

Hagerstown Community College
OFFICIAL MASTER SYLLABUS DOCUMENT

COURSE: *IST 150PC Tech/Repair and Troubleshooting—3 credits*

INSTRUCTOR:

SEMESTER/YEAR:

Spring 2018

COURSE DESCRIPTION: This course teaches the skills needed to be a successful computer technician and help to prepare students for CompTIA's Certification exams. This hands-on class teaches the techniques needed to diagnose hardware problems, configure PC components, and replace defective computer parts. Students learn how to install boards, configure multiple hard drives, add peripheral devices, configure network connectivity, solve basic printer problems, and modify CMOS settings. Diagnostic software and hardware procedures are included. Laboratory fee required. Prerequisite: IST 102 or consent of instructor. Semesters offered: Fall (day and evening): Spring (day and evening). 3 Credits

TEXTBOOK: Complete CompTIA A+ Guide w/Software, Schmidt, 2017. Pearson. (ISBN 9780789757548)

REQUIRED TOOLS: 4GB (MINIMUM) USB drive (reserved for this class); computer toolkit

STUDENT LEARNING OUTCOMES:

- Students will be able to assemble, setup, and upgrade personal computer systems and mobile devices including netbooks and tablets
- Students will be able to diagnose, isolate faulty components using critical thinking skills
- Students will demonstrate customer service, troubleshooting and preventative maintenance skills
- Students will be able to prepare for certification

TOTAL HOURS OF COURSEWORK: To earn one academic credit at HCC, students are required to complete a minimum of 37.5 clock hours (45 fifty-minute “academic” hours) of coursework per semester. Those hours of coursework may be completed through a combination of hours within the classroom and hours outside the classroom. Certain courses may require more than the 37.5 minimum hours of coursework per credit.

For most classes, students should expect to do at least 2 hours of coursework outside of class for each hour of in-class coursework.

Total Hours of Coursework for IST108 is 122.5 hours for 3 credits.

<i>Assignment/assessment</i>	<i>Clock Hours</i>
In-class instruction, In-Class Projects/activities, Hands-on Exams (3)	37.5 instructional hours
HOPs (outside of class) Ps&Qs; uCertify Labs, Quizzes	60 hours
Exams includes study time (Transcender & CompTIA Cert Exam)	25 hours

Services for Students with Disabilities: Students may receive reasonable accommodations if they have a diagnosed disability and present appropriate documentation. Students seeking accommodations are required to contact the Disability Support Services (DSS) office as early as possible. Students may contact a DSS staff member for an appointment at dss@hagerstowncc.edu or at 240-500-2530