Department:

Computer Support Technology

Course Description:

This course is intended to introduce the student to various computer components, business systems, and the basics of troubleshooting the Personal Computer (PC). Safety and proper tool usage will also be covered. The course will focus on the techniques used to isolate and resolve computer problems, multimedia technology, and input-output devices, including monitors and video cards. Instruction will also be given on basic electrical principles and PC power supplies.

Course Competencies:

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

1. Identify the fundamental principles of using personal computers
2. Install, configure, optimize and upgrade personal computer components
3. Identify tools, diagnostic procedures and troubleshooting techniques for personal computer components
4. Perform preventive maintenance on personal computer components
5. Demonstrate proper safety techniques and workplace skills
6. Identify potential hazards and implement proper safety procedures, including Electro Static Discharge (ESD) precautions and procedures, safe work environment, and equipment handling
7. Identify proper disposal procedures for batteries, display devices, and chemical solvents and cans
8. Locate and identify the Class C fire extinguisher and explain the P_A_S_S system

Course Content:

A. Introduction to Hardware
B. Introduction to Operating Systems
C. Working with People in a Technical World
D. Form Factors and Power Supplies
E. All About Motherboards
F. Supporting Processors
G. Upgrading Memory
H. Supporting Hard Drives
I. Installing and Supporting Input/Output (I/O) Devices
J. Multimedia Devices and Mass Storage
Learning Assessments:

Competencies will be assessed by assignments, case problems, quizzes, chapter tests, hands-on projects, lab assignments, a mid-term exam, and a final exam. Exams may be in 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.

In order to begin the process all students must complete the “Disabilities Self-Identification Form” at this link: https://highlandcc.edu/pages/disability-services.

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.