Department:

Computer Support Technology

Course Description:

This course is designed to give instruction on how to troubleshoot and resolve operating system issues. The student will use tools within the operating systems as well as third-party software to resolve problems. This course will examine common operating system problems and problems specific to individual operating systems. The differences, advantages, and disadvantages of several Windows operating systems will be considered.

Course Competencies:

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

1. Identify the fundamentals of using operating systems
2. Install, configure, optimize, and upgrade operating systems
3. Identify tools, diagnostic procedures, and troubleshooting techniques for operating systems
4. Perform preventive maintenance on operating systems
5. Identify the fundamental principles of security
6. Install, configure, upgrade, and optimize security
7. Identify tool, diagnostic procedures, and troubleshooting techniques for security

Course Content:

A. Installing Windows
B. Maintaining Windows
C. Optimizing Windows
D. Tools for Solving Windows Problems
E. Fixing Windows Problems
F. Keystroke Shortcut in Windows

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.

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.