

**JEFFERSON COLLEGE**

**COURSE SYLLABUS**

**CIS243**

**ADVANCED COMPUTER SUPPORT**

3 Credit Hours

Revised by: Douglas Hale

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## CIS243 Advanced Computer Support

### I. CATALOGUE DESCRIPTION

- A. Pre-requisites
  - 1. Reading Proficiency
  - 2. CIS150 Introduction to Computer Support, with a Grade of “C” or Better
- B. 3 Credit Hours
- C. Advanced Computer Support will train students to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. It will prepare students for the A+ 220-802 exam, the second of two exams required for CompTIA A+ Certification. (F,S)

### II. EXPECTED LEARNING OUTCOMES/CORRESPONDING ASSESSMENT MEASURES

Identify and define networking hardware, security/system management components and best practices	Quizzes Exams Certification Exam
Define and use common PC Technician tools and safety procedures	Quizzes Exams Hands-On Exercises Certification Exam
Install, configure, troubleshoot and repair common system, storage, networking, security, and system management components	Quizzes Exams Hands-On Exercises Certification Exam
Identify, define and demonstrate proper troubleshooting methodology	Quizzes Exams Hands-On Exercises Certification Exam

### III. OUTLINE OF TOPICS

- A. PC Technician
- B. System Components
- C. Storage Devices
- D. Disk Management
- E. File Management

- F. Networking
- G. Security
- H. System Management
- I. Troubleshooting

IV. METHOD(S) OF INSTRUCTION

- A. Lecture
- B. Group Collaboration
- C. 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.