Department:

Computer Support Technology

Course Description:

This course is designed to give instruction on complex hardware installation as well as prevention and recovery of data loss. The course will also provide an introduction to telephone communications, printers, notebook PCs, virus infection, and data recovery.

Course Competencies:

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

1. Identify tools, basic diagnostic procedures, and troubleshooting techniques for laptops and portable devices
2. Perform preventive maintenance on laptops and portable devices
3. Identify tools, basic diagnostic procedures, and troubleshooting techniques for printers and scanners
4. Identify tools, diagnostic procedures, and troubleshooting techniques for networks
5. Install, configure, optimize, and upgrade networks
6. Perform preventive maintenance for computer security
7. Explain the aspects and importance of safety and environmental issues
8. Use good communication skills when working with customers and colleagues
9. Use job-related professional behavior, including notation of privacy, confidentiality, and respect for customers and their property

Course Content:

A. PC Maintenance and Troubleshooting Strategies
B. Networking Essentials
C. Networking Practices
D. Security Essentials
E. Security Practices
F. Supporting Notebooks
G. Supporting Printers

Learning Assessments:

Course competencies will be assessed by assignments, case problems, quizzes, chapter tests, hands-on projects, lab assignments, a midterm test, and a final test. The tests may be in objective or problem solving format.
Instructional Materials:

ISBN: 9781435497788

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.