Department:

Computer Support Technology

Course Description:

This class is designed to give the second semester student supervised practice with computerized testing. Students will apply previously learned skills and concepts in preparation for the CompTIA A+ Examinations. Practice test banks will be used to simulate the exams. Students will take practice tests, review answers, research any incorrect answers and research and obtain correct answers. The actual exams are scheduled when the student feels prepared for them.

Course Competencies:

Upon completion of the course, the student should be able to:

1. Consistently pass practice A+ Essentials Exam with a minimum of 98% accuracy
2. Consistently pass practice A+ Practical Application Exam with a minimum of 98% accuracy
3. Research incorrect answers to questions on the practice exams and obtain correct answers
4. Take the CompTIA A+ Essentials Exam
5. Take the CompTIA A+ Practical Application

Course Content:

A. Introduction to Troubleshooting
B. Motherboards
C. The CPU
D. RAM
E. POWER
F. Storage Devices
G. Installing and Upgrading Windows
H. Configuring Windows
I. Maintaining Windows
J. Troubleshooting Windows
K. Laptops
L. Video, Audio, and Peripherals
M. Printers
N. Networking
O. Security
P. Safety and Professionalism
Q. Taking the Real Exams
Learning Assessments:

Competencies will be assessed by assignments, case problems, quizzes, chapter tests, hands-on projects, lab assignments, midterm test, and final test. The tests may be in the objective or problem solving format.

Instructional Materials:


Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

On-Campus Students: At enrollment, any on campus student may complete a form that will allow them to self-identify any disability.

Off-Campus Regional Students: Self-identify your disability and accommodation needs with the Regional Coordinator and/or instructor, preferably prior to the first class meeting.

Online Students: Self-identify your disability and accommodation needs by contacting the Disabilities Coordinator. Students must provide their own programs to allow accessibility on their home computer.

Any student may also identify their disability by completing an online form located on the HCC homepage under Students Services/Resources/Disabilities. Questions should be directed to the Disabilities Coordinator.