

a plus view NEWSLETTER

A + Certification Computer Repair News & Updates

CES Industries, Inc.

January 2000

MESSAGE FROM THE VICE PRESIDENT



Greetings to all of you and Happy New Year. This is our first Company Newsletter for the A+ Certification Computer Repair Program and with your participation it will be a great success. We are asking students and teachers to submit articles, stories (serious and funny), pictures, etc. All submissions must be approved and submitted by your instructor to the address below. Every three months there will be a \$256.00 value certificate for the A+ Certification Exam awarded to one lucky winner.

We hope to have all A+ Computer Repair Program Instructors on our mailing list. If you know of anyone who is not on it or would like to receive it please let us know.

Mitchell B. Nesenoff, A+, N+

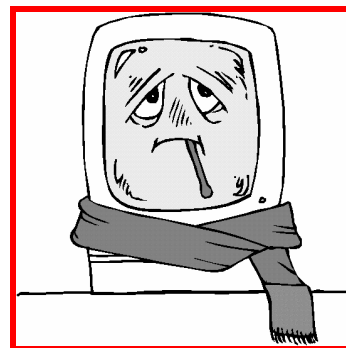
Mr. Ed's Tech Tips

By Edward J. Ermler, A+, N+, MCP, CET

I would like to take this opportunity to provide you with some tips on building a successful program. You have already taken the first step. You have purchased the finest training package ever designed for classroom use. Now what? Well, this is the question of the new millennium; What do I do now?

First of all, it is very easy for an instructor to make a very common mistake when they begin their program, which is to assume that the program that they are beginning to teach is simply just another "computer repair class". True, you will be teaching "computer repair" but you are teaching A+ computer repair. The concept of an A+ program is that the student learns not only how to repair a computer, but the technical reasons why he is doing a specific repair. Most instructors fall into the trap that they have taught their programs for many years, and that outside assistance, outlines, and yes even books are shall we say, not used, or simply referred to. They teach their programs based upon the "broken" computers that have either been donated to the class or have been provided to the class to repair for the rest of the school or in some cases, the district. An instructor that allows the student to go down this path is destined for failure. The student learns how to repair a computer, not by any methodical method, but simply by employing the "shot gun" method. Simply change parts until the computer works once again. This is a very inefficient method of repair, and from the educational standpoint

continued



***It's Flu season
Be careful of viruses***

Don't Forget

Mail your articles to:

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Mr. Ed's Tech Tips

continued

almost useless. With this type of program, the student and the instructor spend many hours simply figuring out what type of a computer they have, where to get parts or drivers for the computer, and the actual learning time is minimal.

For the A+ Computer Repair Program to be successful, the instructor must “read the riot act” to the students on day one. That is, you are here to learn, not to play games. You will be reading large amounts of material that is sometimes difficult to comprehend. You will be spending a minimum of one hour each day, at home, reading. Yes, that means homework! You can expect that you will be given tests on a regular basis, and that the tests will be difficult, and most of all, you will not see, touch or even think about opening or assembling any computer until you earn the right to do so. The students should expect that for at least the first two weeks of the program, they will be taking notes, notes and more notes, and only after they have completed Book Number Two will they be ready to progress to the assembly stage.

Keep the room clean. The instructor who is running a successful program is one that sticks to the curriculum, does not allow students to bring in their home computers for repair, and certainly does not take computers as donations from the school or any other source.

Stick to the curriculum. When we designed our A+ training package, many hours of work went into the design of the trainer, and more than ten times the amount of work went into designing the curriculum. The books and training materials have been created so that you, the instructor, does not have to reinvent the program. Follow the instructor's guides, the daily course curriculum and the specific tasks the student must complete. It may not be possible to stay minute for minute to a curriculum guide, but as a guideline, the curriculum, should be within a day or two of your actual place in the program. Don't be caught trying to implement short cuts, or worse yet,

trying to “teach the test”. Instructors who simply point students to large question pools on the Internet and various other cram type review programs, do a large disservice to the students. CompTIA is well aware of the fact that instructors try to “teach the test”, so the tests are rotated frequently, and the question pool is large. Success only comes by following the rules.

Communicate! If there is any instructor out there who claims to know everything about this subject, then I will remind him or her that I have a bridge for sale in Brooklyn. It is not possible for anyone to know every possible aspect of computer repair. The best recommendation for any instructor actively involved with the A+ program is to communicate.

E-mail us any and all of your questions at AplusSUPPORT@cesindustries.com and we will research your questions, and get you an answer that is applicable to you and your program. Of course, if the questions are something that everyone should know about, or you simply find a tip or suggestion that improves the learning experience, e-mail me, and I will place it in the next month's newsletter.

Look for a password secured site on our web page, coming soon, that will provide you with daily tips, downloadable curriculum updates, suggestions and solutions from other instructors, and a private Q&A area to ask the experts.

I am excited about the new newsletter, and feel that it is a great way to help improve the quality of education that is provided to our students, and in this dynamic field of computer technology, it will help to improve our already excellent program.

Until next month, remember, “There are four variables in repairing any computer, three we can fix and one we have no control over. The four variables are, Hardware; Software; Environment and USER!” Good luck trying to fix the USER!

Don't Forget

TRIP TO OKLAHOMA

By Mitchell B. Nesenoff

On one of my many surprise “site checks” of our A+ Certification Programs, I came across some very good suggestions by an instructor at Meridian Technical Center, in Stillwater, OK. She said that it would help if we supply her with additional lecture support materials.

Great suggestion, Ms. Little. CES has made it part of our standard Instructor’s Manual. If you haven’t received it yet, you should in the very near future.

If any instructors have any additional information, comments, or corrections, please let me know by e-mail or fax.

If we haven’t thought of them yet, you could be in line for some gift certificates from your local fast food restaurants.

We welcome ALL comments.

WORDS OF WISDOM

“There are no shortcuts to passing the A+ Certification Exam.
There are very few guarantees in life; however,
when you are A+ Certified,
you are virtually guaranteed a job.”

This should serve as a great motivation for all students who are aspiring to enter the computer technician field.



These are just a few of the copies of A+ Certificates from students who use our equipment. I hope to see your name on our wall in the near future.

PUZZLE PUZZLE

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Find: in all directions

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BIOS
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POWER SUPPLY
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CPU
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