Hagerstown Community College Master Syllabus
IST 151: PC Tech/Operating Systems

Course Information

Course #: IST 151 PC Tech/Operating Systems

3 Credits

Semester Year: Spring 2019

Instructor Information

Instructor: Karen Weil-Yates

Phone: (240) 500-2446

Email: kdweil-yates@hagerstowncc.edu

Office: ATC 204

Office hours: M 4 – 5:30pm; T/Th 1:00am – 1:00pm

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

Textbook and Course Materials

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

Required Tools

2 USB Flash drives (don't store anything but class work on these drives) (one should be 4GB or more)

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

Definition of Credit Hour: Classroom Courses

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 in 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 complete at least 2 hours of coursework outside of class for each hour of in-class coursework.

F2F

Classwork type	Direct Faculty Instruction In-class **37.5 hours required**	Student Work Out of Classroom **75 hours required**
In-class instruction, In-Class Projects/activities, Hands-on Exams (3)	37.5 hours	
HOPs (outside of class); uCertify Labs, Quizzes		68
Exams (Transcender: 2X); hands-on		7
Total	**37.5 hours**	**75 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.