

**Hagerstown Community College**  
**OFFICIAL MASTER SYLLABUS DOCUMENT**

**COURSE:** IST 151 PC Tech/Operating Systems – 3 credits

**INSTRUCTOR:**

**SEMESTER/YEAR:** Spring 2018

**COURSE DESCRIPTION:** This course offers installation, configuration, support and troubleshooting of XP, Vista, 7 and 8; and preparation for CompTIA Operating Systems Technologies exam. The fundamental competencies for A+ Certification are covered. Topics include hardware requirements for installation, upgrades, customizing the user environment and memory, installing hardware/software, troubleshooting the boot process, and recovery from OS crashes. The fundamentals of networking include OSI model, TCP/IP, addressing, and troubleshooting tools. Laboratory fee required. Prerequisite: IST 108 or keyboarding exemption test (may be taken concurrently with IST 108) and IST 102 or consent of instructor. Semesters offered: Spring. 3 Credits

**TEXTBOOKS:** Complete CmpTIA A+ Guide w/Software, Schmidt, 2017. Pearson. (ISBN 9780789757548)

**STUDENT LEARNING OUTCOMES:**

- Students will be able to install, configure and maintain the operating system in both single and dual boot configurations within the Windows family of operating systems.
- Students will be able to perform advanced file management operations in order to organize, maintain personal computer systems in a workplace or home environment
- Students will utilize system utilities to allocate and organize storage and manage peripheral devices
- Students will demonstrate customer service, troubleshooting and preventative maintenance skills
- Students will be able to configure, navigate and synchronize mobile devices, including netbooks and tablets
- 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 116.5 hours for 3 credits.**

<b><i>Assignment/assessment</i></b>	<b><i>Clock Hours</i></b>
In-class instruction, In-Class Projects/activities/quizzes (3) Hands-on Exams (2)	37.5 instructional hours
HOPs (outside of class)SLRs/Ps&Qs Reading	58 hours
Transcender Self-Test	2.5 hours 2 attempts (75 minutes each)
CompTIA Certification Exam (Assignment)	20 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](mailto:dss@hagerstowncc.edu) or at 240-500-2530