summer 2010
13. CONTENT OUTLINE
Topics to be covered will include:
Introducing Hardware
Introducing Operating Systems
Working with People in a Technical World
Form Factors, Power Supplies, and Working Inside a Computer
All about Motherboards
Supporting Processors
Upgrading Memory
Supporting Hard Drives
Installing and Supporting I/O Devices
PC Maintenance and Troubleshooting Strategies
Multimedia Devices and Mass Storage
Networking Essentials
Supporting Notebooks

14. LEARNING GOALS

By the end of the course, students should be able to:

• Demonstrate an understanding of system architecture.
• Identify hardware methods of system optimization and when to use them.
• Install, configure, optimize and upgrade operating systems.
• Identify tools, basic diagnostic procedures, and troubleshooting techniques for laptops/portable devices.
• Identify tools, diagnostic procedures and troubleshooting techniques for networks.
• Perform preventative maintenance on personal computer/laptops/portable devices.
• Describe the aspects and importance of safety and environmental issues.

15. ASSESSMENT STRATEGIES

Completion of a series of quizzes, examinations, and laboratory assignments designed to demonstrate the student's mastery of the knowledge and practical skills required in applied information technology.

16. SUGGESTED TEXT(S) and MATERIALS (e.g. textbooks, equipment, software, etc., that students must purchase)


17. SPECIAL GRADING OPTIONS (if applicable)

none

18. SUGGESTED CLASS SIZE

24

19. LAB FEES (if applicable)

$45 per course. Laboratory fees cover additional instructional costs incurred in the operation of computer laboratories necessary for teaching this course and for students' preparation of classwork, including maintenance and routine upgrades to software and hardware, as well as the renewal of yearly software licenses.