

JEFFERSON COLLEGE
COURSE SYLLABUS

CIS150

INTRODUCTION TO COMPUTER SUPPORT

3 Credit Hours

Revised by: Douglas Hale
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CIS150 Introduction to Computer Support

I. CATALOGUE DESCRIPTION

- A. Pre-requisite: Reading Proficiency
- B. 3 Credit Hours
- C. Introduction to Computer Support will train students to perform tasks such as installation, configuration, diagnosing, preventive maintenance, and basic networking. It will prepare students for the 220-801 exam, the first of two exams required for CompTIA A+ Certification. (F,S)

II. EXPECTED LEARNING OUTCOMES/CORRESPONDING ASSESSMENT MEASURES

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|---|--|
| Identify and define common computing, networking, and printing hardware, including portable devices | Quizzes Exams Certification Exam |
| Identify and define system management/ security components and best practices | Quizzes Exams Certification Exam |
| Identify and differentiate between various Windows Operating Systems | Quizzes Exams Certification Exam |
| Define and demonstrate the habits of a successful PC Technician | Quizzes Exams Hands-On Exercises Certification Exam |
| Install, configure, troubleshoot, and repair common system, peripheral, storage, networking, printing, security, and system management components, including portable devices | Quizzes Exams Hands-On Exercises Certification Exam |
| Install and configure common Windows Operating Systems | Quizzes Exams Hands-On Exercises Certification Exam |

III. OUTLINE OF TOPICS

- A. Computing Overview
- B. PC Technician
- C. System Components

- D. Peripheral Devices
- E. Storage
- F. Networking
- G. Printing
- H. Portable Devices
- I. Security
- J. System Management
- K. Windows Installation

IV. METHOD(S) OF INSTRUCTION

- A. Lecture
- B. Group
- C. Collaboration
- D. Hands-On Lab Work

V. REQUIRED TEXTBOOK(S)

TestOut, *LabSim PC Pro (A+ 801/802) Activation Code*, (Current Edition), TestOut Corporation

VI. REQUIRED MATERIALS

USB Removable Storage Device (Flash Drive)

VII. SUPPLEMENTAL REFERENCES

None

VIII. METHOD OF EVALUATION

- A. Participation: 15%
- B. Hands-On Exercises: 40%

- C. Quizzes/Exams: 40%
- D. Certification Exam (Pass/Fail): 5%

IX. ADA AA STATEMENT

Any student requiring special accommodations should inform the instructor and the Coordinator of Disability Support Services (Technology Center 101; phone 636-481-3169).

X. ACADEMIC HONESTY STATEMENT

All students are responsible for complying with campus policies as stated in the Student Handbook (see College Website <http://www.jeffco.edu>).

XI. ATTENDANCE STATEMENT

Regular and punctual attendance is expected of all students. Any one of these four options may result in the student being removed from the class and an administrative withdrawal being processed: (1) Student fails to begin class; (2) Student ceases participation for at least two consecutive weeks; (3) Student misses 15 percent or more of the coursework; and/or (4) Student misses 15 percent or more of the course as defined by the instructor. Students earn their financial aid by regularly attending and actively participating in their coursework. If a student does not actively participate, he/she may have to return financial aid funds. Consult the College Catalog or a Student Financial Services representative for more details.

XII. OUTSIDE OF CLASS ACADEMICALLY RELATED ACTIVITIES

The U.S. Department of Education mandates that students be made aware of expectations regarding coursework to be completed outside the classroom. Students are expected to spend substantial time outside of class meetings engaging in academically related activities such as reading, studying, and completing assignments. Specifically, time spent on academically related activities outside of class combined with time spent in class meetings is expected to be a minimum of 37.5 hours over the duration of the term for each credit hour.